



Nursery Guidelines



Nursery Guidelines

- I. Nursery Policies and Procedures
- II. Nursery Job Descriptions
- III. Nursery Report
- IV. Child Information Sheet
- V. Sample Nursery Calendar
- VI. Sign-in/ Sign-out Sheet
- VII. Photo Release

Thank you for being a part of the TLC Nursery!

It is the goal of Trinity Lutheran Church to provide a safe, comfortable and nurturing environment for the children of our church. We also want parents and guardians to feel secure about their child's well-being while they attend services and activities at Trinity. We view the nursery as an important ministry to families and children, a vital part of our church and community. We welcome feedback as we continually look for ways to improve our nursery. Thank you for sharing your children with us!

We also wish to thank the staff and volunteers willing to serve in the nursery. Your service and sacrifice do not go unnoticed.

Please take the time to read the following guidelines that we have prepared for church staff, volunteers, parents, and other interested persons. This short booklet will answer most of your questions as well as introduce you to the policies that we have put in place to safe guard all of the children we care for. Your understanding and cooperation are deeply appreciated.

**Thank you!
Pastor Meghan and Pastor Gabi**

**Trinity Lutheran Church
301 E. Stuart Street
Fort Collins, CO 80525
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1. Nursery Policies and Procedures

A. NURSERY STAFFING

1. A minimum of two adult nursery workers (18 years or older) will be on duty and the Nursery Coordinator will make every effort to have a third helper as well. The third helper may be younger than 18 if two adults are present.
2. Minimum adult to child ratio*:
 - a. 1 adult to 3 infants (0-2 years old)
 - b. 1 adult to 4 toddlers (2-3 years old)
 - c. 1 adult to 6 children (3 years and older)
3. If the adult-child ratio outlined above is exceeded, the Nursery Coordinator will contact back-up volunteers to be in the nursery.
4. Volunteers 12 years and older are allowed to work in the nursery upon approval from Nursery Coordinator and successful completion of a nursery orientation. If a volunteer cannot work their scheduled day, they should contact the Nursery Coordinator or Director of Faith Formation.

B. NURSERY AGE RANGE

1. Infants up to and including age six are accepted for care in the nursery.
2. For safety reasons, children above nursery age are not allowed to enter the nursery area. Older children do not always understand the care and maintenance of a room for small children and infants. They can leave small objects that could be choking hazards, unplug safety devices, play rough with young children, etc.

C. NURSERY HOURS

Sundays from 9:00 am – 12:00 pm, unless otherwise posted. The nursery may be open for other special events and services, such as Wednesday night soup suppers, to be arranged with church staff prior to event.

***These ratios exceed recommendations outlined by the state of Colorado:**

<http://www.fortnet.org/ECC/CCRR/ColoradoRegulationsForStaff.pdf>

D. CHILDREN WITH ILLNESSES

Children that have had the following symptoms within the last 24 hours will not be admitted into the nursery:

- Fever
- Diarrhea
- Vomiting
- Yeast infection, monilia, thrush
- Impetigo (infected wounds, boils, untreated ringworms)
- Runny nose with green or yellow mucus discharge
- Communicable eye infections, conjunctivitis (pink-eye)
- Contagious skin rash
- Cough, croup (except in the case of allergy)
- Any symptom of usual childhood disease such as mumps, measles, chicken pox
- Use of antibiotics for 24 hours or less

E. NURSERY SET UP

Nursery Coordinator must arrive 15 minutes before the nursery opens (8:45 am on Sundays):

1. Set up folding gate between nursery and Sunday School room.
2. Set up welcome station: put out sign-in/sign-out sheet, pen, labels, nursery binder.
3. Nursery staff and volunteers must wear a name tag to make it easier for new parents to get to know your name.
4. Write the snack and other information for parents on the nursery information board.
5. Make sure diaper changing station, crib, and play areas are tidy and ready for use.
6. Ensure the nursery is childproofed (see ‘Safety and Childproofing’ below).

F. RECEIVING CHILDREN

1. Greet parents and children warmly.
2. Have all parent(s) sign child(ren) in on the sign-in/sign-out sheet. If the child comes directly from Sunday School, write “Sunday School” under parent sign-in.
3. Welcoming new families:
 - Have the parent fill out an ID sticker with the child’s first and last name, parent’s cell phone number, birthday, and any allergies. Place on the child’s back so they can’t pull the label off.

