

Text Paging

Text paging is the tool used to communicate with parents during the weekend service, and/or other events. Kids Directors, and DreamTeam they equip, will be responsible for text paging. We text parents for the following reasons:

- A child has been inconsolable for 5 minutes
- Diaper change needed
- Suspected illness
- Incident Report needed
- Behavior challenges
- Reassurance that a child is doing well

We text parents through Rock. A tutorial can be found here:

https://creekhelp.com/video-lesson/lesson/rock-staff-training/?cmvl_category=280&video=31120

When communication with a parent is needed and we are unable to reach them via text, we use the following protocol:

1. Text the parent twice (3 minutes apart) in an attempt to reach them.
2. If the parent does not respond, radio production (channel 4) and ask them to put the child's code on the screen. This code will appear modestly in the lower left-hand corner of the screen.
3. If the parent does not respond, Kids Directors have the discretion to serve the child and navigate the situation with wisdom. Incident reports will be completed when necessary (For example, if Staff need to change a diaper or clothing)

