

CrossPointe



KIDS

Volunteer Packet & Policy Manual

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A Note to our Volunteers...

Thank you for volunteering to be a part of the kids ministry at CrossPointe Winter Park!

We believe children are a gift from God and, while the primary responsibility for spiritual upbringing is for parents (Deut. 4:9, 6:7, 11:19; Psalm 78:1-8; Ephesians 6:1-4), *we believe the church community is to equip and assist parents in raising kids to love Jesus.* For the same reason that Jesus gave his attention to kids, we believe kids grow best when nurtured by loving parents, mentors and teachers.

CrossPointe KIDS is not just about information, but transformation. We will not only teach Bible stories, but we will teach the kids how Jesus is the hero of every Bible story. It's all about Jesus. *In fact, what we hope for the adults, is the same for our kids - we want them to be pointed to Jesus.* We are not interested in simply modifying a kids' behavior, we are after a transformation of their hearts. A changed heart will result in Godly character and choices.

Scheduling

Planning Center

Sunday's scheduling is done in an online system called Planning Center. After the volunteer application is accepted, you will be added to the system and will receive "welcome email" that provides instructions on account set-up.

You will begin to receive "requests to serve" that you accept/decline to confirm your service. Planning Center will provide automatic reminders the week prior to the Sunday you serve.

Monthly Scheduling & Availability

The Director schedules on a rolling basis throughout the year.

"Block Out Dates": Use this feature to input dates you will be unavailable to serve. This is helpful to ensure that all volunteers are being scheduled for their personal availability and the needs of the church.

We understand that last-minute changes and sickness will occur. In the event that you cannot serve on a certain date, please notify the Director as soon as you are aware of these circumstances and "decline" your service time on Planning Center.

Out-of-Classroom Serving Roles & Duties

Check-in & First Impressions Volunteer:

This part of our team is what we call the “face” of CrossPointe KIDS, as these are the volunteers that families will come into contact with first. they help to set the tone of the families’ whole experience with our ministry.

Duties:

- Set-up and tear-down of check-in kiosks
- Greet families as they arrive
- Assist returning families with any check-in or computer issues; refill label printers
- Meet & welcome new families; help register first-time families and escort them to their classrooms
- Troubleshoot computer problems.

Host(ess):

The person who fills this role must be available to oversee the ministry and to give support to teachers in any way they need during the service. This allows the Director to attend the worship service with her family!

Duties:

- Check that each room is adequately staffed
- Assist the First Impressions team in welcoming and directing new families to the appropriate classrooms
- Take a count of all children and teachers
- Be available by text to help with any needs the volunteers may have
- Page parents as needed

Craft & Activity Organizer:

This person selects and prepares lesson-related crafts & activities for the week. This is a role available in addition to serving on Sundays.

Scheduler:

This job entails updating & scheduling volunteers in their assigned roles each week, filling vacancies & cancellations with floaters & substitute volunteers.

Classroom Serving Roles & Duties

Youth Helper:

These volunteers are students thirteen to sixteen years old who would like to serve in the children's ministry.

Duties:

- Assist adult volunteers with their need
- Be attentive to children and their needs
- Play with children, encourage them to listen carefully during the Bible lesson and participate during activities.

Note: youth volunteers may not pick up or carry children or assist in diapering or potty needs per CrossPointe policy.

Floater & Substitute:

Floater fill in where we lack in certain positions when the schedule is created. Substitutes are helpers who can cover last-minute cancellations. Flexibility is a huge plus for these roles as they can involve either service and any classroom. Preferences are still taken into consideration (i.e. A Floater may be willing to serve either service and any age, but not as a Lead Teacher; a Substitute may enjoy the role of Lead Teacher, but prefer to teach kindergarten & up, and only during 2nd service).

Duties: Fulfill the role assigned.

Infant Nursery Volunteer — Ages Birth to 2 :

Volunteers who serve with infants do not have a formal curriculum to follow, but must love and care for these little ones to show them the love of Christ.

Duties:

- Hold & play with infants & toddlers
- Soothe tears
- Talk & sing about Jesus
- Teach children how to interact appropriately with each other
- Change diapers

- Feed snacks and/or give bottles.

Note: Male volunteers may not assist in diapering or potty needs per CrossPointe policy.

Walkers-2, 3 Year Old & Preschool Leader/Teacher:

Lead Teachers in this classroom are responsible for teaching children a simple Bible lesson, memory verse, & songs. They should have a creative way to engage the attention of their students as children of this age have a short attention span, and should feel comfortable being dramatic and singing to capture the students and involve them in the lesson.

