

NURSERY VOLUNTEER HANDBOOK



**WESTMINSTER
PRESBYTERIAN CHURCH**

GLORIFY • NURTURE • PROCLAIM



Dear Volunteers,

Welcome to Westminster Presbyterian Church's Nursery Ministry. Thank you for your willingness to serve in the nursery. Our mission statement is to provide loving care for our visitors and covenant children in an environment that promotes spiritual development as well as emotional and physical well-being.

This handbook is designed to meet our mission statement by informing all volunteers of the Nursery policies and procedures. It is important that when you are serving in the Nursery you enforce these policies to ensure the safety of both the children and volunteers.

Sincerely,

Cynthia Mante

Nursery Coordinator

513.208.9769

mante@westpca.com



TABLE OF CONTENTS:

Page 6	Nursery When is it open Church Sponsored Events
Page 7	Caregiver Ratio
Page 8	Duties and Responsibilities
Page 9	Electronic Check in System Labels
Page 10	“Two Deep” Policy Stroller Policy
Page 11	Check in and Dismissal Procedure
Page 12	Volunteer Requirements Approved Volunteers Adult Volunteer Teen/youth Volunteer
Page 13	Who can be in the Room? Room Coordinators
Page 14	Schedule and Assigned Shift Name Tags Nursing room
Page 15	Cribs Diaper Bags Snacks and Feeding
Page 16	Proper Hygiene

Page 16	Restroom procedure
Page 17	Spill Care Kit and Clean up procedure
Page 18	Diaper Changing Policy
Page 19	When to change a diaper
Page 20	Illness Policy
Page 21	Emergency Evacuation Procedure
Page 22-23	Emergency Evacuation continued
Page 24	Complaint procedure
Page 25	Mandatory Reporting
Page 26-27	Mandatory Reporting continued
Page 28-29	Explorers Ministry Reaching out to the children
Page 30	How to page a parent
Page 31	How to Turn a pager on and off



NURSERY

In the nursery we care for children newborn through age 3 years. We have 4 rooms that are separated by age groups. The groups are as follows:

- Infant: 0-12 months old (Room 109)
- Infant: 12-24 month old (Room 110)
- Toddler: 2 years old (Room 111)
- Toddler: 3 years old (Room 121)

WHEN IS NURSERY OPEN?

- Sunday Mornings 7:50AM–12:20PM
The nursery follows the same schedule as Sunday morning service.
- Sunday Nights: 6:20PM–7:45PM
The nursery follows the same schedule as the Sunday evening service.
- Tuesday Mornings: 9:00AM–11:15AM
The nursery runs in conjunction with the Women's Bible Study and is for children newborn to age 5 years.
- Wednesday nights: 6:15PM–7:45PM
The nursery follows the same schedule as the Club programs.

Please note that during the Sunday school hour the 2 and 3 year old room falls under the Children's Ministry and are staffed by Mary Jo Rizzo.

CHURCH-SPONSORED EVENT

When care for children is required for a church-sponsored event not defined as children's ministry, (i.e. weddings, funerals, etc.) that uses the church facilities, two adults 18 year or older with clearances must be present to insure that safeguard policies are followed.

CAREGIVER RATIO:

If at any time this ratio is not met the volunteer should page the Nursery or Room Coordinator to assist.

Age Range:

Ratio of Adults to children:

Newborn to
12 months

1:2 Adults

12 to 24 months

1:3 - 15 years old to adult

2 year olds

1:4 - 15 years old to adult

3 year olds

1:5 - 15 years old to adult



DUTIES AND RESPONSIBILITIES:

As a nursery volunteer you represent Westminster and Christ as you interact with the children and the parents. Here are a few duties and responsibilities while you serve.

