



## Reopening FAQs

### **Which locations are hosting in-person Journey Kids gatherings?**

In-person Journey Kids gatherings are only being held at our Newark location for the Saturday 5pm and Sunday 10:30am & 12pm, as well as our Hockessin location for the 10am. We will keep you updated as we open up for more gatherings!

### **How/where do I RSVP?**

You can access your Journey Kids RSVP link on our website at [journeykids.tv](https://journeykids.tv). You will be able to RSVP for multiple weeks at a time.

### **Do I need to RSVP?**

Yes! If you are bringing your kids to Journey Kids, you will need an RSVP for each child to enter. Please be aware, although we would love for as many kids to gather in-person as possible, our gatherings will be at limited capacity. We are limiting building occupancy per guidelines, as well as room occupancy within Journey Kids, to maintain appropriate social distancing.

Please visit the RSVP link to register online for the gathering your child will be attending. Be sure to RSVP for each child in their age appropriate group. For Elementary age groups, please register your child for the grade they will be entering this fall.

Shortly after registering, you will receive an email confirming your registration. (Please check your junk mail folder if you do not see it in your inbox.) Save your email, and open the PDF attachment when you arrive so that we can scan the QR code at the Journey Kids entrance.

### **Can I RSVP my child for more than one gathering?**

At this time, we are encouraging each child to RSVP for only one gathering per weekend and to be consistent each week with attending that same gathering time. This will not only help limit exposure and provide a safer environment for our kids and our team, but it will improve your child's experience. Attending the same gathering each week allows your child to build relationships with the same children each week and with the J-Teamers who are leading their

small group. The better relationships they build in their small group, the more they share, and the more they grow spiritually.

## **Where do I go when I arrive?**

As a parent/guardian, you'll check yourself in at the Main Entrance for your gathering in the Main Auditorium. Once you enter the cafe, you can head towards our Journey Kids area where the team will further direct you. Our Journey Kids J-Team will be there in their blue shirts to welcome your family. You'll want to have their confirmation email ready, with the PDF attachment opened, so we can scan the QR code for each child's RSVP. If you're still unsure, ask anyone in a blue Journey Kids shirt for help!

## **When should I arrive?**

Journey Kids will open for check-in 15 minutes prior to the gathering start time. We encourage you to arrive at that time to check-in at Journey Kids as well as leaving time for yourself to be seated in the main gathering by an usher.

## **What can I expect when I arrive?**

At the main entrance, an Impressions greeter will scan your QR code for the main gathering. Once you head inside the building, you'll walk towards the cafe with your kids for the touchless Journey Kids Check-In process. Our Journey Kids J-Team will be there in their blue shirts to welcome your family.

Please have your child's confirmation email printed or the QR code displayed on your mobile device so we can scan it. After confirming your RSVP, your family will go through a health screening by answering a questionnaire about recent symptoms within your household, as well as temperature checks for all family members who will be entering the Journey Kids space to drop off and pick up. Every family member must have a temperature below 99.5 degrees fahrenheit to enter Journey Kids, even for just dropping off. We are limiting one adult to enter Journey Kids for drop off and asking that the same adult returns for picking up the child.

Once you've finished the health screening, you'll be directed to a check-in computer where a Journey Kids J-Teamer will check your child(ren) in and provide them with a name tag. They will also provide you with a guardian tag, used to pick up your child(ren). You will then proceed to the age appropriate room to drop off your child. We are asking parents to drop off their children at the door. Please do not linger, and please do not enter the rooms with your child. Once you've said goodbye to your child, please use the exit doors to exit Journey Kids.

After the gathering, please come immediately to the same entrance of Journey Kids where your RSVP was scanned to pick up your children. We will be allowing a limited amount of adults into the Journey Kids space at one time, in order to maintain appropriate space capacities and social distancing. We thank you in advance for your patience.

## **What if I'm uncomfortable with my children attending?**

Please don't feel any pressure to have your child attend church in person. Whether it's because you or your child is at a higher risk of COVID-19 complications, or you just are not comfortable around larger groups of people, we want to encourage you to continue to engage with Journey Kids online. Your child can also watch the weekly messages on-demand when it's most convenient for you and your family by going to [journeykids.tv](https://journeykids.tv) after 5PM on Saturdays.

You are also still welcome to bring your kids to in-person gatherings in the main auditorium. When gathering in the main auditorium, we encourage you to bring some activities for young children to help keep them occupied during the gathering.

## **Who needs to stay away?**

If you or anyone in your household are feeling sick in any way or are part of a vulnerable population, we encourage you to join us online instead of in person.

## **What if I RSVP but need to cancel or change?**

If you pre-register and need to make a change, please cancel your reservation online using the link in the confirmation email that reads "view and manage your order online" or email [communications@yourjourney.tv](mailto:communications@yourjourney.tv) and we'll make the change for you.

## **What have you done to prepare the space and what extra cleaning is taking place?**

Our Journey Kids J-Team have deep cleaned and disinfected the entire Journey Kids space including all carpets and toys. We will be deep cleaning and disinfecting high-touch surfaces before and after each of the gatherings and rotating clean toys into the gathering after they've been cleaned, disinfected, and dried.

## **What are the hygiene requirements?**

Everyone is encouraged to use hand sanitizer when they enter and leave the facility, and to wash their hands thoroughly after they use the restroom. Hand sanitizer stations are available at all entrances and exits.

## **Are the Journey Kids bathrooms available for use?**

As always, our Journey Kids bathrooms are closed to adults, even if assisting your own child. To limit exposure, our kids bathrooms will be open for children to use on an emergency basis only. Please make sure your child has used the restroom before entering Journey Kids.

## **Are masks required?**

Masks are recommended for children ages 2+ and required for anyone Preschool and up. At this time, we are requiring kids to wear masks if they are entering our Juniors room (Preschool and Kindergarten), as well as the Kids Auditorium (1st-5th grade). Masks must also be worn at all times by parents, J-Teamers, and any other individuals Kindergarten age and up who enter the Journey Kids space. We encourage you to bring your own masks, but if you don't have one, we will have some available upon arrival.

## **How are you maintaining physical distancing?**

Everyone who wants to attend a gathering needs to pre-register online. The capacity of each gathering will be limited to ensure physical distancing can be maintained within our rooms. We have set up chairs and seating spots on the carpet to maintain space between each child. Our Journey Kids J-Teamers have also designed games that are still able to be played while remaining at a safe distance. Obviously, it is much more difficult to maintain a safe distance with our children in the Nursery wing (Infants, Walkers, and Toddlers), but we will do everything possible to maintain distance in those rooms when feasible.

## **Will you be serving my child snacks?**

Journey Kids does not regularly serve snacks for our Preschool or Elementary age groups. Nursery wing rooms (Infants, Walkers, Toddlers) have served snacks in the past, but will be refraining from providing any food, bottles, or snacks at this time.

## **Can my child bring their own toys or belongings?**

To avoid the possibility of germs entering the Journey Kids space, germs coming in contact with your child's belongings, or anything being misplaced, we ask that you refrain from having your child bring anything into the rooms but themselves. Please keep all jackets, toys, etc. in the car or with you in the main gathering. For Infants and Walkers, the diaper cubbies have been moved outside of the room for your convenience. You may place your child's belongings in there and we will only access the bag if necessary.

*If you have any other questions, please do not hesitate to reach out to us at [journeykids@yourjourney.tv](mailto:journeykids@yourjourney.tv) and we will be happy to answer any questions you may have.*