Citadel Square Kids Safety Guide

Citadel Square seeks to provide a safe, fun, and encouraging atmosphere for the children in our church family.

When a Citadel Square Kids volunteer is choosing what to do in any situation, they should consider these questions:

1. Am I prioritizing the safety of all children?
2. Could this situation put me or any child in a physically dangerous or vulnerable position?
3. Could this situation in any way give the appearance of being inappropriate?
4. Would this situation make parents comfortable and at ease?
5. If someone were to make an accusation of abuse against a volunteer, would the team be able to confidently say that there is no possibility of it?

Declaration

I have read these safety standards and agree to uphold them to the best of my ability. I will make choices in the classroom that prioritize the children’s safety. While a child is under my supervision, I will do my best to abide by these standards. If I do not, I understand that I may be asked to leave the volunteer team.

Printed Name: ___________________________________________

Signature: ______________________________________________

Date: ___________________
Table of Contents:

3 — On a Sunday Morning
6 — First Aid and General Safety
7 — Bathroom Supervision and Assistance
9 — Discipline
11 — Prohibited and Suspicious Behavior
13 — Missing Child Procedure
14 — Emergency Response Plans

I. 16 — Angry Parent or Other Persons
II. 16 — Disturbances, Fights or Demonstrations
III. 16 — Fight
IV. 17 — Drugs (illegal)
V. 17 — Suspicious Package
VI. 17 — Fire Procedure
VII. 18 — Gas Leak
VIII. 18 — Intruder or Dangerous Person
IX. 18 — Shootings/Stabbings/Attacks
On a Sunday Morning

Head Count Rule
Every volunteer should know how many children are under their supervision at all times. Regular head counts are necessary.
When you leave the classroom for a restroom break or for combined worship, count students as you line up, after the restroom break and when you re-enter a classroom.

Multiple Adults Rule
No adult should ever be alone with a child or children. There should always be two or more adults present in a classroom or within visual range.
If there are only two adults in a class and you need additional assistance, contact the hall monitor to be present and/or the kid’s director.

One-to-One Interactions with Children
Citadel Square recognizes that meeting the emotional needs of children may occasionally require volunteers to minister to them on an individual basis. Staff and volunteers should conduct one-to-one meetings with an individual child at a time when other adults are present and where interactions can be easily observed. These times with children should never interfere with classroom management; the safety of all children should take priority.

Serving with Spouses or Immediate Family Members
Spouses and immediate family members are not allowed to serve in a classroom together if they are the only two adults present. This should only happen if there is a third non-related person serving with them.

Parental Contact
Parents who leave their children or students in the care of Citadel Square staff and volunteers for services and activities will be contacted if their child/student becomes ill, injured, or has a severe disciplinary problem while participating in Children’s and Student Ministries programs.
Parental Involvement

Parents are encouraged to be a part of any and all services and programs in which their children are involved at Citadel Square. Parents have an open invitation to observe all programs and activities in which their children are involved. However, parents who desire to participate in or have continuous, ongoing contact with their child’s programs in the church will be required to complete Citadel Square’s volunteer application and screening process.

Release of Children

Any time a child or student has been entrusted to the care of Citadel Square staff or volunteers, the Church incurs responsibility for the safety and well-being of the child or student. Staff and volunteers must act to ensure the appropriate supervision and safety of children and students in their charge.

Citadel Square Kids volunteers or staff are responsible for releasing children in their care only to parents, legal guardians, or other persons designated by parents or legal guardians at the close of service.

In order to pick up their child:

1. Parents will receive a receipt ticket when checking in their child. This receipt ticket has a specific number on it that corresponds to all of their children.

2. In order to collect their child, they need to keep the receipt ticket and show it to the volunteer in the child’s classroom.

3. The volunteer should match the number on the receipt ticket to the number on the child’s name tag.

4. A child’s name tag should always be removed as they are leaving the classroom with their parent/guardian. Children in the classroom must have a name tag on and children outside the classroom should never have a name tag on. As a general rule, if a child has their name tag on, they are assumed to be under the supervision of Citadel Square Kids volunteers.

If a tag is lost, a child will only be released to someone listed in their household on Planning Center. This can be confirmed with the director at check-in or through the app on the iPad or phone.

