



Thank you for your willingness to serve in Baby Quest! With your help, we can provide a place for the youngest members of RBC to experience the love of God in a safe and caring environment, while giving their parents and families an opportunity to worship and serve themselves. We can't do this very important job without your help—this is a ministry that serves the whole church body but requires a lot of volunteers!

This manual will help you learn more about Baby Quest, our policies and procedures, what to expect as a volunteer, help you handle any difficulties, and answer any questions you might have! Think of this as your orientation to help you understand what to expect! If you have any additional questions, please contact Emily Holt at emilyholt@restonbible.org.

When You Arrive

Arriving Early

Please **arrive at least 15 minutes** before the start of the service. Many families serve in other areas and need to drop their babies off early so they can get to where they need to be!

Name Tag

Remember to get a name tag and check in at the computer. If your name is not on the computer, check at the Quest desk to get in the system!

Preparing the Room

Before children arrive, make sure that toys are put away, the room is straightened, and pay attention for any safety concerns, such as bleach that is in reach of a small child, blind cords are looped out of reach, etc.

Check In

Check-In

If the child has not yet received a name tag, direct them to the computers where they can check in. Once the child has a number and name tag, write their number on the board on the door, then give the parent the corresponding pager. **Remind the parent that they must have their copy of the number to pick up the child as well as the pager.**

Visitors

Visitors can check in at the visitor check in computer at the Quest Desk. Visitors will have a special sticker on their name tag so you can easily identify a first time child. Be sure to give the visitors a warm welcome and make them feel at home!

Allergies

A red sticker on the child's nametag indicates an allergy. Often the allergy is printed on the name tag as well. While no food is allowed in the nursery, it is good to be aware of the allergies in the room, so please keep a look out for the red sticker/printed allergy when checking in a child.

Food Policy

No food is allowed in the nursery, due to many allergies. However, bottles are allowed in the infant room.

Sick Policy

Please no children with:

- A fever within the last 24 hours
- Diarrhea or vomiting in the last 24 hours
- Runny nose that is green and/or yellow
- Severe cough
- Pinkeye (conjunctivitis): redness of eye and lid, swelling, severe tearing, and discharge.

If a child exhibits these symptoms during the service, please page the parents immediately. Remember many children have allergies so please use your discernment or ask parents about a symptom you might see.

Ratios

For insurance purposes, the ratios of adults to children in the nursery are: **1:3 in toddlers, 1:2 in babies.**

Reston Bible Church Baby Quest Manual Updated January 2016

Teen Volunteers

We love our teen volunteers! Teens 16 and up can help with babies, and teens 12 and up in toddlers. We welcome younger volunteers, but they do not count in ratio.

What to do when Ratio is reached

If you have reached the ratio, you can check with Emily (usually on the toddler side) or Joan or Jill (at the Quest Desk) to see if there are any floaters available to step in. If not, you can invite the parent to stay with the child in the nursery, take their child to the cry room or the lobby where the service is played on a live video stream, or into the service with them.

During the Service

Diapering

Change diapers as needed. **Only women may change diapers.** We have our own diapers and wipes in the cabinets at the diaper changing counter, however, if a parent specifies to use theirs, please check the child's bag in case of allergies or other concerns. Please remember to use the roll of paper on the diaper changing pad, replace it, and add the "clean" sign when you have replaced it. For your own safety and the safety of all children, please use gloves when changing diapers.

Some of Our Favorite Activities:

- Books
- Bubble machine
- Toys
- Video (Praise Baby or other music dvds) (toddlers)
- Music (infants)

Injuries/Accidents

Page the parent immediately for any injuries, and let the Quest desk know. First aid supplies are located in the metal cabinet and at the Quest desk.

Supplies

If you find the nursery is running low on any supplies (bubbles, diapers, tissues, wipes, etc.) please let Emily Holt or someone at the Quest desk know. Thank you!

Pick-Up

Make sure the parent has their number and the pager. Match them to the child's number on his or her nametag before allowing the child to leave. Inform the parent if the child has had a diaper change, if there were any accidents or incidents, if babies have had a nap or bottle, etc., as well as something positive that the child did during the service, such as something the child enjoyed doing or playing with.

After the Service

Cleaning

After the service, **please clean the toys with the alcohol/water solution provided.** Spray down toys and let them air dry on the counter if they have been in mouths. Spray and wipe all toys the diaper changing surfaces, door knobs, tables, and other surfaces. If you run out of cleaning solution, use the alcohol provided to mix more—50% water, 50% alcohol.

Children Present for Multiple Services

Keep in mind many children stay for multiple services. To help with the transition, identify which children are staying and **stay until the next service's volunteers have arrived—making sure you stay until they are in ratio.**

Thank you for volunteering!

If you have any questions at any time, please contact Emily Holt, Nursery Coordinator, emilyholt@restonbible.org or 571-271-2389. If you need anything during the service or have questions, let Emily know or see Joan or Jill at the Quest Desk.