



**KINDRED**  
COMMUNITY CHURCH

Children's Ministry Policy Manual 2018



# WELCOME

Dear Team Member,

Thank you so much for assuming one of the most significant roles within our church body. By partnering with us, you are assisting in laying a foundation of faith in the lives of the babies, toddlers, preschoolers and elementary school children for whom you will be caring and teaching. There is nothing more significant and rewarding than being a shaping influence in the life of a child, especially when that influence is towards becoming a disciple of Jesus Christ. At Kindred, we believe that God can use young people in powerful ways. It is our prayer that God raises up from the children of Kindred pastors, missionaries, godly employers and employees, and faithful husbands, wives, moms, and dads. Your ministry is a significant part of forming these young lives to know and love Christ.

The following manual is designed to assist you while you serve in the children's ministry. There are many scenarios and situations that may occur and it is our desire to prepare you for as many of them as possible. It is required that you read, review and respect the policies of Kindred Community Church's Children's Ministry.

It is also required that you view our Children's Ministry Training Videos available at [kindredchurch.org/CMTraining](http://kindredchurch.org/CMTraining) or on DVD by request.

If you have any questions regarding the policies, please contact us. Our primary job as leaders is to serve and equip each of you, so if there is any way we can do that better please let us know.

Thank you for your service to the Lord,

The Kindred Kids Leadership Team



## OUR PHILOSOPHY & VISION

Kindred Kids' passion and vision is to make and mature disciples of Jesus Christ. We seek to accomplish this by providing support and encouragement to parents as they assume the biblical role of discipling their children. Our mission involves reinforcing what is being taught in the home and serving as a resource to parents while they train up their children in the ways of the Lord. (Deuteronomy 6:4-9; Proverbs 22:6)

Kindred Kids staff provides this by seeking to implement and increase biblical knowledge while cultivating opportunities for children to serve the Lord using their gifts as a part of the body of Christ. Additionally, we seek to integrate parental involvement within the children's ministry and assist parents as they become the primary disciple-makers in their child's life.

Teaching within the children's ministry includes fun, age-appropriate and challenging classes. Our primary resource is the Bible and teachers are supported by a curriculum that is biblically centered and applicable to a child's life.

## OUR TEAM

### **Jason Erselius, Pastor of Children & Family Ministries**

Jason oversees the children's ministries at Kindred. His desire is to encourage strong, biblical families and equip parents to become the primary disciple-makers of their children, partnering with them to see children grow in Christ. Jason graduated from the Master's College in 2002 with a Bachelor's degree in Bible Exposition and he received his Masters of Divinity in 2007 from The Master's Seminary. Jason and his wife Kristy have been married since 2004 and have two sons and two daughters in the children's ministry.

### **Lacey Berryman, Children's Ministry Assistant**

Lacey joined the team in October of 2015, Lacey's experience includes raising 4 girls, working with the youth and VBS at Kindred in addition to planning and coordinating numerous conferences at her previous church in Illinois. She enjoys serving in children's ministry at Kindred.

### **Alice Ham, Security Coordinator**

Alice coordinates the security team volunteers at Kindred Kids and has been serving with her husband, Patrick, on the security team since 2014. The goal of the ministry is to welcome newcomers with children, help answer any questions parents may have, and ensure that security procedures and protocols are in place so that parents can feel safe entrusting their children to us while they worship. Alice and Patrick have been blessed with four children, and she counts it a joy to serve alongside all the wonderful and dedicated volunteers at Kindred Kids.

### **Marcy Weimer, Nursery Coordinator**

Marcy joined our team in 2013. She and her husband, Kevin, have two children and have faithfully served at Kindred since their membership began. Marcy's heart for serving Kindred's youngest is one of her greatest assets. Marcy ensures that procedures are being followed and oversees the little kids volunteers.

### **Andrea Flournoy, Early Childhood Coordinator**

Jesse and Andrea have been members of Kindred since 2009 and have three children ages 5,3, and 1. Andrea has enjoyed serving as a small group leader, 4 year old teacher alongside her husband, and now in the coordinator position supporting the early childhood ministry volunteers. One of her favorite verses is Galatians 2:20 and she's thankful for the opportunity to serve Christ in the children's ministry at Kindred.

