

# JOURNEY



Policies and Procedures  
Handbook

## **JourneyKids Mission and Vision**

JourneyKids exists so that the children of Journey Church have multiple opportunities to see, hear, and respond to the gospel. The JourneyKids ministry, which occurs each Sunday morning, is more than just childcare. Serving in JourneyKids provides the opportunity to be a part of a child's spiritual journey. Our aim is to create safe environments where children will engage in creative lessons, and fun activities that center around Bible stories and Scripture.

In the preschool classes (birth- 5 years-old) our focus is on three basic truths: *God Made Me, God Loves Me, and Jesus Wants to Be My Friend Forever.*

In the elementary class (1<sup>st</sup>-5<sup>th</sup> grades), we focus on four powerful truths: *My relationship with God is most important, God's word is where I find truth, God has a place and purpose for me, and Everything I have belongs to God.*

While we strive to make JourneyKids one of the best hours of a child's week, we know that their time at home is even more valuable, so we provide resources and tools to equip, support, and come alongside parents to start God-conversations at home. Serving in JourneyKids provides the opportunity to be a part of a child's spiritual journey. Our prayer is that through the JourneyKids ministry, we will deploy children to be godly influences where they live and play.

### **Babies & Toddlers (Birth-23 months)**

In the Nursery and Toddler rooms, we strive to create a safe, clean, and friendly environment where the babies and toddlers sense God's love through caring volunteers, play, and other meaningful activities.

### **Pre-School (2-5 years)**

Children in the preschool classes are incredibly curious about the world and are learning new things extremely quickly! Through Bible Stories, creative activities, and worship, children discover that God made them, God loves them, and Jesus wants to be their friend forever. Parents are also provided with ideas to spark conversation with their children at home.

### **Elementary (Grades 1-5)**

The JourneyKids elementary ministry focuses on building the foundation of faith so that children can become world changers. Through music, Bible stories, videos, games, and activities, children in grades 1 - 5 come to know God more deeply while developing their faith. After a time of worship and Bible time, the children are split into small groups and, through various activities, will delve deeper into the truths of God's Word.

## **Injury & First Aid**

1. First aid kits are available in each classroom. We can (for liability reasons) administer ONLY Band-Aids and ice packs except in cases of life-threatening emergencies.
2. For any child with severe allergies requiring an EpiPen, please be sure to have parents supply this to the classroom volunteer or to one of the children's ministers.
3. If there is any injury in a classroom, the volunteers should treat the injury if possible and alert the parent if necessary. An Incident Report form(available in all rooms) should be filled out and signed by both volunteer and parent. This form is then given to the children's minister to file appropriately.
4. If an injury needing immediate medical attention occurs, alert the children's minister who will call 911 and our medical responders team.

## **Wellness Policy**

Children must be symptom-free from the following illnesses without medication for 24 hours before entering the classroom:

1. Fever of 100° or higher
2. Vomiting or diarrhea
3. Conjunctivitis (Pink Eye or other eye infection)
4. Rash
5. Nasal drainage which is green or yellow
6. Sore throat
7. Open sores
8. Cold
9. Excessive coughing
10. Lice

### **We do not recognize teething as being a cause of fever or diarrhea.**

If children are not feeling well or any of these symptoms arise during their time in JourneyKids, their parent/guardian will receive a text in the service and they will be asked to leave the JourneyKids area. An allergy tag will be given to any child who has allergies.

## **Medications**

1. For children with severe allergies requiring an EpiPen, a parent should provide the volunteer with the EpiPen in case of emergency.
2. We are unable to administer any other medication to children. If a child requires medication please make arrangements so that the parent can personally administer what is required.

## **Safety & Security**

We believe that it is of utmost importance that our children be nurtured in a responsible and safe environment. We also desire that our volunteers be protected from any false allegations of misconduct.

