



Family Ministry Reopening FAQs

Our top priority is safety for everyone in our family ministry environments. With that in mind, we've tweaked our processes and protocols to help reduce the spread of COVID19. We realize you may have a lot of questions about how we plan to keep you, your family, and our volunteers safe. Here's an overview of the most common questions we've been asked, but feel free to contact us at familyministry@gethope.net if you have additional questions or concerns.

Question: What safety precautions are in place?

Here's what you can expect:

- temperature checks for anyone entering a Family Ministry environment
- a limited number of individuals in each space (including volunteers)
- encouraged social distance
- masks worn at all times
- hand sanitizing stations throughout our environments
- encourage hand washing

Question: Will there be temperature checks?

Yes. We cannot guarantee social distancing in all Family Ministry environments because it is nearly impossible for some of the younger children to understand the concept. For that reason especially, all individuals (volunteers, kids, students and parents) will be temperature checked prior to entering any Family Ministry environments.

Question: Do I need to stay with my child during the check-in process?

Yes. In order for the check-in process to run efficiently, we ask that at least one parent stay with his/her child throughout the entire check-in process for all Family Ministry environments- this includes are Student Ministry environment.

Question: What happens if a member of my family has a fever?

Unfortunately, if anyone in your family has a temperature of 100.4 or higher, your family members will not be able to enter/participate in our Family Ministry environments for the day. But, we will continue to offer resources for your family to connect with us online!



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Question: Does my family need to arrive early to allow extra time for check-in?

Please! We encourage you to arrive 15 minutes prior to the start of service so that you have adequate time to complete the check-in process for your family. We don't want you to miss one second of the service! We also ask for your patience as we try and get through all our safety precautions.

Question: What if my child has a medical or behavioral need that hinders his/her ability to wear a mask?

We recognize that an individual may have needs that inhibit his/her ability to meet the requirements listed above. These will be handled on a case-by-case basis. Please feel free to contact us ahead of time to discuss if that would make you more comfortable! Shoot us an e-mail at familyministry@gethope.net, and someone will reach out to you.

Question: What about my diaper bags?

Caregivers will be asked to keep their diaper bags with them and only bring essential items* into the preschool environments. These items will be placed into a provided disposable bag upon arrival into KidCity and will be sent home with you at pick-up.

*Diaper/sippy cup/preferred wipes/etc.

Question: What about masks and social distancing for preschool students?

Masks are encouraged but not required for preschool children. All volunteers serving in a preschool environment will be required to wear a mask. Social distancing is encouraged in all of our KidCity environments. Social distancing in the preschool age group will be challenging. While we will encourage social distancing and safety of all kinds, we also know that consistent social distance will not always be possible in our preschool environments.