- Have new parents fill out a one-time child information sheet before or after the service/event. This is required, as it contains important information and should only take a minute to complete.
 - Take an individual picture of each child. Write the child's name on their photo and attach the photo to the child's information sheet. This only needs to be done once per family, preferably on their second or third visit.
4. Welcome returning families and help them put on child's ID bracelet.
 5. Label any of the child(ren)'s items (diaper bag, bottle, sippy cup, etc.) if not already labeled.
 6. Ask the parent if there are any special instructions regarding their child(ren). Write instructions on the sign-in sheet for all parents and volunteers.
 7. It is common for children in the nursery to suffer from separation anxiety. Normally, the child will calm down in just a few minutes. If a child continues to be upset for 15 minutes (or sooner by parent's request) with no sign of calming down, call the parent(s) to the nursery.
- IMPORTANT:** Please make sure the parent leaves a cell phone number and ask them to keep their phone on vibrate during the service or event. Explain this is how nursery staff will reach them in an emergency.

6. NURSERY TIME (SUNDAY MORNINGS)

1. Parent sign-in and free time.
 - Engage and play with the children, especially children who are new or by themselves.
 - If a child becomes ill, injured, or is causing disturbance due to a prolonged disciplinary issue during the service, please call the parent to the nursery.
2. Bring children to the sanctuary during the youth message. Allow enough time to line children up in pairs and walk over.
3. When children return from the youth message, bring them into the Sunday School room for a snack.
5. After snack, gather children on the rug for songs and other activities.
6. Prepare children for parent pick-up.

H. EMERGENCIES

Dial 9-1-1 if there is a medical, fire, or other life-threatening emergency. Lead children to safety following the emergency exit map. Nursery staff and volunteers are trained in adult/infant CPR and First Aid. There is a basic First Aid kit in the nursery supply closet. Trinity is also equipped with an AED machine, located in the West Wing.

I. MEDICATION

Our nursery staff is not adequately trained to dispense any type of medication. If a child requires medication, the parents are to be called to the nursery at the appropriate time to administer it.

J. SNACKS/ BOTTLES

A small snack is given during nursery time on Sunday mornings. Children must be seated at a table while eating. Parents should inform nursery staff of allergies or special instructions. Nursery staff is not equipped to heat or administer bottles to infants.

K. DIAPER CHANGING

- 1. Nursery workers will change a child's diaper, unless other arrangements are made with the parents beforehand.**
- 2. In our changing station area we provide a changing pad, wipes, disinfectant wipes (to clean the changing area), disposable diaper bags, and bathroom sink nearby to wash hands after each diaper change.**

L. POTTY TRAINING/TRAINED CHILDREN

A bathroom is provided in the nursery for children who are potty trained. If multiple children need to use the restroom, nursery staff may take a small group to restrooms down the hall. All adult-children ratios will be followed.

M. DISCIPLINE

If a child is repeatedly disruptive during nursery time (e.g. causing physical or emotional harm to him/herself, another child, or nursery attendants) the following steps will be taken:

- Child will be given two warnings to stop their misbehavior. Only one warning will be given if the child's behavior becomes a major problem, such as hurting another child or staff member, deliberately breaking a nursery toy, etc.**
- If the child does not stop their misbehavior after being warned, a nursery staff member will put the child in time-out for two minutes while being calm and quiet. The "turtle stool" is used for time-out. After the time-out is over, a nursery staff member or volunteer will talk to them about what they did wrong and the child will need to apologize, if necessary, to any person involved in their wrongdoing.**
- If the child has been warned and in "time-out" more than twice, the parents will be called to the nursery.**

N. DISMISSING CHILDREN & DAY-OF CLEAN UP

1. Have parent(s) sign child(ren) out on sign-in/sign-out sheets. Take off ID bracelets and put back in the nursery information binder.

IMPORTANT: No child may be released to anyone other than a parent, unless specified by the parent beforehand in writing on the child information sheet.

2. If time allows, share any joys or concerns about the child(ren) with the parents. Now is also a good time to remind parents to label their child's diaper bag, bottle, spare clothing, toys, etc.