1. Each volunteer in our ministry is required to complete a criminal background check before serving.
2. Each volunteer in our ministry is responsible for all policies and procedures in this guide.
3. We hold volunteer trainings twice a year to ensure our volunteers understand and follow our policies and to enable them to nurture our children.
4. We have a detailed procedure for picking up a child, described in the volunteer section of this manual.
5. There is a "Two-Adult" rule in place for all classrooms. There should always be two adults present while children are in the room. This is to protect the children from possible abuse as well as the adults from false accusations. If there is a situation in which there is only one adult for a brief period of time, the door to the room should remain open and the children's minister should be made aware. In addition, husband/wife serve teams will serve with a 3rd (adult) volunteer.
6. Volunteers are not to have the lights off in the classrooms for an extended period of time.

## **Security Stickers**

1. All children entering the JourneyKids area must wear a security sticker and can enter classrooms beginning 30 minutes prior to service start times.
2. Once a child is checked-in to JourneyKids, they may not leave the area until a parent or guardian (with corresponding security sticker) comes to check the child out of JourneyKids.
3. Parents must provide the corresponding part of the security sticker with a matching number to one of the room's volunteers when picking up the child.
4. If a parent is needed during service, one of the room's volunteers will notify the check-in desk volunteer or the children's minister who will text the parent to alert the parent/guardian.

## **Restroom & Diapering**

1. Parents are encouraged to take their toilet-trained child to the restroom before dropping him/her off in class.
2. Only female volunteers (age 18+) or the parent of a child are allowed to change diapers or accompany children to the restroom. This must be done in the presence of another adult volunteer.
3. All diapers should be changed by an approved volunteer before

- children are picked up by parents.
4. Journey Kids will strive to have additional volunteers available so that two female adults take children to the bathroom while two volunteers remain in the classroom.
  5. Volunteers are to clean their hands as well as the children's hands (either at a sink or with hand sanitizer) after going to the restroom or changing a diaper.
  6. Staff are expected to always prepare the area ahead of time, attend to a child when on the changing table, and never leave a child alone even to reach down to get a diaper.

## **Emergencies**

Although every precaution is taken to avoid emergencies, we understand that they do occur on occasion. In any emergency, our goal is to maintain the safety of our children and volunteers.

## **Evacuation**

In the event of an emergency requiring evacuation to maintain safety, the Children's Ministry evacuation plan is as follows:

1. Line up children and make sure to have an attendance sheet. Children who cannot walk will be carried.
2. Walk outside of the classroom to the Emergency Exit door and proceed as far from the building as possible.
3. Use the attendance sheet to check for all children.
4. Wait for permission from the Children's Minister to dismiss children to parents.

Evacuation Route should be posted in the classroom. If it is missing, request a copy from the children's minister.

## **Tornado**

1. In the event of a Tornado (or warning) children will gather, with their teachers/volunteers, in the appropriate place based on their location in the building. Details for each classroom's tornado plan and all other emergency evacuation information is posted in each classroom.
2. Please wait for permission from the Children's Minister to dismiss children to parents.
3. In all circumstances, please use the attendance roster to verify the location of all JourneyKids.

## **Storm (Power Outage)**

Flashlights are provided in all rooms to be used in case of a power outage. Flash lights are located with the First Aid Kit in each room.

## **Intruder**

In the event that there is an intruder, JourneyKids will lock-down. Volunteers will be notified to follow the procedures set in place. Keep the children in your care as calm and quiet as possible.

- Soft Lock Down- Volunteers will secure entryways and continue JourneyKids activities within classrooms. No one should leave the secured room until given the all-clear.
- Lock-Down- Volunteer will secure entryways, turn off lights, and move children out of view. No one should leave the secured room until a first responder opens the room.

## **Classrooms**

JourneyKids has classes available for the following ages:

### Ladson Campus

Shore Room: 0-1yr

River Room: 1yr-18 months

Bridge Room: 18 months to 2 years old (children will promote when they turn 2 and are potty trained)

Meadow Room: 2-3 year olds who are potty trained

Evergreen Room: 4 years - Kindergarten

Summit: 1st - 5th grade

\*Classrooms open 30 minutes before each service.

