

# Frequently Asked Questions

## 1. Why do we need security and a new security system?

- We need a security system for the protection of our children and our church
- We also hope to elevate new parents' sense that our Preschool Ministry is a "safe place" for their children.
- Enables us to add photo ID tags for children and parents.
- It allows us to focus more effectively on children and their needs.
- Each of our classes receive a check-in slip for each child that includes all relevant care and medical information for each child.

## 2. Is the use of computers impersonal?

No. While at first you may fear that using computers to check in children may be a cold, impersonal process, you will soon experience that Parent Pager truly enables our caregivers and teachers to focus more effectively on your child's needs.

## 3. I have no computer skills. Will I be able to learn how to do this?

Yes. Touch screen monitors decrease user anxiety for persons without basic computer skills while at the same time increasing user speed. In addition, a Parent Pager attendant is right there to help you if needed.

## 4. What is the main advantage of using Parent Pager?

The main advantage is the photo identification system which is central to the security features. Photo ID is used on check-in and check-out slips. All authorized guardians permitted to claim a child will be pictured on the child's check-out slip. Photos will be required for all children and parents. We believe that after the majority of our parents are registered in Parent Pager system has

## 5. How will Parent Pager help with communication with parent?

Families with children under five will receive a pager so that we can alert them regarding their child when they are anywhere in the building.

## 6. Will I be able to receive a page anywhere in the facility?

Yes. The pagers are “premise pagers.” They will receive a page anywhere in the building.

## 7. How much longer will this system take for me to check in my child?

Once you have your photos taken, a staffed terminal can check in a child within 15 seconds. A self-express terminal can check in a child as quickly as 5 seconds.

## 8. What happens if I lose my pager?

The only way you can pick up your child is to have a check-out sheet. The only way you can get your child’s check-out sheet is to return the pager. If you lose the pager, you will need to go to the Preschool **entrance** where they will verify that you checked in the child and you are authorized to pick up the child. If the pager is not found, a replacement charge of \$100 will be assessed.

## 9. Will visitors have to use the Parent Pager system?

Yes. If they have a child in fifth grade or younger, they will use this security system. It only takes a minute to do a quick registration of the entire family. Once the data entry is complete, the next time they check into the system, it will be as quick as everyone else.

## 10. What if I forget to check out my children on Parent Pager?

Our volunteer staff will direct you back to the nearest Parent Pager station to check out your child and bring back a check-out sheet to the classroom.

## 11. If I have a problem with Parent Pager, who will be available to help me?

If you experience difficulties using express check in proceed to the Preschool **entrance** where a trained registrar will assist you.

## 12. What happens if Parent Pager goes down during a service hour?

We will revert back to the current manual check-in/check-out system.

## 13. What if I already checked in and need to check out when the system goes down?

The check-in sheets will be checked for photo verification at time of pick up. A photo ID will be required.

## 14. How do I add other authorized individuals to the system?

Please go to the Preschool **entrance** with that authorized individual. Our trained volunteer staff will be able to take a picture of the authorized individual and add the information to the system regarding the household.

## 15. What happens if I forget to bring my prox ID card?

Please go to the Preschool **entrance** for ID verification. The children will be checked in at that time. You will also need to go to the Preschool **entrance** to have your children checked out.

## 16. What happens if I lose my prox ID card?

There will be a fee of \$3 to replace lost cards.

## 17. What if I want additional prox ID cards?

They can be purchased for \$3 each.

## 18. How do I check in a child (friend of son/daughter) who is visiting without a parent?

Please go to the Preschool **entrance**, where the visiting child will be added to the system with the host parents as guardians.

## 19. How can I help the Preschool Ministries staff?

Please arrive early, return pagers, volunteer, and be patient and understanding.

## 20. Who will receive a pager each week?

Parents of children in nursery and preschool will receive one pager for the whole family. In addition, visitors with older children, those with unique needs, and on-call volunteers can all be assigned a pager.

## 21. How do we check in at the classroom?

Once you receive your check-in slips each Sunday, parents will drop off their children in appropriate age classrooms either on the nursery or preschool hallways.

## 22. I'm confused; can you summarize what age level does what?

Birth to Pre-K: Pagers are assigned and parents drop off kids in the classrooms.

## 23. When will Parent Pagers be used?

Currently the Parent Pager security system is used during all services.