3. Have new families fill out a child information sheet on their second visit if they haven't done so already.

4. Clean up the nursery after children leave:

- **Tear down folding gate between nursery and Sunday School room.**
- **Place all welcome station materials in the supply closet and lock the closet door.**
- **Organize the clean changing station, wipe down bathroom, disassemble changing station and return changing station items (infant wipes, hand sanitizer, gloves, and disinfecting wipes) to plastic bag and place in a tote.**
- **Spray all the toys thoroughly with disinfectant spray. Return the toys to their original places in the nursery.**
- **Take out trash with diapers.**
- **Fill out a nursery report and place in the Director of Faith Formation office.**
- **Fill out bi-weekly time sheets (staff/substitute staff only) and place in Deb's folder.**
- **Turn off the lights and lock the door.**

O. NURSERY GRIEVANCES

Any issues regarding nursery staff, children, parents or supplies should be handled discreetly, confidentially, and with honest communication. Grievances might include a complaint about a nursery volunteer or how a situation was handled. In these cases, the following steps should be taken.

1. The Nursery Coordinator should be made aware of the issue, or if the issue is about the Nursery Coordinator contact the Director of Faith Formation.

2. The Nursery Coordinator will notify the Director of Faith Formation and discuss how to best proceed:

- **A meeting may be organized with involved parties to resolve the issue or develop a solution.**
- **The pastors may determine a solution, which will then be relayed to the nursery staff and volunteers.**
- **A third option that may be more appropriate to the situation.**

P. CLEANING GUIDELINES

1. Non-toxic cleaning supplies are readily available to nursery workers, but should be kept well out of the reach of children (e.g. top shelf of supply closet).
2. See that nursery carpets, floors, furniture are thoroughly cleaned on a regular basis.
3. Crib sheets and changing table covers are readily available and washed, cleaned, and returned after each use in the nursery.
4. See that toys are washed on a regular basis with a non-toxic detergent, and that toys handled by children with illness are washed immediately.
5. Wash hands for at least 20 seconds with warm soapy water before handling food or drink, and after going to the bathroom, changing diapers, blowing children's noses, etc.

Q. NURSERY CLEANING SCHEDULE

What	When	Who Responsible
Launder crib sheets	After every nursery use	Nursery Coordinator & Child Care Attendant
Launder changing table covers	After every nursery use	Nursery Coordinator & Child Care Attendant
Vacuum Carpets	Weekly	Custodial Services
Mop and Clean Floors	Weekly	Custodial Services
Nursery Bathroom	Weekly	Custodial Services
Clean and Disinfect Toys	After every nursery use	Nursery Coordinator & Child Care Attendant
Disinfect Furniture and Other Equipment	After every nursery use	Nursery Coordinator & Child Care Attendant
Wash Stuffed Animals	Bi-weekly	Nursery Coordinator & Child Care Attendant

R. NURSERY ORIENTATION AND SAFETY TRAINING

The Nursery Coordinator will organize an orientation and First Aid/CPR training for nursery staff and volunteers on an as-needed basis. All nursery staff and volunteers must complete the orientation and sign a volunteer agreement form before working in the nursery. The orientation will review nursery policies and procedures, expectations, scheduling, and emergency procedures. In addition, all paid nursery staff must complete employment paperwork, pass a federal background check, and obtain First Aid/CPR certification. Volunteers are encouraged to participate in First Aid/CPR training as funds allow.

S. SAFETY AND CHILDPROOFING

- 1. Screen everyone who has access to the children and youth.**
- 2. Two adults 18 years or older will be present at all times.**
- 3. Have only age-appropriate toys in the nursery. If a toy, or parts to a toy is small enough to fit through a toilet paper tube, do not use.**
- 4. Regularly check floors for choking hazards such as: coins, marbles, safety pins, jewelry, buttons, crayons, pen caps, nails, screws, etc.**
- 5. Stuffed animals are permitted, as long as they are cleaned according to the cleaning schedule.**
- 6. Establish a regular schedule for checking, cleaning, and replacing toys and other nursery equipment (See “Cleaning Schedule and Guidelines” above).**
- 7. Practice SIDS prevention: always put infants to bed on their back.**
- 8. Check that mattresses used are firm and flat; do not use blankets or pillows in the crib.**
- 9. Check that crib sheets cover the mattress snug. If a sheet comes off easily when you pull at the corners or sides, do not use.**
- 10. When applicable, make sure that crib slats are spaced properly. You should not be able to pass a can of soda between the slats of a crib.**
- 11. Cribs should not have cutouts in the end panels or corner posts.**
- 12. Keep cribs away from windows.**
- 13. Make sure all electrical cords are out of the way and all electrical outlets are covered.**
- 14. Post emergency exits and phone numbers including Poison Control.**
- 15. Have fire drills on a regular basis.**
- 16. Always make sure children are seated while eating.**
- 17. Cabinets with unsafe or toxic items within reach of children will be locked.**