## **Volunteers**

### **Scheduling**

1. JourneyKid volunteers are scheduled through Planning Center.
2. Once the schedule is set, any changes should be made by switching with a team member. Volunteers are encouraged to find their replacement and must notify the Team Leader and a Children's Minister as soon as possible. Team members' contact information will be provided.
3. In case of an emergency causing the volunteer to be late or unable to serve, it is imperative that the volunteer call or text a Children's Minister as soon as possible.
4. Volunteers can locate their upcoming serve schedule by logging into Planning Center Online and finding "My Schedule". Emails with serve dates will also be sent to every volunteer as they are scheduled.

## **General**

1. Volunteers must be knowledgeable about and adhere to all the applicable policies and procedures in this manual.
2. Personal belongings should remain off of the floor and out of reach of the children.
3. Please keep your phone on vibrate. We would request that you refrain from using your cell phone except in an emergency.
4. Any special treats or activities involving food outside the scheduled curriculum must be approved by the children's ministry team.
5. JourneyKids Rooms must adhere to the following volunteer/children ratios:
  - Nursery - 1:3
  - 1-2 year olds - 1:4
  - 2 - Kindergarten- 1:5
  - 1st - 5th grade - 1:8
6. In the event that these ratios are surpassed or an extra volunteer is needed for support the following code "000" will be used to acquire other volunteers.

## **Check-In Team**

### **Check- In**

1. Greet all families as they approach the check in table.
2. Provide Parent/Guardian with a security sticker for each child.
3. Provide parent/guardian potty training or allergy alert stickers for their child if needed.

### **First Time Guests**

1. All first-time attendees are required to fill out a new Child Registration account at the check in desk.
2. After the account is created, then provide the parent/guardian with a security sticker for each child.
3. Explain to the parent/guardian how the security sticker works.
4. Provide someone (Children's Minister, Greeter, other Check-in Volunteer) to escort them to the child's classroom.

### **Arrival/Departure**

Arrive at the check-in table 30 minutes prior to the service you are scheduled for (9:30 for 10:00 service, 11:00 for the 11:30 service). It is especially important that check-in volunteers are on time in order to help check in children belonging to other volunteers and teachers.

## **JourneyKids Classes**

### **Arrival and Setup**

1. Volunteers should arrive 30 minutes prior to the service you are scheduled for (9:30A for the 10A service, 11A for the 11:30A service) or sooner if you need preparation time. **Please be on time!** Arriving on time is necessary to ensure quality spiritual education for JourneyKids and is essential to the flow of JourneyKids. Please keep in mind that tardiness is like a domino effect, affecting volunteers, children, and families.
2. Check in at the check-in desk.
3. Review the lesson.

### **Class Time**

1. Every child should have a security sticker. If you find that a child is missing their sticker, notify a children's minister.
2. One volunteer should welcome children and take attendance while the other two volunteers engage the arriving children.
3. Be aware of children with allergies. Any allergies will be listed on the nametags. It is the classroom greeter's responsibility to ensure parents leave an Epi Pen if needed.
4. Volunteers are encouraged to sit on the floor with the children when interacting with them. Being on their eye level helps gain and maintain their attention.
5. Caregivers and children will only leave the classroom to use the restroom. Otherwise everyone must remain in the room at all times.
6. Enjoy being with the kids! Remember that this is not babysitting but ministering to each child and guiding them closer to the Lord.

### **Dismissal Procedures**

1. Please make sure all diapers are changed before children are picked up.
2. When a parent arrives, ask for the child's security sticker before releasing the child. **This is imperative; you cannot release a child without having seen the security sticker first.** Parents may keep possession of their sticker so that they can pick up other children using the same tag.
3. After all children are dismissed, follow the sanitation checklist provided in each room before leaving to prepare the room for the next class.
4. PLEASE make sure that all trash is placed outside the classroom door for pick-up as well as properly cleaning all toys and surfaces.



## **Snacks**

1. JourneyKids is a nut-free zone. Any snacks containing nuts are prohibited.
2. If a child has any allergies, an allergy sticker must be placed on the child at the Check-in table.
3. Label with masking tape any child's sippy cup in the Shore and River room if not pre-labeled by parents.
4. Children in the Shore or River room may require food/bottle during service; this must be provided by parents with instructions. It is the volunteer's responsibility to ask for these instructions.
5. JourneyKids does NOT provide snacks for children while in JourneyKids.

## Contact Information

Children's Ministers:

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