In the event that staff or volunteers are uncertain of the propriety of releasing a child or student, they should immediately locate the Citadel Square Kids Director before releasing the child or student.
Interacting with Children

Verbal Interactions

Verbal interactions between staff or volunteers and children and students should be positive and up-lifting. Citadel Square Kids staff and volunteers should strive to keep verbal interactions encouraging, constructive, and be mindful of their mission of aiding parents in the spiritual growth and development of their children. To this end, staff and volunteers should not talk to children and students in a way that is or could be construed by any reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, staff and volunteers are expected not to swear in the presence of children and students.

Physical Contact

Citadel Square is committed to protecting the children and students in our care. The Church has implemented a physical contact policy that will promote a positive, nurturing environment for our kids, while protecting our children. The following guidelines are to be carefully followed by anyone working in children and student programs:

1. Hugging, pats on the back and other forms of appropriate physical affection between staff or volunteers and children and students are important for children and students development and are generally suitable in the church setting.

2. Physical affection should be appropriate to the child or student's age. For example, it is generally appropriate for a two-year-old to sit in a nursery worker's lap, but it is not appropriate for a teenager and student leader to behave this way. Inappropriate touching and inappropriate displays of affection are forbidden.

3. Physical contact should be initiated by the child and should be in response to the child's need for comforting, encouragement, or affection. It should not be based upon the staff or volunteer's emotional needs.

4. Physical contact and affection should only be given when in the presence of other adults. It is much less likely that touches will be inappropriate or misinterpreted as such when two adults are present and the physical contact is open to observation.

5. Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of staff or volunteers in Citadel Square Kids must foster trust at all times – personal conduct must be above reproach. Do not force any physical contact, touch or affection upon a reluctant child. A child's preference not to be touched must be respected.

6. Citadel Square staff and volunteers are responsible for protecting children and students under their supervision from inappropriate or unwanted touch by others.

7. Note: Any inappropriate behavior or suspected abuse by staff or volunteers must be reported immediately to the Citadel Square Kids Director.
First Aid and General Safety

If there is a minor injury, there are basic first aid supplies located in the Common Supplies Bin, in the hallway of the Kids’ hall. Volunteers may only give bandaids or ice to an injured child.

Children should be wearing their shoes at all times.

There should be no wrestling or running inside a classroom. If an activity requires speed, walking quickly should be substituted.

Every morning, one volunteer is responsible for managing the roster of the class once it is brought to them. Once a child enters the class, please highlight their name on the roster. Once a child is collected by their parent/guardian, their name tag should be removed.

Sickness Policy

Children with any signs of contagious illness or symptoms listed below may NOT be admitted into the classroom, or if a child has had symptoms within 24 hours.

• Fever greater than 100 degrees Fahrenheit
• Vomiting or diarrhea
• Severe sore throat
• Any substantial unexplained rash (excluding diaper rash)
• Croup, severe cough, or shortness of breath
• Childhood illness or virus such as Chicken Pox, Fifth disease, Measles, Mumps, Flu, etc.
• Lice or Scabies

If a volunteer is unsure about the wellness of a child, they should consult the child’s parents and the Kids Director.
Bathroom Supervision and Assistance

Changing Diapers:

1. Only female nursery volunteers or the child’s parent or legal guardian will do diapering of children of either sex.
2. Changing of diapers should only be done in plain sight of other nursery workers.
3. Children will never be left unattended on changing tables.
4. All diapers should be checked and changed (if necessary) before pick-up.
5. Nursery volunteers are not allowed to give any kind of medicine or diaper ointment.
6. Children should be re-diapered and re-clothed immediately upon the completion of changing their soiled diaper.
7. Volunteers must use a clean disposable diaper changing pad with each diaper change and must wear provided plastic gloves. Volunteers must change gloves for each diaper change and sanitize their hands before and after each diaper change.

Toddler & Preschool Aged Children:

1. Children should never be in the bathroom alone with an adult. The adult should check the restroom before the child enters and wait at the entrance of the restroom for the child.
2. Parents are encouraged to take their potty-trained children to the restroom before check-in.
3. No child will be forced to toilet train.
4. Only female volunteers or the child’s parent or legal guardian will assist children of either sex while in the restroom.
5. When children are taken into bathroom in the 2/3 class, the door will be left partially open. In the hallway restroom a female volunteer will monitor from inside the bathroom but not inside an individual stall.
6. Children will never be left unattended in bathrooms.
7. Volunteers should only help a child use the restroom if the child is three (3) years or younger or if a disability dictates help (see special needs policy). If a volunteer is unsure of a child's ability in the restroom, parents should be consulted before leaving the child with volunteers or staff. If a child is over three (3) years of age, the volunteer should check the restroom before the child enters and wait outside until the child exits.
8. Any special instructions given by parents leaving children in class should be recorded on the registration name tag ("Rachel Adams is in the beginning of toilet training, so special assistance will be needed.) This can be done by adding a note to the child’s daily information before printing out their name tag or manually writing this on their tag.

