



Policy and Procedure Manual

This manual is designed to help parents know what to expect when you bring your children to our Children's Ministry. We also designed this manual to help our volunteers and workers to be aware of proper procedures to follow when caring for children while here at church. The policies and procedures were developed with the best interest of your children in mind. We strive to provide a clean, safe, secure and loving environment where every child can learn about the love of God. We have implemented these policies and procedures because we take the responsibility of caring for and teaching children very seriously. Whether you are a first time guest or attend regularly, please take a few moments to review the following pages. If you have any questions, please feel free to contact any member of our Children's Ministry staff. We will be glad to help you in any way that we can. We consider our ministry a partnership with parents on this wonderful journey of faith. Thank you for the opportunity and privilege of loving, guiding and teaching your children.

General Policies

1. There is a two volunteers rule that must be followed at all times in classrooms.
2. When escorting a child to the bathroom or another area of the church another person (child or adult) must be present. These types of group should never be smaller than 3 people.
3. Parents are required to check in their child(ren) at a computer kiosk or at the welcome desk to obtain the proper check-in receipt and corresponding security tag necessary for pick-up. Unless otherwise authorized by the Children's Minister or Ministry Coordinators, teachers and volunteers are not to accept a child into a classroom until the proper check-in has been completed.
4. Youth helpers (at least 13 years old) will be used only in conjunction with the one other adult. Children under the age of 13 are permitted to help only if a parent is volunteering in the same room as the child.
5. Every person working with children must complete criminal background check.
6. Switching among volunteers must be done among volunteers. It is your responsibility to get your shift covered if you are unable to make the day/time you are scheduled. Please notify the ministry leader of this change as soon as it is complete (ie. Nursery Coordinator, Preschool Coordinator or Children's Pastor).
7. All personal items (diaper bags, cups, bottles, etc.) need to be labeled with the child's first and last name.
8. Only parents or guardians (18 years or older) with the appropriate security receipt or a replacement receipt signed by the Children's Minister or Ministry Coordinator will be permitted to pick up a child. If you have lost your receipt, permission to pick up a child MUST be authorized by the Children's Minister or Ministry Coordinator.
9. Any incident of injury or illness must be reported by the teacher or volunteer immediately to the Children's Minister or Ministry Coordinator, who will contact the parent.
10. Children should be picked up promptly (within 15 minutes) following the end of services or scheduled activities.

Volunteer Scheduling and Switching

1. All children's volunteers are asked to arrive 30 minutes prior to the scheduled service time and stay until the next scheduled volunteers come to relieve them (1st service) or parents have picked up all the children (2nd service).
2. Please let the children's minister know the by the requested date when you will not be able to serve for the upcoming month (if going by a month to month schedule). (ie. March 9th is the deadline to send in dates that you will NOT be able to serve for April.)
3. When switching service times with another volunteer be sure they first an approved and screened worker (all approved and screened workers are listed on the Children's Ministry Volunteer Contact List) and second not serving in another area. Be sure to let the children's minister or ministry coordinator know of the changes immediately.

4. When calling out sick and/ or with late notice please do your best to give the Children's minister or Ministry coordinator a 24 hours notice.

Classroom Etiquette

1. There is a two volunteers rule that must be followed at all times in classrooms.
2. When escorting a child to the bathroom or another area of the church another person (child or adult) must be present. These types of group should never be smaller than 3 people.
3. Parents are asked to provide their child's diapers and wipes.
4. Each of our classrooms environments is peanut free. Parents are encouraged to send a light snack for their child respecting this policy. To see a detailed list of safe snacks see the following link. <http://snacksafely.com/snacklist.pdf>
5. Volunteers are asked to contact parents if there is an issue using the paging system in place. Parents are asked to watch for their child's number on the bottom left corner of the screen in the main auditorium.

Safety

Safety in the children's rooms is of critical importance. The following guidelines are to be followed:

1. All classrooms are to have a window for easy viewing. Windows will not be covered by curtains or papers, etc. which might obstruct a clear view of the classroom.
2. Children are to be left in a classroom by parents when the designated teacher or volunteers are present. If only one volunteer is present, a parent will need to wait with the child until the second volunteer arrives.
3. All children's equipment and resources should be free of sharp edges, broken edges and sharp parts. When items are found like this, please remove them from the classroom immediately.
4. Parents are asked to update our Children's Minister, children's ministry volunteers and child's profile on our online directory system if their child is diagnosed with any allergy (i.e. food, plant or animal). Please also keep our ministry team and the child's online profile updated with this information and any necessary steps that need to be taken in the event of an allergic reaction. If an epi-pen is needed, parents are expected to provide this medication and to be available to administer it during church services and activities.
5. In the event of an injury or allergic reaction, parents will be notified immediately. Our medical First Responders will also be asked to assist our volunteers and staff with assessment and intervention.
7. Teachers and leader are asked to serve the snacks provided and only offer special snacks on special occasions or holidays.

8. We are a nut free environment! If you are sending a snack with your child we ask that it be nut free due to the allergic reaction other children may have.
9. We ask that our volunteers do not use cell phones or text while working with the children. This can be a huge distraction during the course of the classroom time.
10. There is a first aid kit located at the children's check-in. There is also one located in the kitchen under the sink.