### **Barbara Erselius, Elementary Coordinator**

Barbara is currently serving as the Coordinator for the Elementary-Aged children at Kindred. She and her husband, Jay, have been teaching 1<sup>st</sup> and 2<sup>nd</sup>-grade Children's Church since 2012 - a ministry they dearly love. Prior to attending Kindred, she was involved in creating, overseeing and teaching the children's ministry at her church. Seeing children understand their need for a relationship with Jesus and growing in that commitment to Him are what motivate Barbara to serve the families at Kindred. She is blessed with three grown children, their spouses, and 8 fabulous grandkids.



# EMERGENCY PROCEDURES

## **Follow the Instructions Posted in the Classrooms and at the Help Desks**

### **MEDICAL EMERGENCY:**

Call 911 – Use Your Discretion If the Situation Warrants It Or Not  
Church address is 8712 E. Santa Ana Canyon Rd. Anaheim Hills, CA 92808

Contact The Kindred Kids Security Team

1. They will contact the Kindred Safety Response Team (Turn on the Safety Response Team Radio and alert them to the location and the type of emergency (medical etc.))
2. Page Parent
3. Contact The Children’s Pastor
4. Make Alternate Contacts:
  - a. Safety Response Team Leader
  - b. Sound Booth: 714-313-8556

Note: First Aid Kits and AED’s are located in the Kindred Kids Resource Room on the Kindred Kids Upper Campus and in the overhead cabinet by the Help Desk in the Little Kids Building.

### **EMERGENCY EVACUATION:**

In an emergency evacuation situation volunteers will be notified by one of the following:

1. Children’s Ministry Pastor
2. Church Safety Response Team Member
3. Kindred Kids Security Team Member
4. Elder of Kindred Community

This person will notify the classrooms that we need to perform an “EMERGENCY EVACUATION”. Upon hearing this, teachers & helpers will immediately begin evacuating children as described below.

Kindred Kids Buildings:

3-year-olds – Calmly have children grab their rings and lead them to the parking lot outside of Kindred Kids and wait for further instructions. Do not release children to parents until given permission.

4-year-olds – Calmly have children grab their rings and lead them to the parking lot outside of Kindred Kids and wait for further instructions. Do not release children to parents until given permission.



Kindergarten - Calmly have children hold hands and lead them to the parking lot outside of Kindred Kids and wait for further instructions. Do not release children to parents until given permission.

1<sup>st</sup>- 6<sup>th</sup> Grade - Calmly have children line up and lead them to the parking lot outside of Kindred Kids and wait for further instructions. Do not release children to parents until given permission.

Little Kids Building (Lower Campus):

2-year-olds - Calmly have children hold hands and lead them to the far right corner of the parking lot and wait for further instructions. Do not release children to parents until given permission.

Crawler/Walker room - Calmly exit out the back door, be aware of stairs at both ends, and meet in the far right corner of the parking lot for further instructions.

Newborn room - Place babies in evacuation cribs and roll cribs out the nearest safe exit and meet in the far right corner of the parking lot and wait for further instructions. Please be aware that the crib cannot go out back exit due to stairs at both ends.

Please DO NOT release any child to his/her parents until given permission by the Children's Pastor.

### **EMERGENCY LOCKDOWN**

In an emergency lockdown situation volunteers will be notified by one of the following:

1. Children's Ministry Pastor
2. Church Safety Response Team Member
3. Kids Security Team Member
4. Elder of KCC

This person will notify the classrooms that we need to perform an "EMERGENCY LOCKDOWN". Upon hearing this teachers & helpers immediately begin following directions below.

1. Immediately close and lock all doors and windows to your classroom. If children are in the restroom the adult with them will perform the same in the restroom.
2. Have children remain away from doors and windows and seek shelter under tables or chairs if necessary. (Depending on the threat, regular activities may be continued without interruption inside the facility. These instructions will be given by a leader listed above.)
3. Remain on lockdown and do not release any children to their parents until given the "ALL CLEAR" by the children's pastor.

