



ROCK HILL  
K I D S

## VOLUNTEER POLICIES

### WELCOME

Thank you so much for prayerfully considering becoming part of the Rock Hill Kids Team. We value your willingness to serve and recognize the sacrifice your commitment requires. It is our hope that we will be able to partner together to serve families and kids here at our church for many years to come. We are really excited for you to get involved!

As you read through the details and information that will follow, it's our desire that you remember that we are partnering with parents to join children on their spiritual journeys from learning to leading. We are partnering with parents to **DECLARE** the gospel to children each week, as they form the foundations for their faith. We desire to **DISCIPLE** a generation of kids who are passionate worshippers and lovers of Jesus and who will live a life **DEPLOYED** to participate in the mission of Christ. Thank you for partnering with us.

It's no secret that our church has an incredible culture, and our team plays a big part in cultivating that culture. Because people have the biggest influence on our culture (*both positively and negatively*), we want to hit the most important stuff first – our vision and leadership behaviors – and then move on to our different serving opportunities, expectations, and describe our assimilation process. Let's dive in!

### OUR MISSION

Our church desires to help people who are far from God become followers of Jesus. We accomplish this by declaring the gospel, discipling the believer, and deploying the church. The Children's Ministry Team must partner with parents to create a culture of intentionality so that families are encouraged, equipped, and empowered to pass faith on to the next generation.

DECLARE

DISCIPLE

DEPLOY

# VOLUNTEER PROCESS

## **We require the following steps be completed for every adult volunteer:**

1. Regularly attend the church for 6-month time period
2. All Children's Ministry Serve Forms Completed (Application, Background Check, Reference)
3. Signed Copy of Children's Ministry Policies and Procedures
4. Personal Interview
5. Shadowed a Leader in the Children's Ministry for 2 weeks

## **For minors, we require the following:**

1. Application completed online
2. Signed Copy of Children's Ministry Policies and Procedures
3. Personal Interview

# SAFETY AND SECURITY

The security and safety of the children in our care is our top priority. To maintain the effectiveness of our security protocols, we ask you follow these guidelines completely.

1. All volunteers check in at Volunteer Central and print out a name tag. All volunteers should have a name tag before entering into the Kids areas.
2. Children should be checked in through our Check-In process and will be wearing a tag with their name and security code. Any parent in the Kids environments for pick up and drop off will need to have a claim tag with the corresponding security code. If parents do not have their security tag, send them to the Children's Ministry desk where we will reprint it for them.
3. Staff members and volunteers are prohibited from being alone with an individual child in any room. In the event that you find yourself alone with a child, take the child to a room occupied by others or to a location easily observed by others.

## **REPORTING SUSPICIOUS/INAPPROPRIATE BEHAVIOR**

Our church is committed to providing a safe, secure environment for children and their families. To this end, any report of inappropriate behaviors or suspicion of abuse will be taken seriously and will be reported, in accordance with this policy and state law, to the appropriate authorities.

## REPORTING SUSPICIONS OF ABUSE

The church staff members and volunteers are required to report suspicions of child abuse or neglect, or any inappropriate behavior of a colleague or co-worker, to a staff member. Our state law requires that any person having cause to believe a child's physical or mental health or welfare has been or may be adversely affected by abuse or neglect must make a report to the appropriate law enforcement agency. Volunteers should take the matter to a staff member to handle.

Staff members and volunteers are required to verbally report an incident to supervisory staff as soon as possible after the reporting of the incident.

## DISCIPLINE

We want to ensure that all kids have a fun and safe environment to learn about Jesus. In order to do this well, we have established the following guidelines:

1. Make your small group a good place to be. If a child likes being there, most problems can be easily solved.
2. Be prepared and ready to teach when they first arrive. Use your curriculum, it provides you with several age appropriate activities.
3. Schedules provide security and a sense of order.
4. Focus on the positive. Notice all the good things the kids are doing and praise them for their wise choices. Typically, if a friend is being praised for making a wise choice the child will also want to be praised.
5. Demonstrate love and acceptance- love unconditionally, just as God loves you. Accept a child and their feelings.
6. Establish fair, age-appropriate rules/expectations.
7. Give the child two choices that both complete the same ultimate goal so that they feel in control. (*"Jordan you may either walk to the carpet or hop to the carpet. Which do you choose?"*)
8. Kindly but firmly verbally redirect the child before physically intervening. With younger children some physical redirection may be needed, such as removing a toy from the hands of a child hitting another.
9. Have the child "name" the behavior they are engaging in and the better choice that is needed.

