

C3 Kids Ministry

Policies and Procedures Manual

Dear C3 Kids Volunteer:

What an awesome opportunity we have to serve God! We believe that we were placed here at this time in history for a specific purpose. By the providential hand of God, we were predestined to be here, now - for such a time as this.

We consider it an honor to stand beside you in the roles to which God has called us. It is our desire that God will richly bless you for your obedience and faithfulness to His call and that together we will change the lives of children to build up a Godly generation! God has equipped each of us with specific gifts and we are so thankful that you are willing to use those gifts in kids ministry.

We are confident that God has a person to fill every spot in kids ministry. We are honored if that is you! As you begin to catch the vision of kids ministry, please help us grow. If you know of someone who would be blessed by being a part of this dynamic ministry, please send them our way! Remember:

“One hour of your time could change the life of a child.”

Be confident, God is working in the lives of children. Be assured, you can make a difference in the life of a child. Be blessed, your life will be changed, your mind renewed, your box widened and your heart filled through this calling as we serve together - for such a time as this.

Gratefully,

The C3 Kids Ministry Team

Welcome! We are so excited that you have chosen to be obedient to the Lord's call on your life to serve in such an awesome and important area. This manual will give you insight on

policies, procedures, and safety issues currently in place in kids ministry, as well as responsibilities and expectations of volunteers.

Volunteer Policies and Procedures

General Guidelines

As a volunteer, there are some strategies that, when put into action, will produce successful outcomes for all involved. Through this ministry, each of us is fulfilling our call of service. Understanding this calling, please keep the following techniques for success in mind:

- When parents are dropping off their children in our care, they are entrusting us to be completely devoted to them. A smile and word of enthusiasm ensures that their children are in good hands, allowing full trust.
- We should be careful to always speak words of encouragement, kindness and love, even in difficult situations.
- We are here for the children. Personal visiting should be avoided while you are serving in kids ministry. Make the kids your primary focus.
- Listen to the children. God has a blessing waiting for each of us if we will take the time to listen.
- Play with the children. Every child loves this time of interaction with you as a volunteer and there is no substitute for one-on-one interaction. Please exercise appropriate play at all times.
- Remember that when parents are returning to pick up their children, be positive and encouraging. Accentuate the positive!

Additionally, we, as a church, have identified some inappropriate behaviors that should be avoided. We have provided a list of these behaviors with alternate ways to interact with the kids:

- Instead of wrestling or tickling a child on the floor, always give high fives or tell knock-knock jokes.
- Instead of having kids sit on your lap, always gently place the child to the side of you.

- Instead of holding kids older than three straddled on your hip, always kneel down to the child's level when speaking to the child or when assisting the child with an activity.
- Instead of giving piggy back or horsey rides, always play London Bridge or Duck, Duck Goose.
- Instead of playing hide and seek with the kids, always gather a group of kids and practice the memory verse for the day.
- Instead of correcting a child with harsh words, yelling, pointing, shaking of hands or fingers, or any sort of negative physical touch, always redirect the child to another activity. If this fails, ask another volunteer for assistance. Sometimes removing yourself and having someone else talk to the child is best for everyone.
- Most obviously, other than what is necessary for diaper changing, never touch a child's private parts.

In kids ministry, we value the relationship between volunteers and kids. However, we know that adult to child interaction can be delicate. Please be mindful and above reproach at all times.

Attire

Please wear appropriate attire while serving in kids ministry. Keep in mind that in most of the kids ministry areas, you will sit on the floor to interact with the children through learning and play. Please make sure your clothing is appropriate for the age-specific area in which you are serving.

Attendance

Understanding that it takes many volunteers to successfully produce each of our weekend experiences, your attendance, punctuality and involvement is crucial. Your commitment to serving in kids ministry is a blessing. Consistency of volunteers serving in kids ministry is very important for the children to receive our very best.

If you are scheduled in one of our kids ministry areas, please arrive no later than 30 minutes prior and check in upon your arrival. If you are unable to attend your scheduled experience, please give as much advance notice as possible. In the event of a last minute emergency, communication is still appreciated.

Volunteer Check In

You will check in and pick up your printed nametag, as well as receive up-to-date information relevant to kids ministry. For safety reasons, no one will be allowed into a kids ministry room without proper identification.

After receiving your nametag, please go immediately to your designated area. Please do not leave your designated area until all of your children's parents arrive.

Food and Drink

In kids ministry, we don't allow food or drinks inside the rooms. Hot drinks can be dangerous and food items can be messy. You'll find that occasionally, food may be a part of the actual curriculum and is used as a teaching tool. In those cases, the leaders will post an Allergy Alert sign outside of that particular room. As a volunteer in one of those rooms, you'll want to ask parents as they check in their children whether or not their child is allergic to the food items being used. If so, notify a C3 Kids leader and they will provide you with an alternate item for that child.

Oftentimes, parents bring snacks for their smaller children in their diaper bags. Unfortunately, we have learned that even when we try to prevent it, little kids share their food and bottles or sippy cups. Allergic reactions to dairy, wheat, peanut products, or some other food products, can be extremely dangerous and frightening. The hour that a child spends with us should be one of the happiest and safest hours of their week. Please do not allow a child to eat or drink in the room. If parents ask you to give their baby a sippy cup or a bottle, please do so while the child is in your lap. Do not allow the child to walk around the room with their sippy cup.