Duties:

- Teach the Bible lesson & memory verse
- Lead singing
- Communicate to Helpers when specific assistance is needed
- Help children with potty-training, some diapering for Walkers-2.

Note: Male volunteers may not assist with diapering or potty needs per CrossPointe policy.

Walkers-2, 3 Year Old & Preschool Helper:

Helpers in this classroom must be very attentive to the children as they play, helping teach kids how to share & take turns, as well as assisting the Lead Teacher in keeping students engaged in the lesson.

Duties:

- Assist the Lead Teacher as needed
- Help children to interact appropriately with each other & the toys, keep students focused on the Lead Teacher during the Bible lesson and activities
- Take a count of adults & children
- Help children with potty-training

Note: Male volunteers may not assist with diapering or potty needs per CrossPointe policy.

Elementary Lead Teacher:

Lead Teachers are responsible for teaching their students the Bible lesson at their level and leading activities to reinforce the main points. They should have a good understanding of age appropriate ways to engage children and keep their attention focused. This role also requires good classroom

management skills and the ability to apply loving discipline to help all children gain as much as possible from their time in the classroom.

Duties:

- Study & plan the lesson during the week, lead in teaching & activities
- Model worship through song
- Communicate to Helpers when specific assistance is needed

Elementary Helper:

Helpers do whatever necessary to ensure that the Lead Teacher can communicate the Bible lesson to the students and to ensure that children are active and engaged as much as possible.

Duties:

- Assist the Lead Teacher with preparation and activities
- Help children to interact appropriately with each other & the toys
- Keep students focused on the Lead Teacher during the Bible lesson and activities
- Take a count of adults & children

Kids Celebration Sunday Team:

This team is made up of musically talented volunteers, whether vocally, instrumentally, or both, and a lead person to share a message that follows the church's current sermon series. Worship is lead for about 10-15 followed by a 15-20 minute message with the elementary grade students.

Duties:

- Communicate with the Director/Lead Teachers for appropriate song choice, prepare music in advance, provide slides or videos to play so that students can follow along in worship
- Lead students in a time of worship that glorifies God and points kids to Christ.
- Lead a small group of students in application of the lesson.

Sunday Volunteer Meetings

Each Sunday, volunteers meet before their service time for announcements, a brief discussion, and prayer time. Please report to the Check-in kiosks by 9:30AM. *It's important to be on time to these meetings so that all volunteers are aware of pertinent information and for the Team to connect and pray together before serving.*

Our desire is to open all classrooms 10 minutes before the service begins so that parents can begin dropping off their children, and to welcome new families. Many volunteers have children of their own and it can be a challenge to get everyone ready and to church on time.

Curriculum

Curriculum Each Sunday, each age group goes through a lesson that is biblically based and teaches the gospel. Crosspointe uses different sets of curriculum for the different age groups.

Walkers-2: The Village Church has a wonderful curriculum for kids of this age group. It includes eight different lessons that are taught two consecutive Sundays each. Each lesson teaches about a foundational truth about God, the gospel, and us. The foundational truths are: God is good, God is in charge, God made everything, God wants to talk with us, and Jesus came to save sinners.

3 Year Olds & PreK: We also use the Village Church's curriculum for this age group. It is a year long curriculum that teaches through the bible starting in the Fall and going through the Spring. Each summer there is a different unit that is taught. The lessons teach similar foundational truths to the Walker-2 curriculum.

Elementary: The students in the elementary age group work through a curriculum provided by Treasuring Christ. This organization provides an excellent curriculum that is very biblically based. The kids participate in a large group lesson and then break off into small groups based on age where the kids can interact more with the lesson and with the bible.

There are take home sheets that are provided each week to help parents interact with their children about what they learned that week. It is our hope that this will allow for conversations to continue at home.

Safety & Security Policies

Please find an outline of CrossPointe Winter Park's safety & security policies.

Two-Volunteer Rule: There must be 2 volunteers with the kids at all times. Family members that serve together must have another volunteer present at all times for legal protection. Note: In the event of an emergency or urgent situation, please text the Director for assistance before leaving a group of students with only 1 adult.

Please note that Youth Helpers (those under age 16) cannot be left alone in a room with children without an adult volunteer present.

Safe Ratios: For the safety of our kids, the following child-to-volunteer ratios must be adhered to:

Infants (under 12 months): 4 to 1

Walkers-Preschool: 6 to 1

Elementary: 8 to 1

These ratios are the maximum number of children you should have per teacher for each age group, though it's often safer to have far less children per teacher, particularly with the littlest ones.