## **EARTHQUAKE**

In an earthquake follow these procedures:

1. Have the children stay where they are until the shaking stops. Do not allow them to run outside. Do not have them get in a doorway, as this does not provide protection from falling or flying objects.
2. Instruct the children to drop down onto their hands and knees so the earthquake doesn't knock them over.
3. Instruct them to cover their heads and necks with their arms.
4. If there is a danger of falling objects, instruct them to crawl under tables, desks, or chairs.
5. Instruct them to stay away from glass windows and doors.
6. If you are outside with the children have them drop to the ground and cover their heads and necks with their arms in an open area.
7. Be prepared for aftershocks.

## SCREENING PROCEDURES

Prior to consideration for a position, any candidate, compensated or volunteer who may be working with children, youth, or the disabled will complete and return a Children's Ministry Volunteer application.

1. The ministry application will be carefully reviewed by a ministry coordinator or designee to make certain that the worker will be appropriate for the ministry position based on the information provided.
2. A criminal background check will be performed with respect to any candidate seeking to work with children or youth requiring the applicant's full name, date of birth and social security number.
3. Any information indicating that a candidate poses a threat to others or has any prior history of physical or sexual abuse directed against another person will result in the immediate removal of the individual candidate from consideration for a ministry position with the children's ministry.
4. All personal information will be held in confidence.
5. No volunteer worker candidate will be considered for any ministry position involving contact with children, youth, or the disabled until the candidate has been regularly attending and is a member of the church.
6. All volunteers must be interviewed by a ministry coordinator or the children's pastor before service may begin in the ministry.

## CHECK IN AND OUT PROCEDURES

At Kindred, we have a centralized check-in procedure that begins at the entry of each children's facility. Please sign in and receive your nametag before entering your appropriate room. Nursery and classroom access for workers and children is not permitted without a dated tag for that day presented at the entrance gate.

Parents must log in, receive a pre-printed nametag, place it on the child and then pass through to the children's classroom areas. Parents simply deliver their children to the teacher and head off to church.

Parents desiring to exit with their children must present a nametag that matches the child's nametag to the worker in that classroom. If the child loses his/her nametag, please let the helpdesk know so that they can provide another one before the parent comes. If the parent does not have their portion of the nametag, the parent must return to the help desk located at the entrance and have another tag printed. Please be prepared to show photo identification when requesting a new nametag.

Note: Children must be checked in and out by an adult or family member 13 years of age or older.

Additionally, we will not begin receiving children until fifteen minutes prior to the start of our first service.

## DISCIPLINE POLICIES FOR CHILDREN'S MINISTRY

Because love for Jesus entails obedience to his commands (Mt. 28:20), discipline will be an important part of nurturing the faith of our young people (Pr. 3:11-12). Our biblical philosophy of discipline is rooted in 1 Thessalonians 5:9-14. This passage will serve as our guide and rule in responding to the needs of young people within our ministry. Teaching our young people to obey God-given authorities can help them to obey Christ and bend their wills to His (Eph. 6:1; Col.3:20; Heb. 13:7 & 17). Our behavioral standards at Kindred are intentionally high, yet we're also committed to understanding.

God's people are urged to admonish the idle while also encouraging the fainthearted and helping the weak. So while rebuke might be necessary for one situation, gentle help or encouragement might be more appropriate in another.

The following is a basic structure for practical application of our philosophy.

The use of corporal punishment is expressly forbidden for all children's workers, including parents who serve in a classroom with their own children. Additionally, NEVER threaten a child!

When it is evident that you have an extreme case, which cannot be handled by classroom workers, contact your Ministry Coordinator for assistance.

Establish simple rules for your classroom. State these positively. General rules for every class are:

Respect for Our Physical Surroundings - Church gathering spaces and equipment (whether owned, rented, or borrowed) should be treated with respect and used as their designs intend.

Respect for Our Adults - Honor for adults in the church should be reflected in attitudes, speech, and behavior. Addressing adults with titles like "Mr.," "Mrs.," or "Miss" is one example of this.

Respect for Others - Young people will be guided to consider others more significant than themselves and to look out for the interests of others (Phil.2:2; Col.3:12-17).

Respect for Themselves - Young people will be encouraged to act in ways that do not put their bodies or souls at risk.