Security

The security of our children is extremely important. The following guidelines have been established to help ensure the security of children:

1. Prior to entering a classroom, parents are asked to check-in their child(ren) at a computer kiosk or the welcome desk.
Parents or guardians must submit the corresponding security receipt in order to pick up their child. If the receipt is lost, parents must receive permission from the Children's Minister or Ministry Coordinator prior to taking the child from the room.
2. Volunteers serving are asked to match the security receipt from the parent to the security number assigned to the child.
3. Parents are asked to report to the Children's Minister regarding any legal, custody, or guardianship issues that might cause a security concern for a child.
4. There is a two volunteer rule followed at all times in a classroom. No one will be allowed to work alone in a classroom.
5. The Children's Minister or Ministry Coordinators will periodically check on each class during Sunday school, worship services or other activities to make sure everything is going well.
6. All children's ministry volunteers will wear a nametag to identify them as approved workers in the classroom.
7. All children will be given name tags and should wear them upon entering the classroom.
8. Children are to be dropped off and picked up by adults (18 years or older) only.
9. In the event of an emergency teachers and volunteers are asked to contact the security, media team, ministry coordinator or children's minister for assistance.
10. At no time should a parent or volunteer ever leave a child alone in a classroom.
11. Parents will be paged in the main service by the number received at check-in being flashed in the main service on the bottom left side of the screen.

Volunteer Screening

1. Prior to consideration for a volunteer position, the volunteer must complete and return a criminal background check form.

2. If a criminal background check reflects a positive conviction within the past year, a person will be unable to volunteer unless approved by the Children's Minister and Ministry Team.
3. If for any reason the Children's Minister questions the status of a person to volunteer he or she will present the request for volunteerism and relevant information to the senior pastor for review and disposition.
4. When a background check is completed and approved, the Children's Minister or Ministry Coordinator will schedule an orientation session with the volunteer. During this session, they will review the requirements of the position, review the Children's Ministry Policy and Procedure Manual, and provide time for questions and answers. A copy of this manual will be provided electronically.
7. Background check updates will be ordered at the digression of the Children's Minister.
8. All volunteer background checks will be kept completely confidential and properly secured in the church office for safe keeping.
9. All new volunteers will be placed with experienced volunteers.
10. All children's workers will be offered periodic training in topics that are appropriate for their ministry.

Illness

If your child is sick or has been sick within the past 24 hour period before church services or events, we ask that you NOT bring your child to church. Please adhere to the 24 hour fever rule, which states that a child needs to be fever free without medication for a 24 hour period before attending church. Children with the following symptoms may be contagious:

1. Fever of 100 degrees or higher
2. Nausea, vomiting, and/or diarrhea
3. Yellow or green nasal mucous
4. Severe coughing, strep throat
5. Any untreated rash, skin infection or open lesion
6. Head lice or nits in the hair

Discipline

For young children, discipline is used to encourage cooperative behavior. The following methods are used by our teachers/volunteers:

1. Give positively worded directions: "You may sit on the floor or on a chair." "Walk inside."
2. Redirection: Substitute a positive activity for a negative activity (i.e. "You may throw a beanbag." "We use blocks for building.").

3. Distraction: Change the focus of the activity or behavior.
4. Positive Reinforcement: Try to catch a child being good or affirm a child's appropriate behavior.
5. Active Listening: Help the child determine why there is a problem and help the child acknowledge his feelings and/or reaction.
6. Separation from the group: When all of the above fails, only then is a child briefly (suggested separation time is 1 minute per year of age) separated from his/her classmates. The child will always be within sight of the teachers.
7. Contact the parent: If a child's behavior is a danger to himself or others and/or other measures have been taken and are not effective, teachers and volunteers need to contact the Parent.

Physical discipline methods are NEVER used.

Hygiene

To protect the children and volunteers, it is essential to adhere to good hygiene practices.

1. Volunteers and staff are requested to use the approved disinfectant in all children's setting.
2. Toys in Nursery 1 and Nursery 2 should be cleaned each class time after usage.
Preschool should clean their toys on the first Sunday of each month.
3. All parents and volunteers are asked to sanitize or wash hands after each diaper change.
4. The approved cleaner will be used to disinfect cribs, eating tables, toileting and diaper changing areas, toys and teaching materials that the children handle.
6. Teachers are asked to check diapers regularly, at least every 30 minutes and before the children are to go to another room or get picked up to go home. Disposable gloves are provided for diaper changing.
7. Anti-bacterial soap/hand gel is provided in all classrooms.
8. All cleaning products are to be kept out of reach of the children.
9. Any spills of body fluids (i.e. urine, feces, blood, saliva or nasal discharge) must be cleaned up and the area disinfected with bleach solution immediately. Workers must inform the Ministry Coordinator or Children's Minister if this occurs as well the parent.
10. There is a first aid kit located at the children's check-in. There is also one located in the kitchen under the sink.

Inclement Weather Policy

In the event of inclement weather, church closings will be announced on the website, facebook, twitter and church wide e-mail. Use your best judgment for your family during

inclement weather. If you are volunteering and cannot make it out to serve because of the weather do your best to find a replacement and let the Children's Minister or Ministry Coordinator know.

Name of child(ren)/youth: _____

Date, time and place of incident: _____

Is this an (circle one): accident / incident / allegation / other: _____

Person reporting the incident: _____

Description of the incident as reported or witnessed: _____

Adults present during incident: _____

Did anyone else witness the incident? If so, list names: _____

Were there visible injuries? If yes, please list: _____

How were the injuries treated? _____

Who treated the injuries? _____

Were parents/guardians notified? _____ Date/time: _____

Name of preparer: (please print) _____

Does this incident require mandatory reporting to authorities? _____

Were any authorities notified? Who? When? _____

Was the insurance company notified? When? _____

Other details: _____

Signature: _____ Position: _____

Form must be turned in to the Children's Minister