If, at any time, you feel as though the number of children you have is approaching a safety limit, please notify the Director. You may be able to accept far fewer kids if you have several that are upset, or more if you have an easy crowd. We would rather care for fewer children well than more children poorly, though we strive to do everything possible to avoid turning any children away.

Note: Follow the ratio provided for the youngest child in the room. For example if you have 1 infant (under 12 months) and several 1-year-olds, you are required to use the infant ratio of 4 children per 1 adult.

Diapering & Potty Assistance: According to CrossPointe Policy, neither male volunteers nor youth helpers may change diapers or help children in

the restroom. Diaper-changing procedures are included in the infants & Walkers-2 supply bins, as well as in this document. Please follow these guidelines to ensure proper care and hygiene practices. If a child needs help using the toilet, a female volunteer age 18 or older may go into the restroom to assist, but should leave the door slightly ajar.

Name Tags: Please wear your CrossPointe KIDS name tag every week, so that you are easily identifiable by parents and children as a CrossPointeKIDS volunteer.

Cry Policy: Please do not let a child cry for more than 15 minutes non-stop or 30 minutes off-and-on before notifying the Director, unless the parent has instructed you differently. The Director will page the parent if necessary.

Photography: Please do not take photos of a child without written parental permission.

Physical Contact: Please abide by the following policy regarding physical contact:

Acceptable physical contact with a child:

- Affirmation, such as a gentle or guiding touch of the head or shoulders or upper back or a gentle, side-ways hug.
- Caring for a child's physical needs, such as diaper-changing, tying shoes, etc. (Though, only female volunteers are allowed to change diapers or help with potty needs.)
- Carrying infants and toddlers (or preschoolers with special needs) in your arms or on your lap (with your legs and their legs both closed).

Unacceptable physical contact with a child:

- Kissing, frontal hugs, or touching chest, genital region, upper legs, buttocks, waist or stomach.
- Sitting a child in the center of your lap, between your legs, or straddling one or both of your legs.
- Any touching used to express power or control over a child

Special Instructions for Youth Helpers (those under 16 years of age):

- Youth Helpers may hold children while sitting, but are not to pick kids up or carry them around.
- Youth Helpers may not assist children in the restroom or change diapers.

Health Policy: Volunteers must be healthy in order to serve our kids.

Please do not enter the classroom if you exhibit any of these symptoms:

- Fever or vomiting in the past 24 hours
- More than one bout of diarrhea within a 24-hour period
- Runny nose (anything but clear discharge)
- Excessive coughing
- Discharge in or around the eyes or conjunctivitis (pink eye)
- Untreated infectious skin infections, patches or questionable rashes
- Unusually dark urine and/or gray or white stool and yellowish skin or eyes
- Head lice
- Any other unusual sign or symptom of illness
- If being treated with antibiotics, please allow 24 hours of treatment before serving in a classroom.

Safety & Security Procedures

Check-In/Out:

CrossPointe Kids utilizes an online database and communication tool called Planning Center for child check-ins as well as all volunteer scheduling.

First-Time Users: Every family creates an account to check in their children. The parent confirms their child's attendance and the computer prints out a name tag and a parent receipt. Parents place the name tags on the children's shirts.

Check-In: The parent must place a name tag on their child before checking him or her into a classroom. Please do not allow a child to enter your room without a name tag on. The name tag will have a unique number code on it, in case we need to call a parent during the service. (We will flash the child's number up on the large screens in the auditorium.) The name tag will also list any allergies the child has, so please make note of this before offering any snacks.

Check-Out: When a parent comes to pick up their child, they will hand you their parent receipt, which shows initials and security codes for every child in their family. Please verify that the initials and code match the child's name and code on their name tag before releasing the child to the parent.

You will likely need to hand the parent receipt back to the parent if they have more children to check out. If a parent has a duplicate name tag for their child instead of a parent tag, that can be used for check-out as well. In the event that a parent loses their parent tag, please ask them to go reprint their child's name tag at one of the registration kiosks.

Special Instructions for Infants and Toddlers: Younger children also enter classrooms with bags, bottles, sippy cups and other items. Please make certain to label all of these items as the children arrive.

Please refer to the Check-in Duties and Planning Center Check-in Instruction sheets for more detail concerning check-in.

Diaper-Changing and Bathroom:

- Only adult female volunteers are allowed to change diapers and take care of potty needs.
- Please make sure every child of diaper age has been checked and changed (if diaper is wet or soiled) at least once during your service time.
- If potty-training children need assistance in the bathroom, an adult may enter the stall under the following guidelines:
 1. A second volunteer must be in visual contact
 2. The restroom door must be propped open
 3. Other children may not watch or enter the bathroom
- Older Kids (Elementary Age) may go with another child of the same sex... not alone.