- Notify Nursery Coordinator if you will not be able to make schedule shift.
- Demonstrate a positive and friendly attitude with the parents and the children who are in your care.
- Label all diaper bags and children's belongings.
- Supervise children closely in the classroom, attending to their needs when necessary.
- Stay in the classroom at all times when children are under your supervision. Never leave a child unattended in the classroom.
- Never put more than one child in a crib unless there is an emergency.
- Change diapers as needed according to the diaper changing procedures.
- Demonstrate good hygiene and wash hands immediately after changing diapers, wiping noses, and serving snacks, etc.
- Page or contact parents when a child is having difficulty in the nursery or is in need of parental care.
- Keep room looking clean and neat.
- Report damaged toys/equipment or safety hazards to the Nursery Coordinator.
- Report needed supplies to the Nursery Coordinator (wipes, paper towels, diapers, etc.).
- Wear identification name tag when working in the nursery.
- Leave room in good condition after serving.

ELECTRONIC CHECK IN SYSTEM:

Parents must go to the check in counter outside room 109 **before** bringing their child to the appropriate room.

REMEMBER:

1. Do not allow a child into the room until they have been checked in and have a label.
2. In order for a child to be removed from the room, the parent or guardian must show the correct Guardian Security label.

If a parent has a pager please have them return it either in the room or at the check-in counter.

LABEL:

Upon check in 3 labels will print. One is the Guardian Security label and the other two are identical. These labels are used for the child and the sign in sheet. So one label will go on the back of the child and the other label will go on the sign in sheet in the room. The Guardian Security label will stay with the guardian and must be presented in order to remove the child from the room.



“TWO-DEEP POLICY”

A child can only be accepted in the room if there are two adult volunteers in the room. At least two approved adult workers should be in the classroom at all times when a child is in the room. When this is not possible, the nursery coordinator or room coordinator should be paged and assist the volunteers to insure that classrooms are properly supervised by two adults.

STROLLER POLICY

Only an adult may take a child in the stroller. The child must be strapped in fully when in a stroller. Please stay in the children’s wing when walking with the children so you won’t disrupt other Sunday school classes. Only when the “two-deep” policy can be satisfied can an adult leave the room with a child in the stroller. Teens are not allowed to leave the room with a child even if they are in a stroller. Please wear your nursery name tag and always fully buckle the child in the stroller.

Remember when putting a child in a stroller, swing, or highchair ALWAYS buckle them in!

CHECK IN AND DISMISSAL PROCEDURE

CHECK IN:

When checking in a child please do the following:

1. An adult must be present at the check in counter.
2. Greet parents warmly.
3. Place label on sign in sheet.
4. Write out any instructions given by parents.
5. Make sure all diaper bags and sippy cups are labeled.

DISMISSAL:

When dismissing a child please do the following:

1. Check the label to see when the child is leaving.
2. Get the diaper bag ready and put on the counter.
3. Collect or view the guardian security label .
4. Hand the child to the parent.
5. Cross off child's label.

You represent Westminster and Christ as you interact with the parent and the children. When dismissing the child please only give positive feedback.



VOLUNTEER REQUIREMENTS

APPROVED VOLUNTEER

A person may volunteer who is either a member or has attended Westminster for over a year. In order to volunteer one must complete the paperwork including a background check. Also each volunteer is approved by Session. Once the paperwork is submitted, the volunteer will be contacted and placed on the schedule. Only approved workers are allowed to be in the nursery room.

Background checks must be updated every 5 years.

ADULT VOLUNTEER

An adult is defined as someone who is 18 or older.

TEEN/YOUTH VOLUNTEER

Teen/youth volunteer is anyone who is 12 year to 17 years old. A volunteer application must be filled out and they must be approved by session before serving. Background checks do not need to be done until age 18.

- At no time should a teen/youth volunteer be alone in a room with a child.
- A teen/youth volunteer should never leave the room with a child at any time.
- A teen that is under 16 years old should not change a diaper.
- Also a teen under 16 years old should not carry a child when working with the age group 0-24 month old. They may sit on the floor or hold them in their lap but cannot carry them while standing or walking.

When a family volunteers together with young children (under 12) the teen/youth volunteer restrictions apply to them as well. Parents please instruct your children on these rules.

WHO CAN BE IN THE ROOM?