9. Children should be assisted in straightening their clothing before returning to the room with other children but in plain sight of an adult other than the person assisting them. (For example, at the entrance of the hallway restroom but where the hall monitor would be able to see what is happening.)

Accidents

“Accidents” should be handled by reassuring the child and completing changing of diapers or underwear and clothing. If the child does not have replacement clothing in the classroom, the child should remain clothed and someone should notify their parents immediately. Allow the child to wait in the bathroom where the adult has one leg in the bathroom but their body is outside the bathroom door. If the volunteers in the classroom need extra assistance, they should call/text the Kids Director or another available Citadel Square Kids volunteer immediately.

Elementary Children:

1. Children should never be in the bathroom alone with an adult. The adult should check the restroom before the child enters and wait at the entrance of the restroom for the child.

2. A child should request help in the restroom if they need it. Elementary aged children should receive the minimum amount of assistance needed based upon their individual capabilities. There should always be two adults present in this situation. If assistance is needed ask the hall monitor to be present or contact the kid’s director to help.

Special Needs:

1. If the child is four years or younger, the parents will offer instruction to volunteers or staff regarding bathroom assistance or diaper changing.

2. If the child is five years or older, diaper changing will be limited to the child’s parent or legal guardian.

Note: If a child needs a change of clothes due to an accident, please call/text the Kids Director directly and she will be responsible for finding the child’s parent.
Discipline

One of the primary roles of a Citadel Square Kids volunteer is to manage the classroom. When a child acts unpleasant or disrespectful, our aim is not to control their behavior or punish his/her poor choices. Instead, the goal is to keep the classroom a physically and emotionally safe place for all. This means addressing an individual child’s behavior with a heart of love, for the good of everyone in the class.

It is the policy of Citadel Square that staff and volunteers are prohibited from using physical discipline in any way for behavior management of children or students. No form of physical discipline is acceptable.

This prohibition includes:

- Spanking
- Slapping
- Pinching
- Hitting

And any other physical force as retaliation or correction for inappropriate behaviors by children or students.

Time Out

If a child is having trouble abiding by the classroom rules, volunteers may use time-out in order to help the child understand the importance of the rules and encourage them to make good choices.

In employing this procedure, staff and volunteers should observe the following guidelines:

1. **Verbally redirect the child before physically intervening.** With younger children some physical redirection may be necessary (for example, removing a toy from the hands of a child that is hitting another)

2. **If the behavior does not cease, remove or direct the child away from the group to a corner of the room** where the group is meeting (avoid being alone with the child).

3. **Provide the child with a simple, understandable reason for the time-out and provide them with clear directions of your expectations.** (“Jamie, you didn’t stop hitting Chris when I asked you to, so you need to sit quietly in the blue chair for three minutes. In order to play with the group, each person must be respectful and follow the directions.”) Volunteers should be careful not to use language that would produce
feelings of shame in the child. In addition, be verbally reassuring, as being removed from the group will likely upset the child. Do not physically hold the child in time-out.

4. **Provide the child with a chair to sit in or a “spot” to sit on** (using a pillow, blanket, carpet square, etc.) until their time-out is complete.

5. **Time out should last one minute for every year of the child’s life** (3 years old, 3 minutes).

6. **The child may never leave the class during a time-out.** Monitor the child through the entire time-out. During time-outs give intermittent reassurance to the child and keep them on task. (“Jamie, you’re doing a great job of sitting quietly – just 2 more minutes.”)

7. **Pray with the child once he or she has completed the time-out and allow them to rejoin the group.** Remind them of the behavior you want to see from them and that repeating their initial behavior will result in further time-out.

Parents should be informed if their child needed correction during the class. This can be helpful to parents and reinforces the relationship we want volunteers and parents to have: a partnership in teaching and encouraging the children in our church family.

*Note: Uncontrollable or unusual behavior should be reported to the Kids Director. If a child continues to use aggressive behavior, contact the Kids Director. The child’s parents will be immediately contacted and the child will not be allowed to stay in class for the remainder of the day.*
Prohibited and Suspicious Behavior

Sexually oriented conversations
Staff and volunteers are prohibited from engaging in any sexually oriented conversations with children and students. In addition, staff and volunteers are not permitted to discuss any inappropriate or explicit information about their own personal relationships, dating, or sexual activities with any child or student in the program.

