



Children's Ministry

Frequently Asked Questions

When does my child move up to the next class?

Ages 0 through 5 years old move up to the next age-designated classroom on their birthday. Some exceptions apply:

- 1 year olds who have yet to begin walking will stay in the Creepers classroom and not move into the Walkers classroom.
- 3 year olds who have yet to be potty trained will stay in the Talkers classroom and not move to the 3 year olds classroom. The 3 year olds classroom and its teachers are not equipped for changing diapers during class.
- 5 year olds can move to the Kindergarten class when they turn 5. From this point on, classroom graduations are associated with their grade in school. Thus, a 5 year old will remain in the Kindergarten classroom until they graduate to 1st grade at the end of the school year right as summer begins. This is the case even if they turn 6 years old at the beginning or during the school year.

We appreciate your understanding in how we conduct our classroom graduations. We respectfully ask that you do not attempt to put a child into a classroom that does not coincide with these guidelines.

How do you conduct bathroom breaks during class?

Only female volunteers change diapers and take kids to the restroom while in our care. If your child is potty trained, the ladies will take them (boys or girls) to the women's restroom and assist them in anyway they need. Boys and girls will always be taken to the restroom in separate groups.

What is your policy for sick children?

At Athey Creek, we do our best to keep our classrooms sanitary and germ free. While we're aware that illnesses can be found within any large gathering, we strive to make our classrooms a healthy and safe environment for both kids and teachers alike. Sick children can expose all children and teachers, in a classroom environment, to their illness. These individuals can in turn expose others, and so on. Because this can be, in the very least, disruptive to other children and their families, your cooperation with this issue is very important.

- **Children will be visually screened upon arriving into a classroom.** In the event a child becomes or appears too ill to remain in a classroom, the guardian will be called and expected to come out of service, to pick up their child.
- **At times you, as a parent, may disagree with the Children's Ministry staff regarding whether your child does or does not meet the criteria outlined in our policy.** As we know it's inconvenient to come to church, and not be able to check your child into class, we appreciate your understanding that this is crucial to the health & benefit of all other Athey Creek families.
- **There is a service viewing area outside of the Walkers classroom behind the elevator, where you are welcome to sit with your child in the case of illness.**

Symptoms requiring removal of a child from class:

- Child appears to be ill
- Child has *any* contagious illness
- Fever (over 100.3) - a child must be fever free for a minimum of 24 hours before returning to Sunday school class. That means fever free without the aid of a fever reducing medication.
- Diarrhea - Runny, watery, bloody stools within 24 hours prior to coming to class.
- Vomiting - within 24 hours prior to coming to class.
- Complaints of abdominal pain
- Cough: deep, barking, congested or productive of colored mucus.
- Unexplained rash
- Eye discharge
- Runny nose that is constant, thick and brown, green or yellow.

*Some runny noses are due to teething or allergies. Clear mucus is *not* a sign that a child is contagious and should be removed from class.

- Frequent scratching of body or scalp; lice, rash, or any other spots that resemble childhood diseases, including ringworm.

Additional Indications of illness

- Lethargic behavior
- Unusual irritability/crying
- Difficulty or rapid breathing and wheezing

What happens if I lose my KidCheck Guardian sticker?

There is no way to reprint your guardian sticker once the kids are dropped off in class. This is so that no one can check out your child without your approval. The teachers will not release your child from the classroom until the verification process is completed and a member of support personnel gives the OK. If you lose your sticker, follow these steps:

- Locate one of our children's ministry support personnel (designated by their tan safari shirts with the children's ministry compass logo). If you can't find one, the teachers in each classroom are able to radio one to assist you.
- A support personnel member will take you to one of the computer kiosks to verify your identity via a driver's license and make sure that the kids are currently checked in under your name.
- The support personnel member will then escort you to each classroom that your children are in and validate your guardianship with the teachers.

This is a very important security measure designed to ensure the safety of your children. Thank you for following and understanding our procedures.

What happens if someone else needs to check-in/out my child?

You can authorize as many guardians as you desire for your children within KidCheck. If the individual you wish to add as a guardian on your account already has an account, add them using the instructions below. If they do not yet have an account, they will need to create one first. To create an account, [click here](#). Please do not give the phone number to your account to another person for them to check in under your account name. If they lose the guardian sticker, we will not be able to verify their authority to check out your kids.

Please follow these instructions to add a guardian to your account:

- Go to go.kidcheck.com and sign in using your username and password. If you originally signed up at church on a kiosk, this username and password will have to be created when you attempt to login online.
- Click on the Guardians tab.
- Use their name and phone number to search for their account.
- Once the right person appears under the search results, click Add.

Can I drop my child off before worship starts?

If your child is 2 years old or younger, you are welcome to drop them off 15 minutes prior to the scheduled service start time. During our weekend services, ages 3 and up will stay with you until they are dismissed from the worship service. This is a wonderful opportunity to spend time worshiping as a family.

What do I do if the printer doesn't print my stickers?

Please do not attempt to fix the printer on your own or reprint at another kiosk. Instead, locate one of the children's ministry support personnel (identified by their tan safari shirt with the children's ministry compass logo), and let them know there is an issue (the teachers in a classroom near by can also radio someone to help you, or resolve the issue themselves). Ninety-nine percent of the time, the printer is jammed, out of paper, or the computer is out of order. Our support personnel will promptly resolve the issue in less time than it takes for you to attempt a reprint.

How do I upload a picture to my KidCheck account?

Adding a picture is a great tool for increased security and quick verification.

- Go to go.kidcheck.com and sign in using your username and password. If you originally signed up at church on a kiosk, this username and password will have to be created when you attempt to login online.
- Click on the empty picture box to upload.
- Choose the file from your computer to upload.
- Click finish.

How do KidCheck text message alerts work?

KidCheck has the ability to send text message alerts. This gives the Children's Ministry volunteers the ability to send you a text message through KidCheck should a significant situation arise needing your attention. *If you are checking-in a child under the age of 3 years old, we require that you enable text messaging in your KidCheck account.*

1. In the 'Profile' tab, make sure your cell phone number is entered in the "Cell Phone" box (Having your cell phone number entered in the 'Home Phone' box will not work).
2. Check the box to enable 'Cell Phone SMS Alerts'.
3. Make sure to select your cell 'Carrier' (i.e. Verizon, AT&T, etc.).
4. If you need to be contacted for your child, the message you receive to your phone will be a generic message listing which child in which classroom needs you. Please bring your guardian receipt with you to pick up your child.
5. Please silence and keep your phone on your person in vibrate mode during services.

If you have trouble with your KidCheck account, one of the Children's Ministry Personnel will be happy to assist you. If you don't have a cell phone (broken, not charged, etc.) you will be required to take a pager when you are dropping your child off at the nursery and toddler classrooms. Please inform the classroom check-in attendant that you need this.

How do I add a service note at the Check-in kiosk?

There is a small, notepaper shaped icon in each child's column on your account. Simply click the icon to add an individual note for that child. Examples include:

- "Please give Johnny his bottle if he cries."
- "Susie got a bump on her head yesterday at school. Please help her to be careful during game time."

How do I update my info or my child's info in KidCheck?

KidCheck allows you to change the classroom that your child is in at any time when checking in at a Kiosk or through Mobile Express. When your child has a birthday and is ready to move up a class, simply select from the drop-down menu to switch their classroom. You cannot change important information like names, addresses, or phone numbers on your account at the kiosk. In order to make updates to this info, you must login at go.kidcheck.com using your user name and password. If you originally signed up on a kiosk at church, this username and password will have to be created when you attempt to login online.