

FAQ

It's my first time at Elevate! What do I do when I arrive?

We recommend arriving 10 minutes before the start of the service to make sure your kids get welcomed and settled properly. First-time families should go to the Kids Check-in area located to the left of our lobby, entering the Kids Wing. After completing registration, parents will receive a name tag for each of their children, and a Parent Pick-Up Receipt (PPR) that will be needed for pick up after service. Parents will then be directed to the age appropriate classroom where they can drop off their children.

Where are classes located?

Our Kidz Wing is on the left when you go through the main entrance of the Church. We have Kidz service times at the same time frame as the adult main service. Check-in opens up 30 minutes before service begins so parents are able to enjoy community and Check-in closes 20 minutes after service begins.

Is there a security system in place?

Yes, there are a number of systems and policies in place to ensure safety for all of our children. When you check in your children, you will receive a Parent Pick-Up Receipt (PPR) tag with a number combination that matches to the tags of your child/children. If your child needs you at any point during the service, the projectors on the screen in the auditorium will display this number on the screens. If the number happens to be overlooked, we also have the ability to text-message you if you provide us with this information (please keep your phone on vibrate during the service so you are able to receive these). After service, you will need to present your Parent Pick-Up Receipt tag in order to pick-up your children. This tag identifies that you have permission to pick-up the child with the corresponding tag. Our security team is trained in all security measures and all doors will be locked 20 minutes after service begins. The alarms on the doors will sound if security is breached and our security team will implement all safety measures so ensure your children are safe.

What do I do if I lose my parent tag?

Sometimes parent tags are misplaced or lost. Life happens, we understand. However, Children will not be released to anyone without a parent tag. This is to ensure safety for the all children, all the time. If you do not have your tag, you can speak to the Classroom Lead Teacher where they will happily help verify your identity through our "Missing PPR" form that will collect all identifying information of who you are then your child can then be released to you.



What kinds of snacks will my child be served?

At this time we do not offer snacks to the children attending service, due to the ever growing allergy/sensitivities children and adults face today. On occasion our Legends classroom (2nd-5th grade) will provide treats that coincide with the weekend message and options are offered for allergy purposes. If your child does have an allergy, please be sure to let our Check-in volunteer know so we can have the most accurate information displayed on your child's tag and all volunteers in the classroom are aware.

Is it safe to leave my child with your volunteers?

Yes! All of our Kidz volunteers and security team have had a background check and completed training. No volunteer with a minor related felony or sex offenders are permitted in the Kidz Wing.

Are classrooms clean and safe during the COVID crisis?

Each week our classrooms go through an extensive deep clean with a multi-surface sanitizer used on toys and surfaces to ensure that your children are safe and protected from all germs that could get passed around. Hand sanitizer is also available in the classrooms for volunteers and children to use throughout the service. We do our very best to keep all of our toys and classrooms in the best shape so that your children can receive the most out of their Sunday morning experience!