If the behavior persists, direct the child to sit away from the rest of the group for 2-3 minutes. Provide the child with a simple, understandable reason for the time-out and a clear explanation of your expectations. (*"Jordan, you didn't stop hitting Jason when I asked you to, so you need to sit quietly in the red chair for 3 minutes."*)

10. Monitor the child through the entire time-out giving your undivided attention.
11. Praise the child once the time-out is over and re-direct him or her to something positive. (*"Jordan, you did a great job sitting quietly. Would you like to put a puzzle together?"*)

12. After a third time, notify a Kids Ministry Staff member or Service Coordinator and appropriate action and parent notification will be made.
13. Aggressive, uncontrollable or unusual behavior should be reported immediately to a Kids Ministry staff member or Service Coordinator. If necessary, an Incident Report will be filled out.

## HELPFUL CLASSROOM PHRASES

- "Hello \_\_\_\_\_! We are so glad you are here today. How was your week?"
- "Let's see how fast we can clean this up!"
- "When you feel \_\_\_\_\_, you may not \_\_\_\_\_. Whenever you feel \_\_\_\_\_, you may \_\_\_\_\_." Ex: "When you feel angry, you may not hit. Whenever you feel angry you may take a deep breath."
- "You seem \_\_\_\_\_, why do you feel \_\_\_\_\_?" Ex: "You seem frustrated, why do you feel frustrated?"

## HELPERS/MINORS SERVING

Helpers under the age of 18 may serve in our Kids ministry. We believe in the importance of connecting our middle and high schoolers to our church as a whole and serving with the kids offers an invaluable opportunity to grow in their faith. Our helpers complete a unique volunteer process that includes the following:

- Attending Week 4 of Growth Track
- Shadowing one week in Kids ministry
- Reviewing and Signing a Kids Helper Expectations Agreement. This form must also be signed by a parent for our helpers to serve with the kids.

Teens, under the age of 18, will not be counted as one of the two approved adults in each classroom. However, if they would like to volunteer they will be required to complete a volunteer application and receive permission from the Minister to Children to serve in the ministry.

## THE TWO ADULT RULE

The "Two Adult" rule states that there must always be two adults present when supervising kids. This rule is designed for the safety of kids and our helpers.

# APPROPRIATE PLAY/AFFECTION

Physical contact with kids should be limited. If kids need redirecting, a gentle touch on the shoulder, hands, arms or back should suffice in most cases, while another volunteer is present or in a public area.

## PICKING UP KIDS

In the infants, crawlers and toddler areas, if a child must be picked up or held, it must be done by someone 17 years of age or older. The same policy applies to children from toddlers through age 5 for the times when they are upset or inconsolable.

## LAPS

Children preschool and younger may want or need the security of a leader's lap. If a child in this age group positions themselves on a lap, gently pick them up by the waist and set them on one knee. At no time should a child be in the center of a lap or between the legs, regardless of the gender or relationship to the adult or leader.

## HUGS/KISSES

When a child comes running towards you, arms spread wide for a hug, it is Okay! This simple action means that ministry is working, relationship is established, and trust is present. The bottom line is hugs need to not only appropriate, but mutual. For hugs get on the child's level and put your knees to the side to prevent the child from positioning themselves between your legs. Some kids will want multiple hugs, help them understand that we give hugs for thank "hello's", "thank you's", and "goodbye's." Kisses are **not** appropriate in the kid's environment.

# DIAPERING

**In order to communicate to every parent our care for their child, please make sure that every child goes home with a clean and dry diaper.**

Diapering should be done at designated stations and in close proximity to other adults, and should only be done by female, adult volunteers who have been trained and background checked. When a diaper is changed, please observe the following guidelines:

- Use the gloves provided
- Secure the child to the changing table using the appropriate straps.
- On the closure of the fresh diaper, place a "I've Been Changed" sticker.
- Use hand sanitizer after diapering and use a fresh pair of gloves for each child.
- Use diapers/wipes/diaper cream that the parent supplies if possible.
- Use wipes on every child you change.

- If while changing a child, you notice the diapering area is oozing, bleeding or concerning in any way, immediately notify your Team Coach or the Service(Hallway) Coordinator.
- Place each soiled diaper in plastic bag and drop the in the Diaper pail or trash can.
- Please thoroughly clean the changing pad with the antibacterial wipes provided. Throw away dirty gloves and use hand sanitizer every time.
- Change diapers only on the changing pad and nowhere else in the room.
- **Never diaper a child alone in the room.**
- **Never leave a child unattended on the changing table.**

## SOILED CLOTHING

In the event that a child, 3 years or older, soils their clothing and it becomes necessary to change them, parents must be paged to clean and change the child. You can check the child's bag to see if extra clothing has been provided. If not, place soiled clothing in a gallon-sized zip lock bag and return to the child's bag. We will then loan clean clothing to the child from the church's kids supply.

