



WHAT TO EXPECT

PLANNING TO ATTEND HEARTLAND?

Great! We can't wait to meet you. We would love to connect with you ahead of time, if possible, to get to know your family and equip our team to serve your child well. You can contact Michelle Jones at michelle@heartlandsunprairie.com or 608-963-8168 to schedule a visit. During the visit we would...

- Provide a tour of the facility, and help you and your child prepare for attending the service.
- Have you complete our Wonderfully Made Child Information Form, so we can get to know you and your child, and start preparing for how we can best serve you.
- Create a Wonderfully Made plan for your child with your input.
- Answer any questions you may have!

We know it's not always possible to connect ahead of time, so if we meet you the first time on a Sunday – that's OK too!

ABOUT YOUR FIRST VISIT!

- You can park in a designated Wonderfully Made parking stall at the front of the building.
- Enter the building at the Heartland KIDS entrance and check in at the Wonderfully Made desk.
- We'd love for a parent or caregiver to stay with the child, for at least a portion of the service. This is a one-time only

request and is intended to help our team learn from you. You can model what works best for your child. We hope this sets our team and your family up for ongoing success, and limits us having to pull you out of service on an ongoing basis.

HOW WILL WE GET AHEAD OF YOU DURING SERVICE IF NEEDED?

- We will text you. If unable to get ahead of you via text, we will display your parent tag number (given at check in) on the screen in the main auditorium.
- In case of emergency, we will do our best to find you quickly, which means we may also call and/or come find you in service. If warranted, we will call 911.

SAFETY & SECURITY

Your child's safety is our top priority!

- Our Kid's Wing at Heartland is a secure area that is available only to the kids, parents/caregivers with a parent tag, and trained volunteers.
- All of our volunteers have been background checked, trained, and equipped to serve your child while at Heartland.
- Every classroom must have two (or more) trained volunteers present at all times.
- We have a trained safety team available at all Heartland services in case of emergencies.