PARENTS IN ROOMS

If a parent asks to sit with their child they first must sign-in their child, and then they may sit with their child. They must wear an Adult Guest Pass and only interact with their child. They are not allowed to change diapers of other children. They are also not considered a second adult volunteer and should not be left alone in the room with the other children.

CHILDREN OF VOLUNTEERS

If you are serving together as a family your child that is under 12 years old can serve with you in the room. They must follow the teen/youth guidelines listed above. If they are 12 years old they must have their paperwork completed.

ROOM COORDINATORS

There is a room coordinator for each room. The role of the coordinator is to support the Nursery coordinator on Sunday mornings. They carry a pager and will check in their assigned room on Sunday mornings. Each room has a sign listing the coordinators name and what pager number they carry. You can also tell them about needed supplies or any other questions or concerns you may have.



SCHEDULE AND ASSIGNED SHIFT

SCHEDULE: Scheduling is done on a quarterly basis and follows the Sunday school quarter. All scheduling is done by Ministry Scheduler Program. As a volunteer you will be given a login ID and password . From this program you can request scheduling updates, find substitutes for a scheduled shift and make request. Volunteers are responsible to find a comparable replacement if unable to keep their scheduled date. A comparable replacement means an adult cannot ask a teen to fill in their scheduled slot; this is due to the 'two-deep' policy.

ASSIGNED SHIFT: Volunteers should arrive 15 minutes early to their assigned room to ensure two adults are present at all times. If you are running late please contact the Nursery Coordinator right away so the rooms can be properly staffed. When you first arrive, wash your hands and put on your name tag. Then check the sign-in sheet and fill in the required information.

NAME TAGS: Whenever serving in the nursery volunteers must wear their name tag. Each volunteer is provided with a name tag that displays their full name. There are adult and teen name tags. Youth volunteers under the age of 12 have a Nursery Helper name tag that they can wear. Once the youth turns 12 they will be issued a name tag with their name on it.

NURSING ROOM

Nursing mothers may use the nursing room provided in the 0-12 month room 109. They must sign-in at the counter before going back to nurse. This room is for nursing mothers and approved nursery volunteers. At no time should children be in the room unsupervised unless a sleeping baby has been placed in the crib in that room. No male volunteers should be back in the nursing room when a mother is nursing. 14

CRIBS

The 0-12 month and the 12-14 month room are equipped with cribs. There are sheets and blankets provided for the cribs. A clean sheet must be used for each child. Once a child has laid on the sheet remove the sheet and place in the dirty bin. This is also the same for the blankets.

DIAPER BAGS

If a parent has a diaper bag for the child in the nursery, the diaper bag must be labeled with the child's name. Each room has labels that can be used. The diaper bags should be placed in the designated spots in each room. All bottles, sippy cups, and diaper bags must be labeled with the child's name.

SNACKS AND FEEDING

SNACKS: Due to allergies no outside food is allowed in the nursery rooms. If there is food in the diaper bag it must stay in the diaper bag and can not be given to the child. Each room has age appropriate snacks that can be given to the children. The children should be either sitting at a table or placed in a highchair when given a snack. No unapproved food is allowed in the Nursery unless it is a bottle or drink that the parent has provided. Remember this is just a snack for the child, not a meal so please keep the portions small.

BOTTLES/ DRINKS: If a parent asks you to feed their infant a bottle and are using formula, ask the parent to prepare the bottle themselves. The bottle also should be labeled with the child's name. There are cups and sippy cups in each room that can be used to provide the children with water.

PROPER HYGIENE

Please use standard precautions to help keep the children healthy. This means:

- Do not serve if you are sick.
- Use gloves when dealing with bodily fluids.
- Wash your hands often.
- Rooms and toys are carefully cleaned on a regular basis.

RESTROOM PROCEDURES

When a child does need to use the restroom, the following guidelines shall be followed:

Only volunteers 16 or older may assist with the bathroom or diaper changes.

