



Children's Ministry Guidelines

All Volunteer Policies and Procedures

Updated October 2017

Our goal for Children's Ministry is to teach children to know, love, and serve Jesus Christ.

Volunteer Requirements

- Volunteers must report on time for duty (4:30 pm for Saturday service, 8:30 am for the first Sunday service and 10:30 am for the second Sunday service) and remain there until all children have been checked out.
- Adult volunteers must be a member of Crossroads Community Church.
- Adult volunteers must complete a background check
- Volunteers must be familiar with all of the policies and procedures outlined in the guidelines and must complete the signature page located on the last page of the Children's Ministry Guidelines.

Scheduling

Scheduling for each service is done through Planning Center.

How do I set up an account? You will receive a welcome email from Planning Center which will assign you a username and will include a link to set a password.

How do I let you know when I am unavailable to serve? (Block out dates) You will receive an email from Planning Center requesting you to block out the dates you are unavailable to serve. Choose the appropriate button at the bottom of the email: "block out dates" or "I have no block outs". You may also choose to login to Planning Center to block out your dates. After you have logged in, click on the "block out dates" button on the left side under the calendar. Choose the dates you are unavailable.

How do I know when I am placed on the schedule and how do I accept or decline? When you are placed on the schedule, you will receive an email from Planning Center. At the bottom of the email, choose either "Accept" or "Decline". **Please note that you have one week to decline your schedule request before we ask that you find your own replacement.** You are also able to see your schedule requests by logging into Planning Center. Click on "My Schedule" at the top center of the screen to expand the section and see your schedule. You are able to accept or decline from here as well.

Discipline: 3 Step System

We use a 3 step warning to correct individual behavior. For this age group, it typically only takes the first warning from the teacher.

Step One: Teacher Correction

If a child is engaging in inappropriate behavior,

1. Get down to their level and look them in the eye.
2. Using low volume and a firm tone, tell them "We do not _____. When we are at church, we _____"
i.e. We do not hit. When we are at church, we are gentle.
3. Engage the child in a new activity.
4. If the problem persists, go on to step two.

Remember to use a firm tone with low volume. **Do not yell at the child or use degrading words**, but they should be aware that you are serious and mean what you say.

Step Two: Service Coordinator/Pastor Intervention

Call in the Service Coordinator or Children's Pastor if the child still chooses not to follow direction. They will take the child out of your room to discuss their behavior and then return them to the room after the conversation. They may ask for one volunteer to sit with that child for the rest of service to keep a better eye on the situation and help the child stay on task.

Step Three: Parent Intervention

Call in the Service Coordinator or Children's Pastor if the child chooses to continue the behavior. The parent will be called and asked to either remove the child from the classroom for the rest of the day or stay in the room to address their behavior. If behavior continues beyond that service, a meeting will be set up with the Family Pastor, Children's Pastor, and the parent(s).

Actions that lead to an immediate step three:

- Any behavior where there is intentional injury.
- Any behavior that leaves another child crying or emotionally upset.
- Overt verbal or behavioral disrespect for a leader in the room.

Lap Policy

For the safety and protection of all, do not have children over the age of 2 sitting in your lap. If a child initiates sitting in your lap move them to be seated or standing next to you rather than on your lap.

You Plus Two Bathroom Policy

No child regardless of age should be allowed to go outside the classroom alone for any reason.

- There must always be three people when traveling to the bathroom or water fountain.
- Inform the children as you are walking to the bathroom that you will return as a group and do not allow them to run ahead and remind them other classes are in session
- Once at the bathroom, allow the two children to go in. Remain standing holding the door slightly ajar. If someone comes to utilize the bathroom ask if they can wait a moment. Keep an ear open to what is going on inside but do not enter the room. Wait for all to come back outside and return quietly to the classroom.
- If during small group time, ask Coordinator to do the bathroom duty so you can continue and remain with other children.

Illness

No child will be allowed in class if they are ill: If it is questionable, err on the side of caution and have the child stay with the parent/guardian. Keep the child from the other children until the parent/guardian arrives.

- A sick child is defined with one or more of the following: fever; a persistent cough; diarrhea; vomiting; redness of the eyes; rash on the face, trunk, or limbs; a communicable disease (such as hepatitis A, TB, etc.); or colored mucus (runny nose that is not clear).
- Child must be symptom free for 24 hours before participating in the CM program.

