

Frequently Asked Questions

[Where is UpStreet?](#)

[How do I check my children in on Sunday Morning?](#)

[How do I register my child for UpStreet?](#)

[When does my child get promoted to the next grade/age level?](#)

[Are classes the same during both services?](#)

[Does the program run every week, year-round?](#)

[What is the purpose of double bubble and who can attend?](#)

[What are your snack guidelines and how will the volunteers know if my child has allergies?](#)

[How can I be contacted during the services if my child needs me?](#)

[What does 007 mean when flashed on the paging system?](#)

[How do you keep toys and equipment clean?](#)

[What is your well-child policy?](#)

[What kind of security check do volunteers go through?](#)

[Who can enter the UpStreet Area during the service?](#)

[What are our staffing guidelines?](#)

[What is our volunteer to child ratio?](#)

[How can I volunteer to serve in UpStreet?](#)

Where is UpStreet?

UpStreet is divided into three areas:

Preschool Park is located on the East Side of the building in the UpStreet area and is for our Infants through 4-year-old Preschool.

UpStreet's East Side is located down the hall from Preschool Park and is for our Young 5's through 2nd grade.

UpStreet's West Side is in the education wing behind the kitchen and ministry center and is for grades 3 through 5.

How do I check my child in on Sunday Mornings?

We start check-in at 8:45 for the first service and at 10:30 for the second service each Sunday. When you arrive at church, head to UpStreet's East Side to the check-in area; we will have two welcome counters staffed with volunteers. You need to keep part of the security tag to show to the security staff and the small group leader in order to pick up your child at the end of the service.

How do I register my child for UpStreet?

When a family first visits UpStreet we have them fill out a guest form. After the family has been attending a few weeks and would like to have their child permanently placed on the attendance roster they can ask the welcome counter staff for a family registration form.

How does my child get promoted to the next age group or grade level?

Your child will be promoted as follows:

Infants—We accept infants and crawlers in this room.

1's—Your child may move to the 1's area when they turn one and are walking well.

2's—Your child will be promoted to the 2's room when they turn 2.

3's—Your child will be promoted to the 3's room if they are three before December 1 and potty trained.

4's—Your child will be promoted to the 4's room if they are four before December 1.

Young 5's - 5th Grade—Your child will be promoted to the next grade level in the fall when the ministry year kicks-off.

We realize that some younger children may not be ready to promote until later in the year; therefore, you may choose to wait to move your preschooler until they are ready. We prefer to keep the preschool and

elementary age children with the same small group leader the entire ministry year. This also prevents a "bottleneck" from happening during the ministry year if the kids do not move up on their birthday once they are preschool age.

We believe that elimination of the mid-year class changes for ages 3 through 5th grade will provide an environment where the children can form deeper relationships with their small group leaders and peers.

We know that when children have consistency with adult leaders and role models that it provides them with a feeling of trust and security.

Are classes the same for both services?

Yes. We use the same curriculum for both services. We have different leaders and groups of kids for the identical services. We encourage you to attend the same service each week so that your kids can more easily build strong relationships with their leaders and small groups.

Does the program run every week, year-round?

Preschool Park is always open. We run a year-round program. We try to have the same volunteers throughout the ministry year.

UpStreet's 3rd through 5th grade starts in September at the UpStreet ministry year kick-off and runs most weeks of the school year. We take off a few weeks during the year around the holidays to give students an opportunity to worship with their parents.

In the summer we offer UpStreet for infants through second grade students during our first worship service. Worship guides are available for all children throughout the summer.

What are the snack guidelines and how will the volunteers know if my child has allergies?

We provide a snack weekly for our Preschool Park children. We occasionally offer snacks in the UpStreet areas as well. Our shoppers look at the product labels for warnings about nuts. Please notify our welcome counter staff if your child has food allergies or medical issues that you want us to be aware of. We will highlight the allergy alert or medical alert sticker on your child. Please fill in any information we need and place it on your child's back. If your child has an allergy besides nuts and you wish to bring your own snack for your child to eat during snack time, please notify the small group leader and give the snack to the leader at drop off time.

How can I be contacted during the service if my child needs me?

When you check in your child you will receive a family number by the barcode. The number indicated on the security tag is our way of reaching you during the service. If we need to contact you we will display that security number on the small screens found on either side of the platform in the worship center and ministry center. Please report to the area of UpStreet that your child is in and show your tag to the security guard. The security guard can direct you to where your child is.

What does 007 mean when flashed on the paging system?