- Use the facilities for children in the two-year-old nursery, and three-year-old nursery for children 4 years old and under.
- Always keep the door open when a child is using the facilities.
- If a child asks for or needs assistance with wiping themselves, make sure to wear gloves.
- Male volunteers should help boys and women volunteers should help the girls when possible.



SPILL CARE KIT/CLEAN UP PROCEDURE

Each room has a Spill Care Kit. This kit should be used in the event of a blood or bodily fluid accident. Bodily fluids are defined as blood, feces, urine, vomit, saliva, and any other fluids that originate from a human body.

1. Spills of bodily fluids should be cleaned up and sanitized right away
2. Use Spill Care Kit to clean up spills
3. Page a Room Coordinator or the Nursery Coordinator if help is needed.



CONTENTS OF SPILL CARE KIT:

- Red-Z Fluid Control Solidifier & Deodorizer (1)
- Exam Gloves (1 pair)
- Face Mask with Splash Shield (1)
- Skid Resistant Shoe Covers (2)
- Poly Gown (1)
- Bouffant Hair Cover
- Universal Precaution Kit Instructions
- Incident Report Form (filled out by volunteers)
- Germicidal Surface Wipe (1)
- Scooper/Scraper (2 pc set)
- Anti-Microbial Hand Wipes (2)
- Red Biohazard Disposal Bag w/ Twist Tie (1)
- Clean up paper towels (2)

DIAPER CHANGING POLICY

1. Gather all supplies before placing the child on the table.
 - * Diaper (provided by parent)
 - Wipes (provided by church)
 - Gloves (provided by church)
 - Plastic bag (provided by church)
2. Put on gloves.
3. Place child on clean changing table. (Always keep one hand on the child when you are changing a diaper.)
4. Remove wet or soiled diaper and wipe the child using the wipes provided by the church.
5. Put a clean diaper on the child; remove the child from the changing area.
6. Place diaper in the bag and dispose of plastic bag and gloves.
7. Use Lysol wipes on changing table. Wipe dry with a paper towel.
8. Wash hands thoroughly.
9. When doing multiple diaper changes complete steps 1-8 for each diaper change.

Teen/youth volunteers under the age of 16 who are assisting in the nursery shall refrain from changing diapers.

*If the parent does not have a diaper in their bag the church has diapers located by the changing stations that can be used.

WHEN TO CHANGE A DIAPER?

A child should have his or her diaper checked during each shift. If a child is present in the nursery for over an hour he or she should have his or her diaper changed by an adult volunteer. Please use the diapers that the parents have provided for the child. If the child does not have a diaper then you may use the diapers provided by the church. Place the “My Diaper Has Been Changed” sticker on the back of the child. Inform the parent upon pick up that their child’s diaper was changed.

If you are serving in the 3 year old room and a child needs a diaper change please page the parent to come get their child. This room is not equipped to change diapers. The parents can take their child to the family bathroom to change a diaper if needed.

**Never hand a child back to a parent
with a dirty diaper.**



ILLNESS POLICY

For the protection and well-being of all our children, every child and worker should be free of communicable diseases when attending any program at Westminster Church.

We ask that workers and children remain at home with any of the following symptoms and/or illnesses:

- Active Chicken Pox
- Cold
- Conjunctivitis (pink eye)
- Coughing
- Diarrhea (for any reason)
- Fever (within the past 24 hours)
- Infection of any type
- Rash
- Runny nose (clear drainage is allowed but not encouraged)
- Vomiting (within the past 24 hours)

If a child is being treated with antibiotics, he/she should be on the drug at least 24 hours before attending any program.

If any of these symptoms are noticed in a child while in nursery that child will be unable to stay. If the child is already in the room please page the parent and inform the parent of our Illness policy and dismiss the child to the parent. If a parent is upset about this policy please page the Nursery or Room Coordinator to assist you.

EMERGENCY EVACUATION PROCEDURE

These procedures should be followed for both fire and non-fire emergencies . Each room has the emergency exit route posted by the door. Please review this and be familiar with where the exits are located. In case of a fire make sure to check all the rooms for children.