# GUIDELINES FOR LITTLE KIDS (NURSERY) TEAM

## **SUBSTITUTION**

If you are unable to fulfill your scheduled service commitment, you should use the CCB group to find a replacement for yourself. Once this has been done, please notify the Nursery Coordinator about your replacement.

If you are unable to find a replacement, please notify the ministry coordinator or assistant to the Children's Pastor so that we may assist in the process.

## **PREPARATION**

Please be in prayer prior to your time of service. Ask God to help you minister to each family and child in a way that accurately represents the love of Christ.

Please be aware that your speech, attitude, and manner represents Christ and Kindred. Smile, be friendly and treat each parent and child with the utmost respect. Parents often come to the nursery in a hurried manner, do everything possible to make their experience pleasant.

## **ARRIVAL TIMES**

All volunteers are expected to arrive 20 minutes prior to the service starting.

## **WORKERS**

No unsupervised minor will serve in a nursery room. Children under eighteen years of age who minister in our nursery rooms will be supervised with an adult present. We have identified 16 as the age to begin serving in the newborn room.

No unscheduled adults or teens will serve unless the individual has an approved children's ministry application on file and has been approved by the children's pastor or nursery coordinator.

## **CHECKING IN**

Please check yourself in at one of the Self-Check-In kiosks before you enter the nursery.

## **CARING FOR CHILDREN**

Please wear the nursery aprons provided for you with your nametag attached. Also, no shoes are permitted in the newborn room.

If a child is crying when he or she comes in, take an interest in the child with toys, books or music. This will help the child and the parent feel at ease.

If a parent gives special instruction, be sure to inform all workers, including the next hour volunteers about the special instructions.

Sleeping children must be checked often. Babies should not be laid on their stomachs or put to bed with a bottle.

Always support the baby's head and neck with your hand or arm while supporting the rest of the body with your other hand. If a baby is fussy then switch holding positions but always support the head and neck area. Follow all parents' instructions, for example, if baby spits up easily then hold the baby in an upright position and don't use the swings.

If a child cannot be pacified please ask the help desk to page the parent. Do all that you can to minister to the needs of the child prior to paging the parent. The worker should make every effort to engage a crying child in play, rocking, toys, stroller ride, etc. to calm and comfort a child. If a child is inconsolable for 15 minutes of non-stop crying then notify the help desk and they will page parents.

The stroller can be used for children ages 1 to 2 years old who can sit upright safely and use the safety harness at all times. The stroller can be taken outside but should not be taken away from the covered area and kept away from parking lot.

Our greatest need in the nursery is that you give your undivided attention to the children. Please do not confine yourself to rocking chairs. Be with the children. Play with the children. Speak with the children. Sing with the children. Serve the children.

Be sure that all children have clean faces and hands prior to parents picking them up.

## **SNACKS**

In the nursery and crawler/walker room outside food from the child's bag is allowed. No outside food is allowed in the 2-year-old room without the approval of the Nursery Coordinator. Children may bring formula, milk, juice or water to the nursery if it is in a labeled bottle or cup. The teacher should be aware of all allergies the child/children may have and the severity of the reaction if the child comes into contact with outside snacks. If in doubt, always stay safe and keep food out of the room.

Be sure to check the child's nametag for allergies before giving age-appropriate snacks to the child.

## **DIAPERS & RESTROOMS**

Children should be changed as needed and checked for wet or soiled diapers between 15-30 minutes prior to the end of each service. Each child should be in a clean diaper when he or she leaves the nursery. After changing a diaper, wash your hands. Sanitizer is not enough to meet the standard of cleanliness desired. At no time should a male or anyone under 18 change any children. Please place an X with a marker on child's sticker to let parents and other workers know the child has been changed recently.

## **CONDUCT**

Always take measures to never be alone with a child. Always ask another teacher or a parent to stay with you until all children have been picked up by their parents.

If you are waiting more than 20 minutes for a child to be picked up, please notify the help desk about the situation.

## **PAGING SYSTEM**

Each family is assigned a unique number for that day. If a parent/guardian needs to return to the classroom during the service, the identification number will flash on the paging system monitor in the sanctuary or adult classroom.

