Kids Ministries Lost Security Tag Policy

Purpose
To make sure we uphold the integrity of security and safety within Kids Ministries to the highest level. We want to create an environment where adults feel confident in dropping off and picking up their kids and kids feel safe to be in the space.

Lost Security Tag Policy

1. If a child loses their name tag, you can simply reprint that child's tag.

2. In the event a grown-up loses their security tag, **ask them to return to the Kids Check-In desk where the flowchart on the following page should be followed.**

Always start by checking the child's profile in Rock for any Pickup Restrictions. If a Pickup Restriction is listed in the child's profile, and the adult has identification and can be identified as a safe adult to pick up the child through the Rock profile, you can proceed by using the flowchart on the next page. If the adult does not have identification or is not listed on the child's profile, contact PoCO.

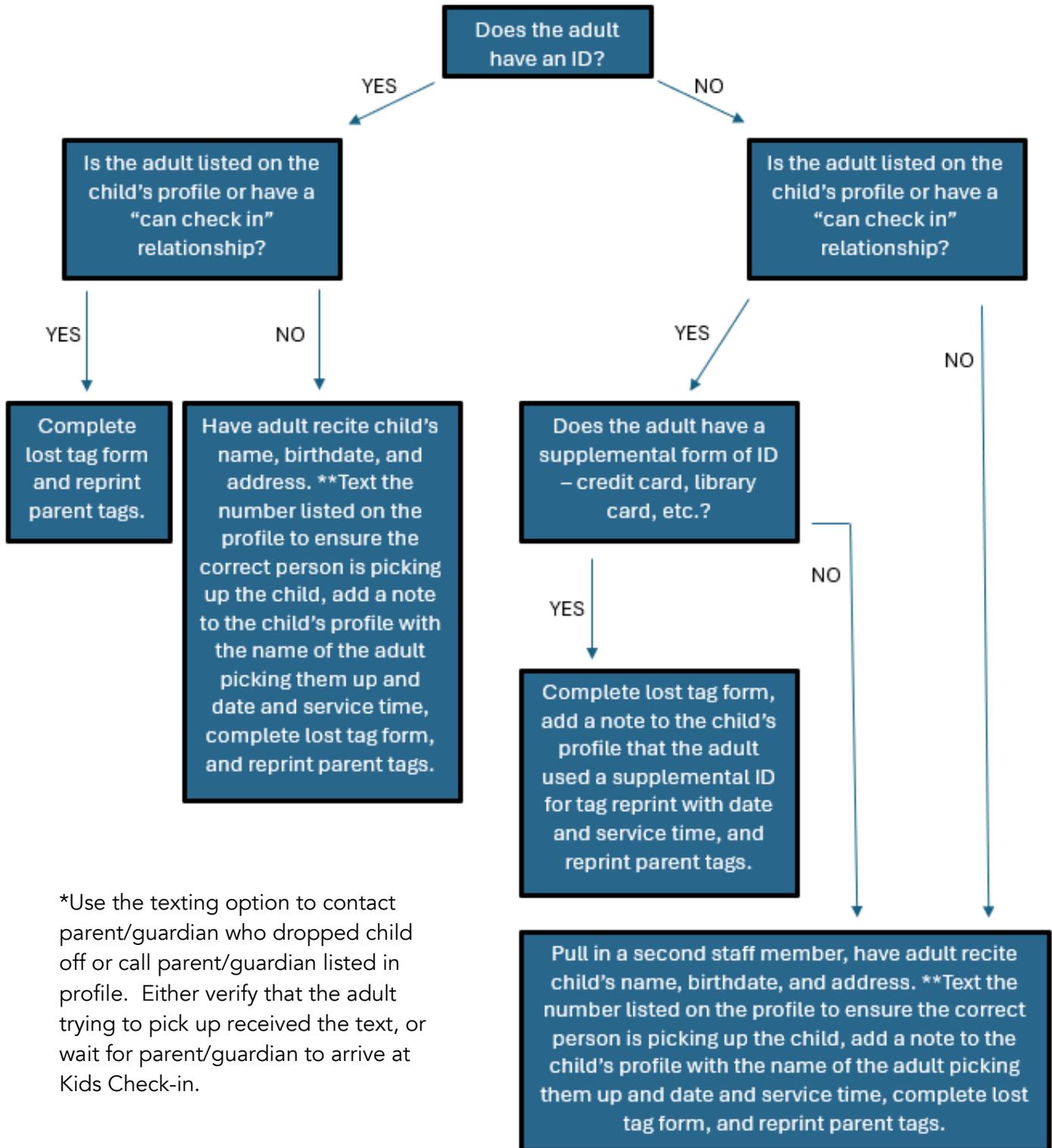If the Kids Check-In system goes down and tags cannot be reprinted.
1. A staff member must collect and review the adult's driver's license or identification card with a photo. Refer to flowchart if adult does not have driver's license or identification with photo.
2. Two staff members will escort the adult to pick up the child. Staff must observe the interaction between the adult and the child to confirm.
   a. If the interaction seems inauthentic or the child does not seem to know or is uncomfortable with the adult, have adult and child wait in the room and contact the PoCO for assistance (if PoCO is unavailable, bring in CP)

If the situation escalates beyond what you feel comfortable handling, invite the uniformed police officers into the discussion.

For all situations, a staff member must fully complete the Liability Release Form, and the Pastor of Guest Experience should save a copy in their campus folder, under the Lost Parent Tag folder in the O:drive. The document should be saved using the child's name (if multiple children, use the oldest child), follow this naming system: First_Last_LT_MM.DD.YY

Does the adult have an ID?

YES

NO

Is the adult listed on the child's profile or have a "can check in" relationship?

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YES

NO

YES

NO

Complete lost tag form and reprint parent tags.

Have adult recite child's name, birthdate, and address. **Text the number listed on the profile to ensure the correct person is picking up the child, add a note to the child's profile with the name of the adult picking them up and date and service time, complete lost tag form, and reprint parent tags.

Does the adult have a supplemental form of ID – credit card, library card, etc.?

YES

NO

Complete lost tag form, add a note to the child's profile that the adult used a supplemental ID for tag reprint with date and service time, and reprint parent tags.

*Use the texting option to contact parent/guardian who dropped child off or call parent/guardian listed in profile. Either verify that the adult trying to pick up received the text, or wait for parent/guardian to arrive at Kids Check-in.

Pull in a second staff member, have adult recite child's name, birthdate, and address. **Text the number listed on the profile to ensure the correct person is picking up the child, add a note to the child's profile with the name of the adult picking them up and date and service time, complete lost tag form, and reprint parent tags.