When the number 007 is flashed during the service this means that we have an unusually high attendance level in one or more of our classrooms and we need more help in order to maintain safe child/leader ratios in Preschool Park. We cannot add more children to rooms that are full until another volunteer has been added.

How do you keep toys and equipment clean?

Throughout the service, the volunteers are asked to place any used toys in a basket that has been provided for used toys. At the end of the service, the

volunteers are asked to take the used toys to the sink and wash them with hot, soapy water and to dry them before returning them to the toy shelf. For surfaces that can't fit in the sink, we provide a child-friendly disinfectant spray cleaner for the volunteers to use on the larger surfaces. We also have Kandu ministries come in and wipe down the toys with cleaner during the week.

What is your well-child policy?

We have the following policy in place to ensure the health of all those who attend our program:

We want to provide a healthy environment in our Children's Ministry, so for your child's sake and in consideration of other children, we ask that parents keep their child at home if they exhibit any of the following:

Fever

Cold / Flu

Green or yellow runny nose (from anything contagious)

Vomiting or diarrhea

Any questionable skin rash or skin infection

Discharge in or around the eyes (pink eye/conjunctivitis)

Any contagious disease

If your child is being treated with antibiotics, he/she should be on the drug for at least 24 hours before coming to UpStreet. If you come to UpStreet with a sick child, know that a Leader may ask you to keep your child out of UpStreet for the day.

Thank you for your help to keep our rooms healthy and happy!

We have trained our coaches, welcome counter staff and leaders to watch for signs of a sick child being dropped off in order to provide a healthy environment for all of our children.

What kind of screening check do volunteers go through?

Your child's safety is very important to us. When a person indicates an interest in serving in UpStreet we have a one-on-one conversation with them initially to find out about how their spiritual gifts can be best utilized and to find out about their spiritual growth and faith. Next, we have them fill out an in-depth application, complete with a background check. We also like to partner a new volunteer with a more seasoned one initially. In addition, we ask our high school and middle school volunteers not to bring friends with them to serve because those friends have not been screened and approved for serving in our ministry.

Who can enter the UpStreet Area during the service?

As an effort to provide the most secure environment for your child we have posted a security guard at the entrance to both wings of UpStreet. Once the service has started we ask that no one enters the area without first showing their security tags or volunteer name badges to the security guard. At the end of service, we ask every parent to show their security tag to both the Security Guard and to your child's small group leader.

What are our volunteer staffing guidelines?

After our volunteer staff has been trained and screened, we place them in a position that best suits their personality and spiritual gifts.

We have many different types of positions:

coach, security, welcome, hospitality, small group leader, administrator, assistant leader, large group teacher, bin babes, mid-week room prep, etc.

In our Preschool Park we have a coach who stays in the area and oversees the area during the service. In our Preschool Park small groups we attempt to place one adult leader (high-school and above) and one or two assistant leaders or student helpers (middle school) in each of our rooms. We have large windows in each of our classrooms where the coach can circulate and observe and help out where needed.

In UpStreet we have an administrator and a coach who oversee the activities of the morning. We have one to two small group leaders with each small group.

What is our volunteer to child ratio?

In Preschool Park we try to maintain ideal teaching situations by ensuring that the amount of children per volunteer ratio is safe and effective.

Following are our ratios:

Infants: 1 adult:3 babies; 1 student helper:1 baby

1's: 1 adult:4 1-year-olds; 1 student helper:1 1-year-old

2's: 1 adult:6 2-year-olds; 1 student helper: 2 2-year-olds

3's and 4's: 1 adult:8 preschoolers; 1 student helper: 3 preschoolers

For UpStreet:

We form our small groups in the fall so early registration is urged. We believe that a group of 8-10 kids is the most comfortable size small group for effective teaching and forming relationships.

How can I volunteer to serve in UpStreet?

If you have the spiritual gifts of administration, teaching, serving, loving, shepherding, or hospitality, to name a few, there is a place for you in UpStreet. Just contact the children's ministry staff to indicate your interest. We can have a discussion with you about how you can best be utilized. After your initial interview and application has been completed and we have a background check on file for you, we can place you in the area that best fits you and your gifts.

Our contact info:

Call the UpStreet Office at: 847-2540 ext. 124.

or

Lyn VanTol, Children's Ministries Director, Lvantol@ghclc.org

Kristin Clausing, UpSteet Small Groups Coordinator, kclausing@ghclc.org
Shannon Mulder, PreSchool Park Volunteer Coordinator, smulder@ghclc.org