Check-In Procedures

To ensure the safety of our children, we must identify every child who is checked into a kids ministry experience. Why are we so passionate about protecting children? We have learned from situations at other churches and schools that noncustodial parents or grandparents may try to pick up a child. We believe that putting systems into place to prevent such an incident is a must. It's extremely important that that our families know their children are safe when they are with us.

When a child is brought to your room to check in, greet the family with a smile and welcome them to kids ministry. **If the child does not have a nametag, please direct them to kids ministry Check In.**

Please verify that the child is entering the correct experience room. If not, please lovingly redirect them to their appropriate experience room. Our curriculum is structured to teach Bible stories and the truth of Jesus on an age-appropriate level; therefore, it is very important that each child attend his/her appropriate experience room. This is also for the safety of the children. The C3 Kids leader should be contacted if a parent requests that their child attend an experience room other than the one appropriate for the child's age.

Visitors

No one, other than volunteers (name tag) or children, is allowed in a kids room without prior approval from a C3 Kids leader. Please direct the guest to the leader that morning and they will assist with getting the appropriate pass.

We know that there are all sorts of opportunities and challenges that come when adults want to visit, observe, participate or hang out in kids ministry. Pay careful attention to the described policies related to adults in kids' rooms. All volunteers must be very familiar with these policies so that when they see a non-volunteer adult in an experience room, they understand what to expect.

Below are the ways in which we handle various situations with adult visitors:

- **A parent whose child is having difficulty entering or acclimating to a kids' room** - In some cases, we would ask the parent to stay with their child for a few minutes in the experience room to help the child adjust. The parent would be issued a name tag from leader. This person is not allowed to lead in the experience, change diapers, take kids on a potty run or perform any other function similar to a volunteer. Once the child is acclimated, the parent is invited to attend the adult experience, and when they exit the room, the parent will return the name tag to a volunteer.

Curriculum

Each week we are entrusted with not only the care but also the instruction of children. Our goal is to build a foundation of Biblical truth within their lives.

Curriculum is provided for all of our experiences for children ages 4 and above. Please make a point to review the curriculum prior to your experience so you are well prepared to fulfill your role. The curriculum is designed so that you have everything you need for your

experience. There should be guides available at www.aroundc3.com/C3Kids for you to review. Let loose, have fun, sing loud, act something out. Model appropriate behavior and let the kids see your excitement!

At the end of the service, please return all curriculum, guides, craft supplies, etc., to their appropriate bins or tables so they will be ready and available for the volunteers at the next service.

Restroom Procedures

Following is the age breakdown and appropriate restroom procedure:

Birth through 3 year olds (in diapers) – Diapers are to be changed by an adult volunteers only. When changing a diaper, you must use the changing stations at all times. Do not change any child’s diaper on the bare floor. Please utilize safety restraints and make sure all needed supplies are within reach prior to starting. **Never leave a child unattended on a changing table.** When finished, place the wet or soiled diaper in the plastic bag provided and throw it away. Spray the changing station with disinfectant and wipe clean after one minute.

Discipline

The Word says, “A gentle answer turns away wrath, but harsh words stir up anger”. With that in mind, if there is a discipline problem with a child, meet the child at eye level and lovingly redirect the child to another activity. If necessary, the child may be removed from the situation and put in time out within the room away from the other children. The recommended time for placing a child in time out is one minute per year of age. If that fails, please contact the leader. Never place yourself or any child in a dangerous or uncomfortable situation. **Physical discipline or harsh words are never an option.** Volunteers may not spank their own children while serving. That authority should be placed with the adult Volunteers.

Parent Paging System

If a parent is needed at any time during the experience, please communicate with a C3 leader. Our policy in kids ministry is to make 3 attempts with 2 different volunteers to calm the child before we interrupt the adult weekend worship experience.

If the parent has requested to be contacted within a specific amount of time by selecting the time limit on the sign-in sheet (birth through 24 months), we will contact that parent as directed.

Check-Out Procedures

Upon check out, a child is absolutely not allowed to go with anyone that does not have a receipt that matches the child's nametag.

These procedures are crucial for the security of kids ministry. If a questionable situation arises, please contact a leader immediately. We understand that this is a sensitive issue and the leader is trained to handle this situation.

After Your Experience

Please locate the disinfectant bottle in your room (birth through 5 year olds). Lightly spray all toys and play surfaces with disinfectant and then wipe off. Make sure that the children are not nearby when spraying the solution.

Be courteous to those serving after you. Refill or return all toys, changing supplies, craft supplies, etc. to their appropriate locations so they will be ready and available for the Volunteers at the next experience.

Parent Information

If parents have any questions regarding kids ministry or if they would like more information, please direct them to Johnda Carpenter, Dustee Carpenter, or Ashley Bragg.

Emergencies

Please contact a leader or a male adult outside the gym if you have an emergency of any kind.

Injuries

Please contact the leader if a child is injured in any way. Please be observant, as the leader will ask you for specific details regarding the incident.

Thank you for reading through this manual.

Understanding that no manual is all-inclusive, our hope is that this one has been beneficial to you as a volunteer. Remember, every week we have the blessing of speaking into the

lives of children. Through your smile, words, and heart, these kids can come to know Jesus in a real way sparing them countless wasted years and untapped spiritual potential.

Thank you for being obedient to this call. If we can answer any further questions, address any concerns or help develop new ideas, please do not hesitate to contact Johnda Carpenter. We consider it an honor to stand beside each of you in ministry.

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