Deaconesses should come to assist you evacuate the children safely.

You are responsible for safely removing the children from the building.

REMEMBER TO DO THE FOLLOWING FOR EACH ROOM:

1. Remain calm.
2. Take the sign-in sheet.
3. Take room description sign located by the emergency exit sign by the door.
4. Check all the rooms for children.
5. The last person leaving the room should place the evacuated sign on the outside of the closed door knob.



ROOM 109 AND ROOM 110:

The emergency route is posted by the door. In case of a fire please follow the instructions below:

- Place children in the reinforced cribs. These cribs have the red bars on the bottom and are meant to be used for this purpose. Place up to four children in each crib. If needed you can carry children out as well. The cribs can be rolled out of the rooms.
- Make sure all rooms are checked for children.
- Make sure to take the sign-in sheet and room description sign.
- Put evacuated sign on the outside of the closed door knob.
- Take the children and sign-in sheet to the designated area for the nursery (see map).
- When you have arrived at the area, check the sign-in sheet to ensure that you have all children present.
- Parents will come to designated area to pick up their child and must have either the guardian security label or proper ID before dismissing the child to the parent.



ROOM 111 AND ROOM 121:

The emergency route is posted by the door. In case of a fire please follow the instructions below:

- Children should be lead by holding their hand or being carried out of this room.
- Make sure all rooms and bathrooms are checked for children before leaving.
- Make sure to take the sign-in sheet and room description sign.
- Put evacuated sign on the outside of the closed door knob.
- Take the children and sign-in sheet to the designated area for the nursery (see map).
- When you have arrived at the area check the sign-in sheet to ensure you have all children present.
- Parents will come to the designated area to pick up their child and must have either the guardian security label or proper ID before dismissing the child to the parent.

The staging area for all four nursery rooms is the North Parking lot staging area 1.



COMPLAINT PROCEDURE

In the event a complaint is received from either a parent, fellow volunteer or Room Coordinator concerning a volunteer the following procedure will happen:

1. The complaint will be given to the Nursery Coordinator and will be documented.
2. Nursery Coordinator will inform the volunteer of the complaint and this meeting will be documented.
3. Appropriate steps will be taken to rectify the complaint.

If a second complaint is received the following procedure will happen:

1. The second complaint will be given to the Nursery Coordinator and will be documented.
2. Nursery Coordinator will inform the volunteer of second complaint and a meeting will take place. Depending on the complaint the Children's Ministry Director will join the meeting.
3. After the second complaint the volunteer will be removed from the schedule until further notice.



MANDATORY REPORTING

WHAT IS A MANDATED REPORTER?

A mandated reporter is a person who is required by law to report concerns of child abuse and neglect.

WHO IS A MANDATED REPORTER?

As defined by Pennsylvania CPSL, you are a mandated reporter if you are an integral part of a regularly scheduled program, activity, or service and accept responsibility for a child under the age of 18 years old. This includes both paid (staff) and unpaid (volunteer) individuals. Additionally, if you are supervised or managed by mandated reporters you are also a mandated reporter (PA Child Welfare Resource Center).

THE STANDARD FOR REPORTING IN PENNSYLVANIA

The standard for reporting child abuse in Pennsylvania is a *reasonable cause to suspect* that a child has been abused. Reasonable suspicion is more than a hunch. It is a determination you make based on your knowledge of:

1. Circumstances (Facts about the incident – Who, What, When, How)
2. Observations (Indicators of abuse)-see signs of abuse
3. Familiarity with the individuals involved (Including the family situation, and relevant history or prior incidences) (PA Child Welfare Resource Center).

WHAT MUST BE REPORTED?

Under the revised CPSL, child abuse involves an act or a failure to act by an individual against a child. In Pennsylvania, the act or failure to act must occur **intentionally, knowingly or recklessly.**

1. Intentionally: Done with the direct purpose of causing the type of harm that resulted.
2. Knowingly: Understanding that the harm is “practically certain to result.”
3. Recklessly: Conscious disregard for foreseeable risk (PA Child Welfare Resource Center).

