

F.A.Q.

FIRST TIME GUESTS

IT'S MY CHILD'S FIRST TIME ATTENDING. **HOW WILL THEY KNOW WHERE TO GO/WHAT TO DO?**

We love seeing new faces in our preschool halls at UHBC! Every first-time guest is given a special sticker at check-in to let us know they've never been here before. Our staff and team of volunteers recognize these stickers and will go above and beyond in helping your child feel right at home from the start. From start to finish, we want the process to be easy for you, and for your child to feel welcome and have fun.

WILL MY CHILD FEEL SAFE?

We know that nothing is as important as the safety and security of every child. God has entrusted us with caring for your children and we are humbled by this privilege. Here are some of the things we do to keep your kids safe and secure.

- All children must be registered the first time they visit.
- Every child and parent will receive a security tag with a security code. If you've already registered, this is computer generated upon check-in. These tags must be matched when you come to pick up your child. If you lose a tag, we will ask for your driver's license before issuing a duplicate security badge.
- During service, all area doors are locked and only those with a security tag or accompanied by a team member are allowed to enter.
- UHBC has trained security officers on campus who patrol the campus on Sunday mornings.
- Every staff member and volunteer has been screened by an outside investigation agency and passed a criminal background check.

HOW DOES CHECK-IN WORK?

First time attenders will register at the welcome desk inside the Preschool and Children's building. As you pull into the parking lot, look for the Kid's Check-In banner posted on the building. You'll enter the doors under the covered drive. Once you are registered in the system, the next time you attend you may check in your child at any available check-in

station throughout the building. After typing in your cell number and selecting your child's name, you and your child will be given matching identification tags that are exclusive to your family and your visit. Your child will need to wear the nametag portion while you keep the matching tag. An identical nametag sticker will be given to your child's teacher at the classroom door. After the service, you will return to your child's room and show your tag in order for your child to be released back to you.

CAN MY CHILD ATTEND WITH A FRIEND/FAMILY MEMBER WHO IS IN A DIFFERENT AGE GROUP?

Our curriculum is adapted in each classroom to best fit the age group being taught. Therefore, we encourage children to attend their designated classroom. However, we want all children to enjoy their experience. If a child is uncomfortable attending alone and wishes to attend the service with their friend, find one of our staff team members and we will see what we can do to make it a great experience for them.

WHAT HAPPENS IF MY CHILD CONTINUES TO CRY AFTER DROP-OFF?

Separation anxiety is normal at this age and should not be a cause for concern. Most children settle in quickly and come to love their time here. Please drop your child off and leave quickly after reminding your child that you will be back soon. Once a parent leaves, children tend to respond to the teacher's efforts at welcoming and engaging them. Our staff and volunteers are trained to help your child overcome their anxieties as quickly as possible. You will receive a text if your child does not calm down within a few minutes. We also welcome you to text or stop by the welcome desk to check on your child.

ARE THERE ANY TOOLS PROVIDED TO HELP PARENTS CONNECT WITH WHAT THEIR CHILD IS LEARNING AT CHURCH?

Our goal is for families to take the biblical principles taught on the weekend at church and apply them in your everyday life at home. To learn more, visit University Heights Preschool Ministry on Facebook. We also have weekly updates on uhbc.net/preschool. Check your child's belongings at the end of each session for paper take-home resources that you can use to help encourage and develop your child's faith in Jesus.

ARE PARENTS ALLOWED TO VOLUNTEER IN THEIR CHILD'S CLASSROOM?

Many parents are involved with their children in our various ministries, and our team is always excited to welcome new volunteers who love pouring into the lives of their children. If you would like to become more involved, learn more about becoming a UHBC volunteer by emailing susie@uhbc.net.