T. RECORDKEEPING

The Nursery Coordinator is responsible for maintaining an up-to-date binder with records and documents for the nursery. The binder must be kept in a secure location (locked). The nursery information binder may contain:

- Child information sheets with pictures of each child (updated annually)**
- Sign-in/sign-out sheets**
- Nursery Reports (After each nursery use)**

II. Nursery Job Descriptions



SUMMARY: Performs the duties of Nursery Coordinator. Ensures the nursery is a secure, nurturing environment where each child will experience the love of Jesus Christ and parents can feel confident their child will receive the highest quality of care and ministry. This position reports to the Faith Formation Director and is overseen by the Faith Formation Committee.

RESPONSIBILITIES:

- Being the lead nursery worker in order to supervise paid or volunteer nursery workers, and monitor ratio of workers to children.
 - Working up to 5 hours per week combining work in the nursery, supervising workers, and Nursery Coordinator duties. Work should include Sunday morning and possible special events in which case additional paid hours are acceptable.
- Overseeing the care, maintenance, cleanliness, security and safety of the nursery area and equipment.
- Making sure facilities are always aesthetically pleasing to parents and children.
- Assisting with development and annual review of nursery policies (i.e. sick children, discipline, cleaning schedule, etc.) in conjunction with the Director of Faith Formation and the Faith Formation Committee.
 - Ensure a current copy of the Nursery Guidelines are printed and made available in the nursery for families.
- Serving as a point of contact for new families with nursery age children. Within two weeks, provide phone call or letter to welcome families and explain nursery operations
 - Responsible for securing information from visitors with nursery-age children and notifying the Director of Faith Formation.
- Purchasing needed supplies upon approval from the Director of Faith Formation.
- Providing Orientation and Training for new nursery workers. This will include discussing and explaining the Nursery Guidelines.

- Assist in developing and writing job descriptions for nursery workers in accordance with normal church personnel policies.
- Providing a performance appraisal with the Director of Faith Formation on the workers quarterly.
- Coordination of volunteers to augment paid nursery and substitute staff and maintain ratio of workers to children.
- Providing staff for nursery when requested for special event.
- Reporting issues to Director of Faith Formation in a timely manner.
- Performing other duties as necessary when requested by Director of Faith Formation.

WORK HOURS AND SCHEDULE: Up to five hours* per week would include:

3 hours Sunday morning duties (9:00-12:00)

1 hour cleaning toys and all surfaces in nursery

1 hour coordinating nursery volunteers, maintaining information on families, purchasing supplies, and other nursery duties outlined above such as attending meetings, corresponding with church staff and families, etc.

Additional hours beyond the 5-hour work week may include child care coordination and supervision for special events.

Reasonable absences are expected. Provide at least a 24-hour notice to nursery staff and Director of Faith Formation to assume duties of Nursery Coordinator.

DESIRED QUALIFICATIONS

- At least 18 years of age
- One year experience or more with children age 0-6 years old
- Candidate must have reliable transportation
- Demonstrate excellent interpersonal skills, especially dealing with parents and children in a professional manner
- Completion of basic First Aid, including child/infant CPR training (or must be willing to become certified at the expense of TLC)
- Satisfactory completion of a federal background check
- High School diploma required, some college preferred
- Appropriate dress is expected
- Willingness to abide by Trinity Staff Covenant

SALARY AND BENEFITS

This is a non-employee position with Trinity Lutheran Church to be compensated hourly. Substitute nursery staff will be paid if they assume the responsibilities of Nursery Coordinator. Time sheets should be submitted to the Financial Secretary on a weekly basis. This part-time position is not eligible for employee benefits.

AGREEMENT

I have read the job description for the position of Nursery Coordinator at Trinity Lutheran Church and understand its contents. My signature below indicates my agreement to abide by the requirements set forth above.

Name (Print)

Signature

Date



SUMMARY: Performs the duties of Child Care Attendant. Ensures the nursery is a secure, nurturing environment where each child will experience the love of Jesus Christ and parents can feel confident their child will receive the highest quality of care and ministry. This position works closely with the Nursery Coordinator, and reports to the Director of Faith Formation and the Faith Formation Committee.