Please follow the following diaper-changing procedure:

- Put on a new set of disposable gloves for each diaper change.
- Roll out paper towels on the changing pad, and grab child's diaper bag.
- Place child on changing table. (Note: Never leave a child unattended on the changing table.)
- Remove diaper and use wipes, wiping child from front to back, until clean.
- Put on a dry diaper, finish dressing child, and lift him or her off the table.
- Place diaper and paper towels in trash receptacle provided.
- Spray/Wipe changing pad with Clorox spray/wipe.
- Dispose of gloves and wash hands thoroughly.

Discipline:

1. Communicate the rules clearly from the beginning. Reminding the children of the rules at the beginning of each class helps children focus on their behavior.
2. Correction is to be done with kindness and love, to bring healing and restoration, not sadness. Children are not to be humiliated. A time out should be the second step, but any "time outs" should be done in the presence of a caring adult.
3. Children demonstrating discipline problems will be reported to the Kids Director, in order that disciplinary notes may be provided to the parent, patterns of discipline problems can be identified, etc.
4. If a discipline issue arises which requires immediate attention, the parent may be contacted, at the discretion of the Director.

5. We want volunteers to be able to spend quality time with their students instead of spending their class time dealing with discipline. If the problem persists, hand the child off to the Director and let them take it from there.

When to Get a Parent / Crying Kids: Parents should be contacted if a child has been upset for more than 10 - 15 minutes, is crying unconsolably or has a communicable illness or a serious injury. Via text messaging, a volunteer may get the Director's help. The KIDS volunteer will notify the pro-presenter volunteer who will contact the parent. The KIDS volunteer should meet the parent in the hallway and explain the situation before entering the classroom.

Medical Issues: Safety is a priority, so please check each child's ID sticker when they are dropped off at Kids for any known medical conditions. If there is a medical issue (i.e. the child gets a scrape or a cut) volunteers may administer Band-aids. Only help the injured children with the contents of the first aid box.

Cleaning Bodily Fluids: Follow these guidelines to clean up bodily fluids:

1. Put on the gloves in the medical box.
2. Isolate the area where any blood or body fluid may have dropped on the floor, toys, chairs, etc. Keep other children away from the area.
3. Clean the area that was isolated with a disinfectant in the small room in the back. Lastly, wash your hands.

Clean Up: All of the toys from the Y need to be cleaned up and placed back where they go. The toys in the outside playground need to be cleaned up as well. Place art supplies neatly back into the art bin. All of our games/toys can be placed in the game bin. The lessons and extra crafts/activities can be turned back to the Kids Director.

Volunteer Application Form

*The information provided will be used for scheduling and other communication from the Director

Contact Information

Name:

Email Address:

Cell Number:

Background Check Information

Full Name:

Birthdate:

Current Address:

Social Security Number: (will be blocked out after Check is completed)

Have you been arrested or convicted for any criminal act more serious than a traffic violation?

Have you looked at pornography in the past 12 months?

(if yes, you will be contacted by a pastor to discuss the nature of the incident before you can proceed with serving in our children's ministry)

Have you ever gone through treatment for alcohol and drug abuse?

Have you ever been asked to step away from ministry or work with students or children in any setting, paid or volunteer?

List any gifts, training, education, or other factors that you feel have prepared you for working with children:

References

Please list 2 people (not family) that we can contact:

Name:

Phone Number & Email:

Name:

Phone Number & Email:

Scheduling

Please circle all classrooms you are willing to serve in:

Infants (0-17 months) *Walkers-2 (18 mo-2 yr)*
3 Year Olds *Preschool* *Elementary*

Place a check beside any roles you are interested in filling:

Outside of the Classroom

____ First Impressions

____ Host/Hostess

____ Craft & Activity Organizer

____ Scheduler

In the Classroom

____ Youth Helper

____ Nursery Volunteer

____ Lead Teacher

_____Helper

_____Worship Team

_____Floater/Substitute*

**If you would like to be a Floater, that means you will be placed on the schedule in open positions each month when the schedule is created. Substitutes will be contacted as needs for cancellations. Please describe any preferences you have on the lines below this note.*

Do you have a personal relationship with Jesus Christ? Yes / No

Security Policies and Procedures Agreement:

I, _____, have received and read the full volunteer information packet & policy manual, including CrossPointe Winter Parks' security policies and procedures. I promise to abide by these policies and procedures and understand that failure to do so may be grounds for dismissal as a CrossPointe KIDS volunteer.

Volunteer's Signature

Date