



Kids Ministries Behavior Process

Purpose

Our goal is to foster an environment of safety and trust within Kids Ministries, where both parents/guardians and children feel secure. We aim to create a space where parents feel confident dropping off and picking up their children, and where kids feel safe, valued, and encouraged to learn and grow.

Our Process

To best protect our environment and guide our kids toward positive behavior, we ask that all volunteers and staff follow these steps when working with children who are struggling or acting out.

1. **Redirect** – If a child's behavior is disruptive or unkind, we start by gently reminding them of our expectations. We guide them by asking for the behavior we'd like to see. For example, "It's time to listen to the Large Group Leader. Let's focus and join in the activity together."
2. **Reposition** – If the behavior continues and is affecting the safety or learning of others, we may offer the child a chance to reset by moving them to a different spot. This gives them a fresh opportunity to engage positively in the group.
3. **Remove** – If the behavior persists, we'll take the child out of the space to help them regain control and reflect. This should be a supportive separation that provides an opportunity for us to have a one-on-one conversation with the child to better understand their feelings and offer guidance (see questions below). At this point, we'll also decide whether it's best for them to return to the group or if their grown-up should be contacted. There should be no physical contact to a child during this process.

Questions to ask the child:

- "Can you help me understand what happened? Why do you think we're in the hallway?"
 - "What are the expectations we follow here? Can you share what you remember?"
 - "How do you feel about what happened? What could we do differently next time?"
 - "Is there anything going on that you'd like to talk about or share?"
 - "Would you like to go back into the room? What kind of behavior would help you feel ready to do that?"
4. **Record and Paged** – If we decide the child cannot return to the room, or if the behavior continues, a staff member or team lead will contact the child's grown-up(s) and fill out a Behavior Report Form that explains what happened and why the child was removed. Even if the grown-up isn't paged, we may still complete a report. When the group-up arrives, we'll share what occurred and explain the next steps. The grown-up will be asked to sign the Behavior Report Form to confirm that the conversation took place. If the grown-up is unable to sign, another staff member can note that on the form.



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When talking with the child's grown-up(s):

- Build trust by getting to know both the child and the family.
- Be mindful of body language; make sure the family is ready to have a conversation before diving in.
- Choose a calm and quiet place for the discussion, rather than having it in a busy area like the hallway.
- Start with something positive about the child, even if it's simply acknowledging that they came to church.
- Avoid labeling or diagnosing the child.
- Remember, parents know their child best – ask for their insights and suggestions to better support their child.
- If you're uncertain, ask another team member to help with the conversation.
- Be mindful of whether the child is present during the discussion. If so, include them in a respectful and constructive way, or if it is more appropriate, talk with the parent privately. Use language that is kind and appreciative, no matter who is present.

Suggested Language:

- "Today, (child's name) had some difficulty following the rule/expectation of _____ by _____."
- "We really want (child's name) to feel safe and welcome in Elevate/Kid-O-Deo. We'd love for them to join us again next week, but we think it's best for the to take a break for the rest of today."
- "For our records, we've filled out a Behavior Report, and we'd appreciate it if you could sign it to show that we had this conversation."
- "Next time, we hope to see (child's name) make progress by (share clear, specific suggestions for improvement.)"

Behavior Report Submission

Once the Behavior Report is complete, it should be scanned and emailed to kids.care@eaglebrookchurch.com. The original paper form should be shredded after emailing. Paper copies should not be kept.

Please also note in the child's Rock profile that a Behavior Report has been filed.

Ongoing Support

If a child receives 4 or more Behavior Reports within a 2-month period, the campus team should work with Kids staff to create an action plan to better support the child. Refer to the Next Gen Care Onboarding Process document for guidance, and don't hesitate to reach out to the Kids Ministries Developer for assistance.