PA law identifies specific categories of abuse which include:

- Bodily Injury
- Serious Physical Neglect
- Sexual Abuse or Exploitation
- Serious Mental Injury

HOW TO REPORT ABUSE- (See, *What Happens When I File a Report*, steps 1-6, on page 5)

Under Pennsylvania law and Westminster Presbyterian Church policy, all reports of suspected abuse must go **immediately** and **directly** to **ChildLine**, Pennsylvania’s 24-hour child abuse reporting hotline at **800.932.0313**. Within 48-hours of the oral report to ChildLine, a written CY-47 (see attached) report must be made to the county Children and Youth agency in which the alleged abuse occurred. In addition, the appropriate staff ministry leader listed below must be notified immediately. If a ministry leader is suspected of abuse then Pastor Tucker York must be notified.

AFTER CHILDLINE IS CALLED WHAT HAPPENS?

Based on the information provided, the professionals at **ChildLine** may send the report to child protective services at the county level and/or to the police for investigation. Once a report is received by the county children and youth agency, the child must be seen within 24-hours. The investigation will determine what further action is needed to ensure the child's safety and welfare.

MUST I GIVE MY NAME WHEN I CALL CHILDLINE?

The law requires that a mandated reporter identifies him/herself at the time of report. However, reports made to ChildLine are considered confidential under the CPSL - this includes the name of the mandated reporter who makes the call.

IMPORTANT WEBSITES:

KEEP KIDS SAFE PA

keepkidssafe.pa.gov

US DEPARTMENT OF HEALTH & HUMAN SERVICES

www.childwelfare.gov/topics/can/identifying

OFFICIAL REPORT FOR SUSPECTED CHILD ABUSE

www.reportsuspectedabuse.com

EXPLORERS MINISTRY:

MISSION STATEMENT

The Explorers Ministry has been developed through the creation of a Special Needs Ministry Committee that was initiated and implemented by Westminster PCA with the support of MNA Special Needs Ministries. This ministry cares for the needs of children, youth, and adults with disabilities in our church.



THE VISION OF EXPLORERS MINISTRY

is to ensure that the needs of all children, & youth with disabilities in our church are met through purposeful inclusionary opportunities in our different children's ministries.

AN OVERVIEW OF THE MINISTRIES

For infants through age 3, our Nursery Ministry provides the support of trained volunteers during the 8 am and 11 am worship services. For age 4 through grades 6, children can attend Sunday school, an inclusionary setting, with one-on-one support from a trained volunteer. In Explorer's Children's Church, children attend a modified Children's church during the 11:00 am worship service. For grades 7-12, youth may attend Sunday school in an inclusionary setting with support from trained volunteer/s. Youth in this age group are also encouraged to attend youth group on Wednesday nights and youth events as scheduled with the support of trained volunteers.

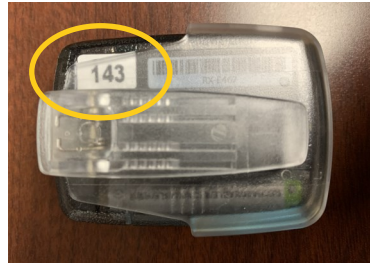
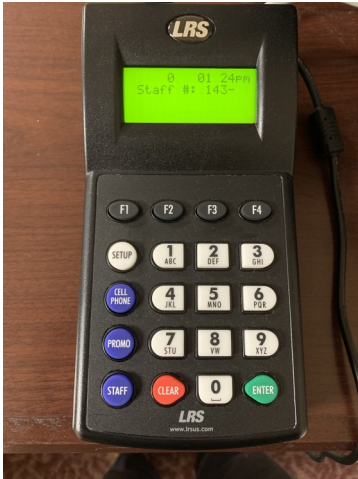
CHILDREN WITH SPECIAL NEEDS

If a parent brings a child to the Nursery with special needs please direct them or escort them to the Explorers room 114. If needed, please page Special Needs Coordinator to assist. During the early service there are no volunteers staffed in the Explorers room. Parents can take their child to that room and listen to the sermon with their child. If the child is over the age of 3 they can not be checked into the nursery. Since the nursery rooms and staff are not equipped to handle children with special needs over the age of 3 they should not be checked into the nursery. However, if the child is 3 and under and they have special needs they are able to check in that child in the nursery rooms.