The device to page parents is located at the upper campus help desk. You may contact the help desk via radio to place a page for parents. If a parent does not return in 10 minutes, please inform the help desk and they will attempt to call the parent.

## **INJURY/ILLNESS**

If a child becomes ill or is injured while you are serving, immediately page the parent out of the service.

If a child is discovered to have head lice, isolate the child from the others and immediately call the nursery coordinator. They will determine whether or not the parent needs to be called out of the service. If head lice are discovered, all parents will be notified and informed how to handle this event.

There is a First-Aid Kit in the far right overhead cabinet by the help desk. Please use this whenever necessary.

If a child gets bumps, bruises, cuts, etc. an accident form must be filled out by whoever witnesses the incident.

For any medical emergencies, alert the help desk and they will follow the appropriate procedures.



# GUIDELINES FOR EARLY CHILDHOOD & ELEMENTARY TEAMS

## **SUBSTITUTION**

If you are unable to fulfill your scheduled service commitment, you should use the CCB group to find a replacement for yourself. Once this has been done, please notify your ministry coordinator about your replacement.

If you are unable to find a replacement, please notify the ministry coordinator or the children's ministry assistant so that we may assist in the process.

## **ARRIVAL TIMES**

All volunteers are expected to arrive 20 minutes prior to the service hour

## **CHECKING IN**

Please check in at the Self-Check-In kiosks before you enter the children's ministry campus.

## **SNACKS**

The Kindred Kids staff provides all snacks. Due to severe food allergies, we do not permit outside snacks or beverages to be brought into the room. If a child has a snack or breakfast, it must be consumed outside of the classroom. For children with severe food allergies, we will permit parents to send a snack with the child to be given during the snack time.

## **RESTROOMS**

Adults are not to enter the restrooms with children who are able to use the restroom facility independently. If adult assistance is required, the door must remain open, and only after the adult has notified another adult that assistance must be provided, may assistance be offered.

Even if one child needs to use the restroom, please take at least two children. Please do not put yourself in a situation where there is only one child and yourself in a restroom. If a child needs to use the restroom while you are in the classroom, the main teacher should remain in the classroom and the adult assistant should take at least two children to the restroom. If there is a male and female assistant in the classroom, the female assistant should be the one taking them.

Take girls to the girl's restroom and boys to the boy's restroom. Do not allow children to loiter in the bathroom. Once they are finished, they should wait outside until the class is finished using the restroom. When a class is using the restrooms, the doors to the restroom should remain open.

## **CONDUCT**

Always take measures to never be alone with a child. Always ask another teacher or a parent to stay with you until all children have been picked up by a parent. If you find yourself alone in a room, please move to the outside of the doorway and allow the child to stay in the room as you supervise them. Stay in open view of others while you are waiting for the child to be picked up by a parent. If you are waiting more than 20 minutes for a child to be picked up, please notify the help desk about the situation.

## **CURRICULUM**

Please use only the approved curriculum during the lessons. All supplemental material should be approved before it is used in the classroom. It is our aim to align curriculum and classes so that all children within ministry departments are learning the same truths from the same passages each week. This enables our teaching ministry to systematically progress through the Scriptures while maintaining a thorough coverage of all things pertaining to life and godliness. (2 Peter 1:3)

## **MEMORY VERSES**

Scripture memory is one of our highest values at Kindred Kids, please help the children in your classroom participate in our Kids Konnection Memory program. It doesn't matter when a child joins us, we'd love to have them jump in and start memorizing. Our memorization program runs from September through May each year.

## **PAGING SYSTEM**

Each family is assigned a unique number for that day. If a parent/guardian needs to return to the classroom during the service, the identification number will flash on the paging system monitor in the sanctuary or adult classroom. The device to page parents is activated by the help desk. You may approach the help desk and ask them to notify a parent and then return to your classroom. If a parent does not return in 10 minutes, please inform the help desk and they will attempt to call the parent.

## **INJURY/ILLNESS**

If a child has minor injuries or has vomited, please use the first aid kit in the resource room. If the injury is severe enough, please page the parent or guardian to come assist the child. After the incident is complete, please fill out an Injury Report (located in the file box in your classroom) and return it to the Help Desk. Note: please do not give the report to the parent, as Kindred Community Church needs to retain it for our records.

