

## Signing in and out procedures:

One leader each week has to be the official parent communicator who stays by the sign-in table during the check-in and check-out times. During check-in, they need to enthusiastically welcome parents and kids and answer any questions they may have.

### DROP OFF GOALS

- Your energy sets a tone
- Have one leader greeting families at drop off and pick up that can SHARE THE memory verse with them
- New families: It is important to let them know
  - 1 WE ARE EXCITED they are with us!
  - 2 WE ARE EXCITED TO SERVE THEM!
  - 3 WE have a safe and engaging space for them because we: always staff our space with a minimum of two adult leaders in the room. Ask them if their child is potty trained, if they need assistance etc. Let them know female adult leaders can assist, will leave the door partially open, or we can call the parent to help in the bathroom. Help them feel comfortable, let them know their child is safe and loved.

### PICK UP GOALS

- USE PARENT'S NAMES as often as possible.
- Let them know you were excited to have their little one (It was so great having William with us!)
- Politely ask to Check their tags - Until you know a family as good as you know your own check the tags at pick up! This keeps the child safe and lets the families know their child is safe and that we take security seriously.
- Also, give any important information at pick up-bathroom, etc. ALSO, share anything good about their child from that day. "Zoe was so excited we were doing the story of Naman she said it's one of her favorites! "Izzy said the memory verse today!"