Allergies

We want to ensure children who have allergies are as safe as possible during each service. Below are some key things to do each Sunday to ensure the safety of children who have food allergies.

- Rooms serving snack - please note what snack will be served on the dry erase sheet mounted outside the room.
- If a child has an allergy, it will be entered into our planning center. When a name tag is printed out, their specific allergy will be printed clearly on the name tag. Check-In greeters you should enter this information if a new family makes you aware of that.
- Teachers - ensure you are aware if there is anyone in the room with an allergy. You can easily see this by reviewing your class roster. Please ensure your helpers are aware of this as well. Helpers if you notice this on a nametag a child is wearing, double check that the teacher has noticed this as well.
- Ensure any outside snacks are peanut free and the Service Coordinator has been notified
- Contact Service Coordinator or Children's Pastor promptly if child shows any signs of an allergy. Service Coordinator will contact parents immediately and call 911 if severe symptoms appear.
 - Signs include rash, swelling, watery eyes, runny nose, cough, sneezing, itching, wheezing, shortness of breath, complaint of stomach pain, and/or vomiting.
- Parents/Guardians will administer an Epi-pen if required.

Emergency Procedures

In case of an emergency, do the following:

Medical Concerns

- Immediately report any medical needs or concerns to the director, coordinator, or staff member. The notified person will decide if 911 should be called.
- The teacher should remain calm and divert the attention of the other children.
- Another adult teacher should stay with the victim to keep them quiet and lying down (if appropriate).
- Call 9-1-1 prior to starting CPR.
- The coordinator will notify the parents/guardians immediately after initiating 9-1-1.
- If a non-life-threatening event occurs, notify the coordinator and the parents/guardians.
- **NO** medication may be administered by CM volunteers with the exception of an Epi-Pen or inhaler in the case of life-threatening allergic reactions.
- A Crisis Plan Flip Chart is located by the door in the clear plastic hanging pocket.

Accidents- Teachers should make a thorough check for any safety hazards or hazardous materials in the classrooms during morning set-up prior to children arriving. The following are reasons to call the Children's Pastor. You may be asked to fill out an incident report.

- Any accident where the injury leaves a visible mark.
- Any accident where there is blood.
- Any accident that involves an allergy-alert child ingesting an allergen (page parent/guardian immediately as well as the CM Director).
- Any accident that leaves the child crying for an extended period of time, even if there is no visible injury.
- Any accident where a child is complaining of pain for more than five minutes after the accident occurred

Weather alert – If there is a fear of dangerous weather, volunteers should wait for the director, coordinator, security team member, or staff member to instruct them what to do. In no way should a volunteer act in such a way as to incite panic among the children or other volunteers. In the event that the children need to be taken to a

more secure inside location, the director, coordinator, security team member, or staff member will notify the group immediately.

Fire – The first priority in any case of a fire is that all children and volunteer's safety is maintained. Any attempt by volunteers to put out a fire is absolutely forbidden unless judgment to do so is unquestionable and presents no possible danger to anyone present. In the event of a fire, an alarm will sound. Teachers are asked to lead the children from the building through the nearest marked exit. Please stress the following rules: absolutely no talking, absolutely no running, follow the teacher's lead. When evacuating, make sure to take the class roster to be able to account for all children.

Missing Child – In the event that a child is missing, the director/coordinator should be notified as soon as possible with the following information:

- Name/age/sex
- Color of hair, shirt, and skin
- Color of shoes
- Ministry where child was checked-in (stroller or walking?)

The director or coordinator should then notify other the security team and staff members to continue the search, notify parents, or increase church awareness. All should remain calm and rational while moving in as timely a manner as possible. The person reporting the lost child should remain with the staff member until a member of the security team gives further direction.

Lockdown - The first priority of a lockdown is shut the classroom door and place the Emergency Lockdown Device in place on the door. Please following the following steps if a lockdown is communicated

- Close door and lock it if able.
- Place Emergency Lockdown Device on door.
- Move children to designated corner.
- Close all blinds on windows and doors.
- Keep children calm and quiet during this time.
- Remain in the designated corner until instructed by CM director or security individual that all is safe.

Contact Information

If at any time you have a question or are unsure about something, please feel free to contact:

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