Sexually oriented materials
Staff and volunteers of Citadel Square Kids are prohibited from possessing any sexually oriented printed materials (magazines, cards, videos, films, etc.) in the presence of children or students.

Smoking
Citadel Square requires ministerial staff and volunteers to abstain from the use or possession of tobacco products while interacting with children on Sunday mornings.

Intoxicants
Staff and volunteers are prohibited from the use, possession, or being under the influence of alcohol or any illegal drugs while serving on Sunday morning.

Nudity
Staff and volunteers in Citadel Square Kids should never be nude or partially nude in the presence of children or students in their care.

Transportation
Staff and volunteers are not permitted to transport any child on Sunday morning without permission from his/her parents and the Kids Director.

Unhealthy Sexual Behavior Between Children
Volunteers should be conscientious of the way children are relating to one another. It is natural for children to be curious about their own body and gender differences. It is important to take note of healthy sexual behaviors and unhealthy sexual behaviors.
“Normative (or expected) sexual behaviors are usually not overtly sexual, are more exploratory and playful in nature, do not show a preoccupation with sexual interactions, and are not hostile, aggressive, or hurtful to self or others.”

If a volunteer witnesses a child showing unhealthy sexual behaviors involving another child, the volunteer should address the child’s breach in personal boundaries, as well as comfort the other child to reassure both children of their right to their personal boundaries. If a volunteer witnesses any child showing seemingly unhealthy sexual behaviors, they should report this to the Kids Director and it will be addressed to either parents or guardians – as this could be a sign that the child has been sexually abused.

Abuse Tolerance

Citadel Square has zero tolerance for abuse.

It is the responsibility of every staff and volunteer in Citadel Square Kids to act in the best interest of the children of our church.

The church is committed to providing a safe, secure environment for children and their families. To this end, any report of inappropriate behaviors or suspicions of abuse will be taken seriously and will be reported in accordance with this policy and state law to the Charleston Police Department or South Carolina Department of Child Protective Services.

Reporting Suspicious or Inappropriate Behaviors

In the event that staff or volunteers observe any inappropriate behaviors (i.e. policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse (physical, emotional, or sexual), it is their personal responsibility to immediately report their observations to the Kids Director. If the event involves abuse, the reporter should not hesitate to contact the authorities themselves.

Anyone who reports such behavior to the church or to the authorities can keep their report anonymous. Your suspicion of child abuse or neglect is enough to make a report. You are not required to provide proof. South Carolina law protects people who make good faith reports of child abuse.

Charleston County Child Protective Services - (843) 953-9422
Missing Child Procedure

Possible reasons for a missing child:

• The child left the room or a parent without permission
• The child traveled to another class/environment and is now missing
• A child is taken. Take action immediately. Get anyone around you to help stop the person.

In any instance, notify the morning point person and Kid’s Director immediately.

Before assuming the worst, stay calm and begin the following procedure (for the first 5 minutes):

1. Check any logical locations where the child could be.
   • Check with the hall monitor
   • The bathroom
   • Other classes
   • The hallway
   • The check-in table

2. Put a classroom coordinator/staff member at every exit of the children’s hallway.

3. Page the parent and have a volunteer stay with them until the child is found.

If the child is not found after 5 minutes:

While any additional Citadel Square Kids volunteers (rooms with more than 2 adults) search the logical locations again, divide into teams led by elders/staff to search different sections of the building and outside grounds. Staff will provide a map and section of the building to search.

If the child is still missing, elders and staff will decide when to contact police.
Citadel Square Emergency Response Plan

In the case of any emergency, volunteers should not hesitate to call 911 (They should first call 911, then contact the Kids Director as soon as possible).

For all emergency plans, volunteers should never release the children to anyone other than the parent or guardian. The Kids Director must complete a final head count first, and then the parent/guardian MUST sign out the child before releasing them. Volunteers should follow these procedures:

In the case of a fire or any other evacuating emergency:

1. Make sure to do a head count and follow the school’s evacuation plan (posted in each classroom).

2. Once evacuated, make sure to count the children again. (In the case of a severe storm or power outage, remain in the classrooms and have all children sit in the center of the room).