There is a First-Aid Kit and AED in the resource room. For any medical emergencies, alert help desk and they will follow appropriate procedures.

# GUIDELINES FOR SECURITY TEAM

## ENTRANCE GATE

### Arrival & Setup

The entrance gate worker needs to be in the children's area twenty minutes to the beginning of each service. Sign-in on the computer as soon as they are up and running. This is our way of keeping attendance of who was there. You may either stick your badge on yourself or use a badge hanger.

Take 2 chairs out of the 3<sup>rd</sup>/4<sup>th</sup>-grade room or the resource room for you and the help desk to sit at during the time of the service. Help the exit person set up the easy-up or open the umbrella.

### Duties

He or she should stand at the entrance gate to be sure that no one gets through the gate earlier than fifteen minutes prior to the first service except the volunteers serving 1<sup>st</sup> service with badges on. Before letting people through the gate be sure that the teachers are in their classrooms.

All people that pass through any of the gates must have a computer issued name tag with that day's date, a Help Desk handwritten name tag or an official Kindred green badge.

Check to make sure each child has a sticker on them (most small children have them on their back and the older ones wear them just about anywhere). One of the parents or person(s) bringing them needs to have a nametag for each child they bring through the gate (both parents may go through the gate with one set of children's tags). We know that sometimes grandparents or visitors come with the family. Be sure that at least one person in the family has the children's tags and try to limit those entering to 4 adults total per family. Please ask them to stay close to the person with the tags.

Make sure that each baby coming through the gate has a sticker. This can be on the stroller or blanket but must be on something of the baby's. If a baby in a stroller does not have a nametag they will be stopped at the exit gate and the person will not be able to take the child through the exit gate. They will be sent back to Help Desk.

No one under junior high age can pick up a child and anyone picking up a child must have the matching name tag(s) for the child or children they are picking up. If there is any question if the child is old enough to pick up other children, just ask them if they are in junior high.

If a person is in a wheelchair or has some disability do not hesitate to let them enter or exit through any of the gates as long as they have a nametag. Gate key is kept in the top of the black box. Please use your own discretion on less obvious situations.

After most people have come through and the church service has started, you still need to stay near the gate to make sure that no unauthorized people pass through the gate or that a child does not try to get through the entrance gate to try to find their parents.

While the service is on please keep your eyes open for the children on the playground. It is always helpful for the teachers to have one more set of eyes on the children. Notify the teacher or helper if you see anything that you believe is unsafe for the child or the children surrounding him or her.

In case of an emergency please refer to the emergency policy.

### **Transition**

Replacements should be in place by fifteen minutes prior to service so that the person being relieved will be able to get a seat in church or get to their Sunday school class.

### **Closing/Tear Down**

When you believe that all children have left the area let the helpdesk know that you are away from the entrance to do a check of the 3, 4-year-old classrooms and the 3<sup>rd</sup>/4<sup>th</sup> and 5<sup>th</sup>/6<sup>th</sup>-grade classrooms, then report to the Help Desk an "All Clear". You are dismissed when all children have left the children's area and the Help Desk gives the final "All Clear".

Please put any computers and chairs in the 3<sup>rd</sup>/4<sup>th</sup>-grade room before you leave and help the exit person clear their area.

### **HELP DESK (Kindred Kids and Little Kids)**

#### **Arrival**

Please be sure to be at the check-in area at twenty minutes prior to the service starting and sign-in on the computer as soon as they are set up. Be sure to either stick your badge on you or use a badge hanger.

All children's security and help desk supplies are kept in computer carts or in the cabinets adjacent to check in. Please take out the black box, the boxes with the kids' registration cards, clipboards, brown envelope for new registration cards and a walkie-talkie. Check to make sure you have extra rolls of printer paper, enough visitor cards and visitor name tags for the day.

## **Duties**

Greet the people coming into the area and help them sign in if they require some assistance. All children and adults that pass through any of the gates must have a computer issued name tag, a Help Desk handwritten name tag or an official Kindred green badge. There are Kids' Visitor green badges in the black box but before handing one of these out make sure that they have an official reason to be back there. i.e. a person having an interview or meeting with the children's pastor. Ask them to return the badge to the exit gate or bring it back to you.

