



---

There are several things that you can do to make sure your child has a good experience each week:

- Dress your child comfortably.
- Give teachers information and instruction regarding allergies, medical conditions, special needs, etc.
- Follow security procedures for both arrival and departure times.

## FREQUENTLY ASKED QUESTIONS

**When to Arrive:** We recommend you arrive 15 minutes prior to service.

**Registration/Security Check-In:** When you first arrive, please come to the BIGtown Children's Check-in kiosk located east of the front entrance. Teachers will be prepared to check your child in to his/her classroom up to 20 minutes before the start of the service.

**Enrollment Process:** All first-time guests of Children's Ministry are asked to register their children into our family-based check-in system. Our volunteers are available at the Children's Check-in kiosk in the BIGtown lobby, and are happy to assist you. Based on ages and developmental stages, your child will be assigned and then escorted to their classroom. You will be given a personalized security tag and your child will be issued a matching tag.

### **Where are the children's classes?**

As you come into the building, the children's wing is on the east side of the building. If you are visiting for the first time, check your child(ren) in at the Children's Check-in kiosk and one of our volunteers will direct you to your child's classroom. We have dedicated classrooms for: Infants, Toddlers, 2 year olds, 3 year olds, Pre-K, Kindergarten, 1<sup>st</sup> grade, and our 2nd-5<sup>th</sup> grade children meet in the Gathering Room.

### **How will you contact me if my child needs me?**

When you check your child in, you will receive a security tag with a number that is specifically designated to your child. If we need you for any reason, we will display your number on the screens located at the front of the auditorium. If you see the number, please return to your child's classroom. Please make sure to wear your matching security tag for the smoothest check out.

### **Will my child have the same teacher each week?**

Normally, yes. All of our classes have a Lead Teacher and at least one other Small Group Leader that are in the class each week, as well as the appropriate amount of help to maintain a pleasant and safe experience. Occasionally, the Lead Teacher may be out and a Substitute Teacher will step in.

### **How can parents get involved in their child's experience at church?**

We believe the best way for parents to be involved in what their child is learning is to become a part of the team that teaches them. There are opportunities to greet, teach, lead worship or help in many of the classrooms. We also send a summary of the day's activities home with your child, and invite you to have a conversation with your child about the lesson. If you would like to serve please contact Trevor at [tfarris@valleyreallife.org](mailto:tfarris@valleyreallife.org).

---