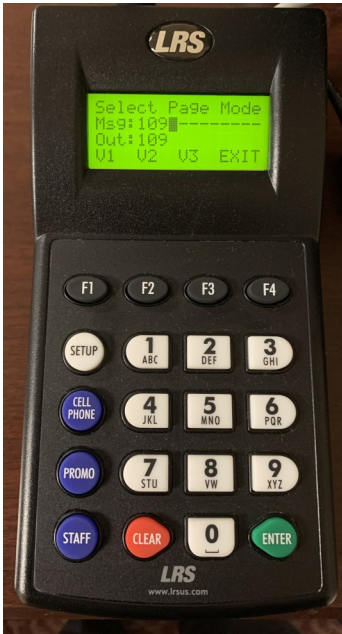


HOW TO PAGE A PARENT:

Step 1: Enter Pager # and push enter.



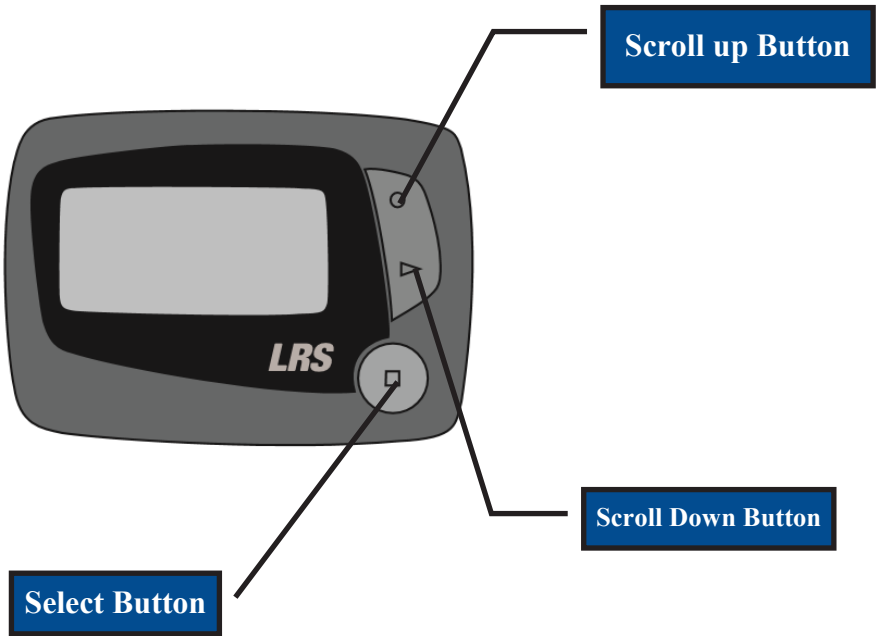
Step 2: Enter Room # and push enter.



For example:

The above pager number is 143. Type in 143 and push the green 'Enter' button. On the next screen select the length of vibration by pressing F1 (the pager will vibrate only once), F2 (pager will vibrate twice) or F3 (pager will vibrate 3 times). Your paging is complete at this point. The parent will feel the pager vibrate, an indication that they need to return to the room.

PAGER ON/OFF INSTRUCTIONS:



HOW TO TURN THE PAGER ON:

- Press **Scroll up Button** on hold until it reads *Power On? YES NO*
- Use **scroll down button** to choose **YES**
- Then press the **Select Button** to turn on pager

HOW TO TURN THE PAGER OFF:

- Use **Scroll Up Button** to select **POWER OFF?** (Press **Scroll up button 2x**)
- Use **scroll down button** to choose **YES**
- Press **Select Button** to turn pager off

