

Durham Campus: hopetown Parent FAQ

As we look to open our hopetown doors, we are excited to welcome you home! In a season of many changes our mission has not changed. We still strive to **REACH** your child with the hope of Jesus, **TEACH** them what it looks like to follow God's Word, and **RELEASE** them to shine the light of Jesus in their communities, schools, and friend groups. Every decision has been made with your family in mind. Below, we have provided some insight into the steps taken to ensure your child has a safe and fun time in our hopetown environment!

WHAT HASN'T CHANGED?

In keeping with our vision, we have kept our same safety guidelines. As always, upon entering into our hopetown environment, your child will be checked in at one of our kiosks and receive a tag that displays their name, age/grade, and any special instructions. You will also receive a matching parent tag which enables you, and only you, to pick-up your child at the end of the Worship Celebration. All World Changers in the environment with your child have been background checked and trained to work with your child at their specific learning level.

WHAT'S NEW?

Temperature Checks: In order to ensure the safety of your child and our World Changers, each person will be temperature checked before entering the hopetown environment.

Masks: Each of our World Changers will be smiling behind a mask! We also encourage others to wear a mask while in the hopetown environment.

Single Family Entrance: To limit traffic in and out of hopetown, we ask that only one family member enter the hopetown environment to pick-up or drop-off their child. Thanks for keeping our hallways clear and safe!

Sanitation Process: Our team will work to sanitize all surfaces and objects before, during, and after each Worship Celebration. This includes tables, toys, crayons, etc. All products are non-toxic and safe for children. You will find a sign at each classroom door that displays the last time the room was sanitized.

Entrance and Exits: You will find separate entrance and exit signs at your child's classroom door as we encourage "one-way" progression throughout hopetown. Floor markers will point you in the right direction, so you are able to make it back to the Worship Center. Upon pick-up, all families will exit out the playground lobby doors.

Social Distancing: Our classes will be limited on the number of children per Worship Celebration – that number will be posted outside the door. Throughout hopetown, you will find markers on the floor as friendly reminders to help provide you with 6-feet of distance from those around you. Similarly, we have placed fun and colorful markers in all of our classrooms to encourage children to have their own space while worshipping and participating in activities.

Personal Items: Each classroom is stocked with everything your child will need including diapers and wipes. All items such as toys and diaper bags must be kept outside of the classroom with you. Large items, such as strollers or carriers, should be left in your car or stored in the Lobby.

Playground: To limit time in the hallway, your child will spend the length of the Worship Celebration in their classroom and the playground will not be open for play at this time.

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GOING FORWARD:

This season has opened up the door for your family to participate in hopetown through different avenues onsite. Our team is excited to see you again in Downtown, Midtown, and our Uptown environments. We are prepared to welcome your child and teach them on their level.

For those of you who would prefer to worship as a family, our Worship Center doors are open and ready to receive your children. You will find a friendly World Changer in the Lobby handing out activity bags for your child to take with them into the Worship Celebration. Our Next Steps area is also open for you and your children to worship together.