



NEW SERVER'S GUIDE
TO THE
HEROES ROOM





BEFORE YOU GET STARTED, HERE ARE A FEW THINGS YOU NEED TO KNOW



BEFORE THE KIDS ARRIVE

PLEASE BE IN THE ROOM, READY TO GO AFTER ANNOUNCEMENTS BEGIN

This gives time to turn on the computer and prepare before families begin to drop off their children.



WHEN THE KIDS ARRIVE

1. Say hello to the parent/guardian & child.
2. Ensure each child is checked-in on Planning Center and has a name label on.
3. Remind the parent that you will text them if their child needs them.
4. Please keep the bottom half of the door closed at all times during the service.

IF A CHILD NEEDS HELP BEYOND THE CARE OF THE HEROES SERVING TEAM, USE PLANNING CENTER TO SMS THE PARENTS OR USE THE PHONE PROVIDED TO CALL THE SOUNDBOOTH (DIAL 100) TO PAGE THE PARENTS.

IF THERE IS EVER A CONCERN (SAFETY, STAFFING ETC) PLEASE USE THE PHONE PROVIDED TO CALL THE SOUNDBOOTH (DIAL 100) AND REQUEST ASSISTANCE IMMEDIATELY.



DURING THE SERVICE

Help the children find an activity to play with. Play with any children who need extra help to settle.

Using the TV and DVD player provided you can play live worship videos for background music or to entertain children in song and dance.

Each week there will be a new colouring page provided that matches the Superheroes curriculum being taught. If you require more copies please use the copier in the Superheroes room.

Due to insurance reasons the Heroes Serving Team does not change any diapers or assist children in the washroom.



AT THE END OF SERVICE

Parents will arrive at the door to pick up their children, please ensure their parent label # matches the child's label #.

REMOVE the child's label before they leave.

Check-out the child on Planning Center.

After each service spray and wipe all toys and surfaces that have been used with the cleaning supplies provided.