RESPONSIBILITIES:

- Assisting the Nursery Coordinator in providing quality child care during Sunday mornings (9:00 – 12:00) and special events when required.
 - This position is limited to three hours per week. Additional work hours are acceptable with prior approval by the Director of Faith Formation. Some examples may be attending church-required training or providing child care during special events throughout the year (Advent, Lent, etc.).
- Assuming the duties of Nursery Coordinator in the event of his/her absence. Additional work hours will be compensated.
- Helping with the care, maintenance, cleanliness, security and safety of the nursery area and equipment.
- Making sure facilities are always aesthetically pleasing to parents and children.
- Maintaining current knowledge and application of Nursery Guidelines, and First Aid certifications.
- Completing a performance review quarterly or as requested by Director of Faith Formation.
- Reporting issues to Nursery Coordinator or Family Ministry Coordinator as appropriate in a timely manner.
- Performing other duties as necessary when requested by supervisor.

WORK HOURS AND SCHEDULE

3 hours Sunday morning duties (9:00 – 12:00)

Reasonable absences are expected. Provide at least 24-hour notice to Nursery Coordinator to find a substitute nursery worker.

DESIRED QUALIFICATIONS

- At least 18 years of age
- One year experience or more with children age 0-6 years old
- Candidate must have reliable transportation
- Demonstrate excellent interpersonal skills, especially dealing with parents and children in a professional manner
- Completion of basic First Aid, including child/infant CPR training (or must be willing to become certified at the expense of TLC)
- Satisfactory completion of a federal background check
- High School diploma required, some college preferred
- Appropriate dress is expected
- Willingness to abide by Trinity Staff Covenant

SALARY AND BENEFITS

This is a non-employee position with Trinity Lutheran Church to be compensated at \$10 per hour. Substitute nursery staff will be paid if they assume the responsibilities of Child Care Attendant. Time sheets should be submitted to the Financial Secretary on a weekly basis. This part-time position is not eligible for employee benefits.

AGREEMENT

I have read the job description for the position of Child Care Attendant at Trinity Lutheran Church and understand its contents. My signature below indicates my agreement to abide by the requirements set forth above.

Name (Print)

Signature

Date

Volunteer Nursery Worker

SUMMARY: Supervises, plays, and assists with other child care duties as requested by the Nursery Coordinator. Ensures the nursery is a secure, nurturing environment where each child will experience the love of Jesus Christ and parents can feel confident their child will receive the highest quality of care and ministry.

RESPONSIBILITIES:

- Assisting the Nursery Coordinator in providing quality child care during Sunday mornings (9:30-11:30) and special events when offered.
- Greeting parents/guardians with a smile and answer questions about TLC. (Remember: you are often the first impression of TLC for new families!)
- Helping with the sign-in/sign-out process, and other documentation as needed.
- Interacting with parents and children in a professional manner.
- Helping with the care, maintenance, cleanliness, security, and safety of the nursery area and equipment.
- Making sure facilities are always aesthetically pleasing to parents and children.
- Maintaining current knowledge and application of Nursery Guidelines.
- Reporting issues to Nursery Coordinator in a timely manner.
- Performing other duties as necessary when requested by Nursery Coordinator.

VOLUNTEER HOURS AND SCHEDULE:

2 hours Sunday mornings from 9:30-11:30 am or other dates/times as requested. Reasonable absences are expected. Provide at least a 24-hour notice to Nursery Coordinator to find a substitute volunteer nursery worker.

VOLUNTEER REQUIREMENTS:

- At least 12 years of age
- Passionate about being with young children
- Willingness to “be the face” of TLC to young families and share the love of Jesus Christ by demonstrating excellent interpersonal skills.
- Satisfactory completion of orientation training.
- Appropriate dress is expected.

AGREEMENT

I have read the job description for the position of Volunteer Nursery Worker at Trinity Lutheran Church and understand its contents. My signature below indicates my agreement to abide by the requirements set forth above.

Name (Print)

Signature

Date



Date: _____

_____ + _____ = _____
 # boys # girls total

Snack: _____

Activity: _____

Names of Staff and Volunteers:

Comments and Issues (new families to follow up with, things that went well, items to be cleaned, etc.):

Supplies Needed (snacks, toys, office supplies, etc.): _____

Staff Signature

TLC NURSERY

Child Information Sheet



Child's Name: _____

Date of Birth: _____ **Current Age:** _____

Allergies: _____

Parent/Guardian Name(s): _____

Cell Number: _____

E-mail: _____

Additional Guardians (Grandparents, etc.): _____

Signature of Parent/Guardian: _____

Date Signed: _____