## RESTROOM POLICY

Please follow these procedures exactly for the safety and protection of both you, our volunteers, and our kids:

- For our Early Childhood environment, kids should be taken by 2 volunteers (1 of which is an adult) to the designated kid's bathrooms. For our Elementary environment, 1 adult may take a group of 2 or more kids to the designated bathroom, otherwise 2 volunteers for only one child.
- Volunteers can ask assistance from the Service (Hallway) Coordinator to take children to the restroom.
- **Never be alone with a child in the restroom**
- For children 4 years or younger who are potty trained, stand outside of the restroom with the door propped open and your back to the wall next to the cracked door in earshot of the child.
- If a child needs assistance with any necessary clothing, do so in the doorway of the restroom with another volunteer present.
- For accidents in the bathroom, have a volunteer that is not your spouse stand at the door while you help the child with their clothing just inside the door and within eyesight of the other volunteer.
- Encourage the child to do as much for himself or her herself as possible.
- Never assist in wiping a child. If assistance is needed, parents must be paged.

# SANITATION

The kids' ministry makes every effort to maintain a clean and germ-free environment. All personal belongings (bottles, pacifiers, etc.) are clearly labeled and kept to the owner. All toys and surfaces are sanitized following the last service. Please vacuum up any snacks that have fallen under the tables between services.

## CLEANLINESS

The most effective way to prevent the spread of germs is through handwashing. Please instruct kids to wash hands after using the restroom. Hand sanitizer is available in the rooms and should be used before handing out snacks, before and after changing every diaper, and after wiping and blowing noses.

# WELLNESS GUIDELINES

For the health and safety of our kids, we cannot accept any child with the following:

- Vomiting or Diarrhea in the past 24 hours
- A fever within the past 24 hours
- Any skin infection, boils, ringworm, impetigo or other unexplained rash or skin condition
- Sore Throat, Cough or green/yellow discharge from the nose or mouth
- Pink Eyes
- Head Lice
- Any symptoms of a childhood disease such as Scarlet Fever, German Measles, Mumps, Chicken Pox, or Whooping Cough

Parents will be contacted if any of these symptoms are noticed in the classrooms.

# INJURY REPORTS

Inform our Kids' staff of any injury immediately. The staff member will determine which course to follow. For serious injuries, parents should be called immediately by the church's Kids staff, asked to sign an accident report and encouraged to seek medical care if needed. An incident report will need to be completed for major injuries. For minor injuries, parents should be notified during check out and then asked to sign an accident report.

# CONTACTING PARENTS

In some cases, despite our best efforts to make a child feel welcome in our kid's ministry, they remain inconsolable. If a child cannot be consoled after 10 minutes, the Service Coordinator will be alerted, and a parent will be paged. In some cases, and in the case of injury or incident, parents may be contacted by a Kids staff member. If you think a parent should be contacted for any reason, please talk with a Service Coordinator or a Kids Staff Member.

# SNACKS

The kids' ministry is a nut-free environment. Snacks are provided for mobile children. Please check for allergy alert stickers on the classroom Safety Sheet, as well as ALL children's name tags prior to handing out snacks to assure no child has an allergy to what is provided. No outside snacks, other than juice are allowed due to possible allergies. For our babies, only give snacks, that are provided by the parents at their instruction.

# DROP OFF/PICK UP

We want to make this a meaningful time to connect with parents. Use this time to get to know parents' names and introduce yourself if you don't know the family. During pick-up pass out the Family Take Home sheet and check the security tags for matching numbers before releasing children. If parents do not have their security tag, send them to the Children's Ministry desk where they will reprint it for them.

# PRE-SERVICE HUDDLES

Each week, please arrive 20 minutes before your scheduled time. We will meet together in the designated area to pray and go over any relevant details for the day and then each environment needs to be fully staffed and ready to accept kids 15 minutes before the service begins.

# DISSMISSAL

Please plan to stay until the last child is picked up from your environment or the volunteers for the next service have arrived. Two adult volunteers should be present if children are still

present. Please help our team by making sure your room is clean and orderly and all children have been picked up by their parents before you leave the Kids environment.

## CURRICULUM

Our church's kids' ministry uses Generations of Grace curriculum in all of our environments. The Generations of Grace is a three-year chronological study of Scripture where every story points to Christ. It is our desire to provide teaching for our kids that is both biblically accurate and engaging. Please arrive each week ready to guide the kids through the activities. All materials needed to complete activities will be provided.

### ELEMENTARY

The Kids ministry embraces a structure of Small Group Bible Study. Small groups connect children relationally with a consistent leader who nurtures their spiritual development. Small groups also allow us to stay involved and communicate consistently with parents.

### EARLY CHILDHOOD

In age 3 and older, leaders participate in discussion and prayer with their small group of children as directed by each week's curriculum. It is also helpful at these ages for kids and parents to see a consistent weekly leadership.