If a regular attendee or member has difficulty signing into the computer to get a name tag for their child:

1. Check to make sure we have a card on file for them. There is a section in the front of the card file for incomplete cards. After a month, they are shredded and then a new one will have to be completed. If they do not have one on file, have them complete one.
2. Make sure that we have the same phone number for them on the card as they are trying to log in with.
3. While you have them there, check to see if we have the correct address and email address for them.
4. If they are not in a classroom group, please apologize and make them a temporary handwritten name tag. Write in the book what grade or classroom they should be in and let the parent know that they will be put in the following week.
5. If they are listed in the wrong classroom or a parent wants them in a different classroom, leave a note in the book saying that they need to be taken out of one group and put into another and why they need to be moved up or down. They will be moved up or down by the following week if approved. The parent will be notified by the children's pastor or by his assistant before the following Sunday if the grade move was not approved. We do not move up children who turn 5 while in the 4-year-old class to the kindergarten class. Grades 4 years - 6<sup>th</sup> grade will be moved up with everyone in June. Newborns through those turning 4 will move up the beginning of the month that they have their birthday.
6. If you are at the Help Desk in the Little Kids' building call-up to the Upper Kids' Help Desk and see if they are able to look it up the card for you. Have the parent come back after the service and check if the information on the card is correct.

You should stay near the help desk in case someone comes late or if someone needs for you to page a parent, or if there is an emergency situation. You are the source for paging a parent. Please see instructions for paging. For the Little Kids' Building, you must walkie-talkie the Upper Help Desk or call the person at the Upper Kids' area Help Desk. There is a roster of all security

phone numbers and a security schedule in your master book in the black box at the Help Desk.

While you are at the help desk, please be another set of eyes for the teachers while the children are on the playground. If you see anything that you think is unsafe, please bring it to the teacher's attention. Security people at the Little Kids' building may be asked to hold a child or step into a classroom. If you are comfortable with this feel free to help them, if not, say I'd prefer not to unless it's an emergency situation.

You are the main informational person and will be asked all kinds of questions. If you do not know the answer, please get the person's phone number and write the question down and someone will get back to them.

You are the main emergency contact. See emergency instructions. If you feel that 911 should be called immediately, do so then follow the rest of the instructions. The church address is 8712 East Santa Ana Canyon Road, Anaheim Hills, CA 92808.

If a parent does not have his/her name tag(s) when it is time to check out, picture identification is required. If it is in the car, ask them to go get it. If the other parent has it, ask them to go get it. After you are satisfied that the person is the person that is to pick up the children, print a new nametag for them to pick up their child. If there is any question in your mind, call the children's pastor. If they do not have access to picture identification, call the children's pastor or a ministry coordinator.

### **Visitors**

A visitor may come with a church greeter wearing a green badge or a visitor may come up without a church greeter. Greet them and ask them to complete a child's visitor card for each child (front and back). Make sure all blanks are completed including what grade or class the child is in. For example: if they are 4 years old have the parent write in 4 years or pre-k. If they are under one, have them put newborn. If they are 1 to 2 years old, have them put crawlers. Filling in this information assures that they will be entered into the system in the correct classroom.

When you receive the card and see that all blanks are completed you then fill out a visitor nametag. Please be sure to put any allergies on the nametag or write no allergies. Also, note on the tag if there are any special instructions.

On the back of the visitor, registration card write the number which is on the child's visitor nametag and which service(s) they are attending. This information is so that their attendance can be recorded.

Ask the parent(s) if they are visiting Kindred just for the day or if they are thinking of making Kindred their home church. If they are thinking of making Kindred their home church but are not sure yet, let them know that we can hold their child's card for up to one month. If they are sure that they will be coming to Kindred on a regular basis, we can enter them into our computer system.

Explain to the parent(s) our emergency number policy. Let them know that their child's number will be displayed in the sanctuary and in the adult classrooms if for any reason we need to get in touch with them. Let them know that the tags are required to pick up their children. Explain to them where the classrooms are and give them one of our Kindred Kids' brochures. There is a map in the notebook showing the locations of all of the classrooms and all classrooms are labeled.

