



## FAQs for Mark 9 Parents

**1. Who is the Special Needs Director?**

Amy Rose

email: [amy.rose@oakwoodnb.com](mailto:amy.rose@oakwoodnb.com)

office: 830-625-0267

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**2. Can my child with special needs attend and how do I enroll my child in Mark 9?**

We welcome any individual with special needs to be part of our ministry! We require all our families to register prior to attending for the first time. To begin the process please fill out the Family Profile Packet (online or at any Kids or Student Ministries Welcome Desks).

**3. Is the Mark 9 program inclusive or self-contained?**

We look at each child's individual needs. With the parent's help we figure out the best place for them to be able to learn about Christ's love for them. Our goal is to always have the child included with their peers as much as possible. We have two rooms #117 self-contained room with modified curriculum and #200 sensory/break room

**4. Who will take care of my child?**

The volunteers that serve in Mark 9 are called Buddies. Our buddies participate in on-going training to continue to learn best practices for taking care of your child. Your child's buddy is responsible for helping your child participate to their full potential in ministry activities, supplement teaching times with personal discipleship when group participation is not possible or helpful, provide positive behavior management, ensure the safety of your child, follow all church ministry guidelines, and maintain a positive relationship with your family.

**5. How will the Director communicate with the families of Mark 9?**

- Email- will be used to send out scheduling information for the upcoming month, news about Mark 9, church events/group meetings, trainings/events related to special needs happening in the community or surrounding areas, individual family communications, etc.
- Remind 101 app- will be used to send reminders about scheduling, changes, or anything that needs to be communicated quickly. You do not



need to install the app but to receive messages via text please do the following:

9:15 families - enter in this number 81010, text this message @mark9f

10:45 families- enter in this number 81010, text this message @mark9fa

Wednesday evening- enter in this number 81010, text this message

@mark9fam

- Text- will be used for Sunday morning and Wednesday evening changes the day before or the day of, to get in contact with you when your child is in our care, and for individual family communications.
  - Social Media- will be used to share stories and highlight what God is doing in Mark 9 and communicate announcements. Facebook Group: Mark 9 - Oakwood's Special Needs Ministry. Instagram Page: coming soon!
6. **How do I check-in my child?**
- Check-in your child at an iPad station located in the front of the Children's Building (iPads located both upstairs and downstairs)
  - **Check both boxes** -Select both their classroom and the Mark 9 ministry. This is important to help us know at any moment who is here and to easily keep attendance
  - Secure sticker on Child. Make sure your have your Guardian Receipt and the number matches the one located on your child
  - Take your child to assigned classroom
7. **What do I do if my child's Buddy is not in the classroom when we get there?**  
Please wait with your child until your child's Buddy arrives. This ensures the safety and wellbeing of your child. Never leave your child without a Buddy present. If your Buddy isn't there five minutes after the start of service, please call or text me.
8. **What if my family is running late? Will there still be a Buddy for my child?**  
After 20 minutes from the start of each service we will relieve Buddies from their duties if their child has not arrived. You are still more than welcome to come to church but please plan to stay with your child. There is a slight possibility of being able to find a Buddy. However, we do understand that life happens and running late is a possibility, so please text the Director to let them know you are running late and still plan on attending service. The Director can then inform the Buddy not to leave.
9. **How much notice should I give the Director if I know in advance we will be out of town or have other obligations on a certain Sunday?**  
As soon as possible. Basically when you know, let the Director know. This includes changes that occur on the same day of service.



**10. Can I change the service my child is normally scheduled for and go to another service?**

Yes, you may change services, but a Buddy may not be available right away. Please contact the Director to discuss further.

**11. How will my child's Buddy or the Director get in contact with me during service if needed?**

Our policy is to text or call you, so please have your phone accessible, on vibrate, and your number updated with our records.

**12. Who can I contact if I have questions about my child's Buddy or placement?**

Please contact the Director

**13. What do I need to do if I want my child to attend VBS?**

All registration for VBS is done online through [oakwoodnb.com](http://oakwoodnb.com). Registration opens late May or early June. Please be sure to note that Mark 9 services are needed and the Director will be in contact with you for further information.

**14. Who do I need to contact to see if Mark 9 can provide a Buddy if I want my child to attend a church event/program?**

Please contact the Director

**15. Should I tell the Director if my child has had any recent medical, behavioral, or social changes, etc.?**

Yes! We will update necessary info in your child's file, tell the Buddy about the changes, and make adjustments for your child if needed.

**16. Should I share with the Director if my child has an awesome success story?**

Yes! We are always on the hunt for awesome stories to highlight our families, ministry, and volunteers. We want to share them with all of Oakwood! This is a great way to show how God is on the move and to grow closer as a community. Also, sharing these stories is an awesome way to help recruit Buddies!

**17. Should I tell the Director if my child is sick, having a medical procedure, or my family is going through life changes?**

Yes! Oakwood would love to pray for you, support you, and have a Pastor available to your family.

**18. Is there a program for adults with special needs?**



We offer a Bible Study for our adults with special needs on Sunday mornings (10:45, Rm #103 of the Adult Education Building) called the Sunshine class.

**19. Does Mark 9 offer other supports for the families of children with special needs?**

- Parent Support Group- meets monthly in the evenings on the 2<sup>nd</sup> Wednesday of the month from September-May and quarterly on Wednesday evenings throughout the year.
- Small group for parents with children who have special needs- meets at 10:45 on Sunday Mornings
- Parents Day Out- currently offered one Saturday in December.

**20. How can I support my child's Buddy?**

- Be open & honest with them about your child. Share not only the things they might struggle with but also the things they do well
- Thank and encourage them
- Get to know them personally
- Remember they are volunteers
- **Pray for them**

**21. How can I support Mark 9?**

- Help recruit buddies for our ministry- Best way is to tell personal stories of how Mark 9 has impacted your child and family
- Spread the news about Mark 9 with other families who have children with special needs. How awesome to be have the opportunity to disciple more people
- Have an idea...share it
- Be fed spiritually. Continue growing in your walk with Christ
- Get involved- join our parent support group and/or the small group for parents with children who have special needs, serve at special events, help recruit sponsors/donations for special events
- Share your testimony
- Have good communication with the Director
- Remember we are all brothers and sisters in Christ