In our Babies, and Toddler rooms we take an age appropriate approach with an environment that looks different from other classes. We feel that it's important for every child to be connected to a specific leader who is praying for them, caring for them, and communicating with parents.

## HOW WE COMMUNICATE

Planning Center: This is the platform that we use to schedule all volunteers. A reminder email is sent out on Tuesday in order for you to accept or decline your scheduled time to volunteer. Responding to these in a timely manner is so important to make sure that each room is well staffed for Sundays.

Facebook: We have a volunteer Facebook page to keep you up to date with all of the information. Please join "Rock Hill Kids Leaders" to make sure that you are aware of everything that is happening in the Kids ministry.

Text: Your Service Coordinator and Kids Staff will communicate with you through text messages.

# ROLE DESCRIPTIONS

## EARLY CHILDHOOD

### PRESCHOOL COACH

A Coach is responsible for the general oversight of a Kids' area or age group. They support volunteers and small group leaders to ensure they are equipped to lead groups. The Service Coordinator are available to help in any way if needed (*i.e. assist with bathroom breaks, attend huddle*).

### ROOM LEADS/SMALL GROUP LEADERS

A Room Lead/Small Group Leader is a role model, leader and consistent Sunday presence in the lives of kids. They are responsible for facilitating the small-group portion of the curriculum. The goal of the small group leader is to reinforce the lesson through Bible reading, review questions and tie the activities back to that day's "big idea". It is important that the people in these roles be a consistent presence in the lives of our kids. For that reason, we ask SGL's to make a weekly commitment.

### SMALL GROUP/ROOM ASSISTANTS

A Small Group/Room Assistant is a role model, leader and caregiver. They primarily support the small group leaders by attending to the needs of the children, setting up snack, crafts, games and other activities to help create an amazing environment for kids to learn about Jesus. It is important to us that these roles are a consistent presence in the lives of our kids, and for that reason we ask for at least an every other Sunday commitment, and prefer weekly when possible.

### LARGE GROUP LEADERS

The Preschool Large Group Leader prepares and leads kids through a large group experience in which kids engage in worship, the Bible lesson, and the monthly memory verse. Large group leaders are responsible for being prepared to teach and lead with energy while engaging kids in an environment that kids experience God and have fun. The Preschool Large Group Leader helps maintain the flow of service, for the children's ministry team.

# ROLE DESCRIPTIONS ELEMENTARY

## ELEMENTARY COACH

A Coach is responsible for the general oversight of a Kids' area or age group. They support volunteers and small group leaders to ensure they are equipped to lead groups. The Service Coordinator are available to help in any way if needed (*i.e. assist with bathroom breaks, attend huddle*).

## ROOM LEADS/SMALL GROUP LEADERS

A Room Lead/Small Group Leader is a role model, leader and consistent Sunday presence in the lives of kids. They are responsible for facilitating the small-group portion of the curriculum. The goal of the small group leader is to reinforce the lesson through Bible reading, review questions and tie the activities back to that day's central truth. It is important that the people in these roles be a consistent presence in the lives of our kids. For that reason, we ask SGL's to make a weekly commitment.

## SMALL GROUP/ROOM ASSISTANTS

A Small Group/Room Assistant is a role model, leader and caregiver. They primarily support the small group leaders by attending to the needs of the children, setting up snack, crafts, games and other activities to help create an amazing environment for kids to learn about Jesus. It is important to us that these roles are a consistent presence in the lives of our kids, and for that reason we ask for at least an every other Sunday commitment, and prefer weekly when possible.

## LARGE GROUP LEADERS

The Elementary Large Group Leader prepares and leads kids through a large group experience in which kids engage in worship, the Bible lesson, and the monthly memory verse. Large group leaders are responsible for being prepared to teach and lead with energy while engaging kids in an environment that kids experience God and have fun. The Elementary Large Group Leader helps maintain the flow of service, for the children's ministry team.

# TYPICAL SUNDAY MORNING

## Infants and Crawlers Classes

We want Sunday Mornings to be more than babysitting. This is an opportunity to share the love of God and the Gospel with our kids!

- Sing your own songs or sing along with a CD
- Read / tell Bible stories.
- Show them their reflection and tell them that they were made by God and how special they are.
- Snacks: Some rooms will have water and Cheerios or Kix. Please pick-up/vacuum up cereal that falls on the floor.

## Toddlers & Preschool Classes

- *Connect and Color*
- Large Group (Teach the Bible Lesson)
- Activity and Review
- Snack
- Play Time and Dismissal

## Elementary

- Arrival / Opening Activity
- Large Group Time
- Small Group Review
- Review Activity
- Dismissal

# THANK YOU

We are so excited you are interested in getting involved. Thank you for taking the time to read through these policies and get to know our heart. If you have any questions, please contact one of our staff members. Thank you!