3. Assure the kids of their safety and keep them calm.

Quick Reference Guide:

EXIT Building For:

- Fire
- Bomb Threat
- Earthquake
- Gas Leak in Building

REMAIN in Building for Security Lock-down

1. Severe Weather
2. Tornado
3. Intruder on Campus
4. Disturbance on Campus
5. Weapons on Campus
6. Shooting
SECURITY LOCK-DOWN

1. Lock exterior doors.
2. Lock all classroom doors.
3. Find a safe location to hide.
4. Keep away from the windows.
5. Do not open the door for anyone. Anyone that needs to enter should/have a key.

DISTANT DESIGNATED AREA FOR ASSEMBLY:

Henrietta Parking lot. Across Henrietta Street from Citadel Square Baptist Church.
Angry Parent, Guardian, or Other Persons

Any adult on the Campus showing aggressive or threatening behavior:

1. Call/ Get a staff member.
2. They can/will determine whether or not authorities need to be called.
3. Be courteous and confident.
4. Remain calm and do not touch them.
5. Stay at a reasonable distance.
6. Listen to them and allow them to talk.
7. Stay in a neutral and protected location.

Disturbances, Fights, or Demonstrations

This includes any assembly on campus by individuals whose purpose and conduct is antagonistic with the orderly conduct of the campus and the safety and welfare of members.

The handling of disturbances and demonstrations are to be handled by the staff and calling authorities is up to their judgment.

Any member of staff handling the disturbance should handle it with sensitivity and using the highest possible level of communication skills.

Fight

This is defined as individuals in a physical disturbance with each other. Proceed as follows:

1. Notify a staff member.
2. Never try to break up a physical disturbance by yourself.
3. Separate both parties.
4. Let staff make the call to notify authorities.
Drugs (Illegal)

This is defined as any actions to distribute, sell, manufacture, or unlawfully possess with the intent to distribute or use a controlled substance while on campus.

If any illegal narcotics are found:

1. Volunteers should notify a staff member.
2. Any suspicion of such activity should result in notification to law enforcement.

Suspicious Package

This is defined as any package that is found on campus and looks to be harmful.

If a suspicious package is found NEVER TOUCH IT, leave it where you found it and notify the local authorities.

The building should be evacuated and everyone should go to a general distant location (Henrietta Parking lot. Across Henrietta Street from Citadel Square Baptist Church.)

Fire Procedures

This procedure should be followed any time the alarm sounds. If there is a fire on campus, someone should sound the fire alarm and notify the fire department. Everyone on campus should exit the building and meet at a distant designated area. (Henrietta Parking lot. Across Henrietta Street from Citadel Square Baptist Church.)

ANY TIME THE ALARM SOUNDS EVERYONE SHOULD EXIT THE BUILDING.

1. Make sure to do a head count and follow the school’s evacuation plan (posted in each classroom).
2. Once evacuated, make sure to count the children again. (In the case of a severe storm or power outage, remain in the classrooms and have all children sit in the center of the room).
3. Assure the kids of their safety and keep them calm.
Gas Leak

Natural gas has an odor. A leak could cause an explosion in the building.

1. If a gas leak is suspected/detected in or outside of the building evacuate and notify local authorities.
2. Get to a safe location. *(Henrietta Parking lot. Across Henrietta Street from Citadel Square Baptist Church.)*
3. Turn off main gas valve if possible.

Intruder or Dangerous Individual

This is any person who has no legitimate business in the building or on the property.

1. All volunteers should be notified of situation.
2. Immediately notify the staff of the suspicious person(s).
3. Lock the classroom door.

Shootings/Stabbings/Attacks

This is an attack/shooting/stabbing that takes place on campus.

Security Lock-down should go in effect:

1. Exterior doors should be locked.
2. All Classroom doors should be locked.
3. Keep all students in the classroom.
4. Stay away from doors and windows.
5. Do not open doors for anyone, anyone that needs access should have a key.
Individuals that are not in a classroom:

1. Find the nearest exit and exit the building,
2. If you cannot get to an exit find hard cover and stay low.

If an Active Shooter Attack should occur you have three options:

AVOID: Starts with your state of mind.

1. Pay attention to your surroundings.
2. Have an exit plan.
3. Move away from source of threat as quick as possible.
4. The more distance and barriers between you and the threat, the better.

DENY: When getting away is impossible.

1. Keep distance between you and the threat.
2. Create barriers to prevent or slow down threat.
3. Turn the lights off.
4. Remain out of sight and be quiet. Silence your cell phones.
5. Hide behind large objects.

DEFEND: if you cannot Avoid and Deny

1. Be aggressive and committed to your actions.
2. Do not fight fair. This is about SURVIVAL.