Show them the entrance gate where they are to enter and let them know they will exit the other side of the buildings by the Kindred Kids flag. In the Little Kids Building, they go directly to their classrooms where their teachers will greet them. The teachers will check their nametags when they exit. Direct them that they will be exiting on the other end of the hallway.

If they have an infant, crawler or 2-year-old direct them to the Little Kids Building. There is a church property map at each help desk.

If they have an infant, crawler or 2 years old ask them if they would like a "Nursery Parking Lot Pass" so that they can park in the lot by the Little Kids building.

At the end of 2<sup>nd</sup> service when it seems like all children have left get an "All Clear" from the exit gate volunteer (via walkie-talkie) and the entrance gate volunteer, then give the "All Clear" using the walkie-talkie to the exit gate and informing the entrance gate that it is all clear for the security team to do the end of the day responsibilities.

### **Closing/Tear Down**

Please put away registration card boxes, black box, clipboards, notebook and envelope for visitor cards on the table just inside the computer cart.

## **EXIT GATE**

### **Arrival**

Report to the exit gate twenty minutes prior to the start of service and set up the easy-up or umbrella with the help of the entrance gate person. Get yourself a chair from the resource room and a walkie-talkie which is located on the counter in the 3<sup>rd</sup> /4<sup>th</sup>-grade room.



## **Duties**

It is your responsibility to check all people going out the gate with children. All people that pass through any of the gates must have a computer issued nametag, a Help Desk handwritten name tag or an official Kindred green badge. Parents will be dropping off the children in the classrooms and then leaving through the exit gate.

One of the parents or person(s) bringing them needs to have a name tag for each child they bring through the gate (both parents may go through the gate with one set of children's tags). There is no need to ask for tags if they are leaving the children's area without a child.

If a parent leaves with a baby no matter how young, the child and parent must have tags. The tag may be on the carriage or blanket but there must be a tag for the child near his vicinity. The parent cannot just show 2 tags. If they do not have tags, send them back to the Help Desk.

After most people have come through and the church service has started, you still need to stay near the gate to make sure that no unauthorized people pass through the gate or that a child does not try to get through the exit gate to try to find their parents. Be aware of all activity around you. Be another pair of eyes for the teachers and helpers while the children are outside of their classrooms.

A teacher may tell you that she needs to go into the restroom with a child to help them. In this case, keep your ears open for anything unusual or if they are in there much longer than it would normally take, call into the restroom to make sure all is okay. If you have any doubt in your mind that things are not okay, contact a female teacher and ask them to check on those in the restroom. Call the children's pastor if there is a problem.

When church is completed and the children are being picked up check all names and numbers and dates of tags to be sure the child is going home with the person with the corresponding nametag for that child.

## **Closing/Tear Down**

When you believe that all children have left the area do a check of the worship room, kindergarten room, 1<sup>st</sup>/2<sup>nd</sup> grade and report to the Help Desk an "All Clear". You are dismissed when all children have left the children's area and the Help Desk gives the final "All Clear".

Please put your chair and the checkout flag in the resource room before you leave, the walkie-talkie back in its charger on the counter in the 3<sup>rd</sup>/4<sup>th</sup>-grade room and have the entrance person help you to take down the easy-up or umbrella down.

## **OTHER SECURITY ITEMS**

### **Computer Set-Up/Take Down**

The computers in the Upper Kids' area will be set up by a designated security representative. If the computer freezes or you need to restart them, please see computer directions in the black file box. These directions are also kept in the black box in the help desk area. If the computers will not come up, call Kevin Weimer at (951) 232-3318.

The security team should put the computers away after the final service. The computers in the Little Kids' building will be set-up and taken down by the Little Kids' Nursery Coordinator.

### **Paging System**

Each family is assigned a random number for that day. If a parent/guardian needs to return to the classroom during the service, the identification number will flash on the paging system monitor in the sanctuary or an adult classroom.

If you are asked by a teacher to page a parent ask for the number and the child's name. If the parent does not come to the Help Desk in 10 minutes look up the parent's phone number in the card file and call and text parent. While you are paging the parent be sure to check the notebook to make sure that the child does not belong to a volunteer that is working that day.

Make sure to cancel a page when the parent comes,









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