



CFC Kids

Leader Manual



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WELCOME.....	4
OUR PURPOSE	5
CFC LEADERSHIP HONOR CODE	6
CFC KIDS CONFIDENTIALITY STATEMENT	7
JOINING THE CFC KIDS SERVE TEAM	8
STEPS TO JOIN	8
PLANNING CENTER ONLINE (PCO)	9
SCHEDULING AND AVAILABILITY	10
SUNDAY CFC KIDS SCHEDULE	11
SUNDAY SERVE EXPECTATIONS	12
SPIRITUAL PREPARATION.....	13
SERVING WITH INTENTION	13
CFC KIDS TRAINING	14
CLASSROOM POLICIES AND PROCEDURES	15
RESTROOM AND DIAPER PROCEDURES	17
WELLNESS POLICY	19
SNACK & ALLERGY POLICY.....	20
PAGING PARENT POLICY	21
PAGING PARENT PROCEDURE	22
PHOTO & VIDEO POLICY.....	23
DROP OFF/PICK-UP	24
DROP-OFF (15 MINUTES BEFORE SERVICE)	24
PICK-UP (NO LATER THAN 11:00 AM)	25
NURSERY CARE CARDS	26
NURSERY CARE CARD TEMPLATE	26
SAFE AND APPROPRIATE AFFECTION	27
APPROPRIATE FORMS OF AFFECTION.....	27
INAPPROPRIATE FORMS OF AFFECTION	28

CREATING A STRUCTURED CLASSROOM 29

 CREATE ROUTINE 29

 BE PREPARED 29

 ELIMINATE DISTRACTIONS..... 29

 CLASSROOM ASSISTANTS 29

 ESTABLISH AND REINFORCE RULES 30

 MAINTAIN SELF-CONTROL 30

 WHEN A CHILD IS DISRUPTIVE..... 31

BEHAVIOR & REDIRECTION POLICY 31

EMERGENCY PROCEDURES..... 32

 PHYSICAL ACCIDENT OR INJURY 32

 FIRE SAFETY 33

 TORNADO SAFETY 33

 MISSING OR LOST CHILD..... 33

SUSPECTED CHILD ABUSE OR NEGLECT 34

CLASSROOM ROLES & RESPONSIBILITIES..... 35

 PREPARATION..... 35

 ARRIVAL 35

 CHILD DROP-OFF 35

 DURING CLASS..... 35

 PICK-UP 36

 AFTER CLASS 36

CFC KIDS SERVE TEAM ACKNOWLEDGMENT 37

CONTACT INFORMATION 1

NOTES..... 38

Welcome

Dear Leader,

Welcome to the **CFC Kids Serve Team!** We're so thankful you've chosen to be part of this vital ministry. At Christ Family Church, we exist to help people **Follow God, Grow Together, and Serve Others**—and that's exactly what you're doing as you step into this role.

Each Sunday, we create a fun, energetic, and faith-filled environment for children from six weeks through fifth grade. Through worship, games, Bible stories, and small groups, kids experience God's love in a way that is engaging and meaningful for their age. While their parents are in the main service, our kids are learning the life-changing truth of the Gospel in a way designed specifically for them.

Your time, your gifts, and your heart matter. You're helping shape a generation to know and love Jesus, and we couldn't be more excited to serve alongside you.

Thank you for being part of the team,
CFC Kids Serve Team

Our Purpose

CFC Kids is a place where children from 6-weeks old through 5th-grade can discover and develop a passion for God through worship, Bible teaching, small groups, and a variety of fun, engaging activities.

Our mission is to help each child **Follow God, Grow Together**, and **Serve Others** in age-appropriate, meaningful ways. Children are taught God's Word and encouraged to grow in their relationship with Him—while having a great time!

As a member of the CFC Kids Serve Team, you have one of the best jobs in the church: showing kids the love of God and creating a safe, welcoming atmosphere where learning is fun and faith comes alive.

Our core values in CFC Kids are simple and powerful: **Love God. Love People. Do Your Best. Have Fun.**

CFC Leadership Honor Code

As members of the Christ Family Church leadership team, we carry both the honor and responsibility of modeling mature Christian character. The way we live matters. People often form their perception of God based on what they see in us. Our lives should represent Christ and reflect the qualities of a mature believer whose life produces the fruit of the Spirit.

This includes our behavior and appearance, how we speak and act, and how we carry ourselves—both inside and outside the church. We commit to presenting ourselves with humility and integrity, striving to have the same attitude as Christ—one of humility, unity, and selfless service.

CFC leaders are encouraged to maintain a lifestyle of personal Bible reading, prayer, and fellowship with other believers, which equips us to pour into the lives of others. These practices are more than expectations, and this is more than a code of conduct. It's a way of life that flows from our love for God and our love for people.

CFC Kids Confidentiality Statement

As a member of the Christ Family Church Kids Serve Team, I understand that I may come into contact with personal or sensitive information regarding children and their families. This may include matters related to a child's health, behavior, developmental needs, or family circumstances.

Out of respect for the privacy and dignity of every child and parent, I agree to keep such information confidential and to share it only with Christ Family Church staff or leadership when there is a clear ministry need to know. I understand that discussing sensitive details casually or with those not directly involved can damage trust and cause unnecessary harm, even when well-intended.

I commit to using discretion in conversations with both team members and parents, being mindful of the timing, tone, location, and who may be listening. If a parent expresses comfort in discussing their child's needs or family situation, I may continue the conversation in good faith, always using wisdom, discretion, and sensitivity. I agree to honor this confidentiality commitment during my time on the CFC Kids Serve Team and afterward, in order to help build a culture of safety, trust, and respect for the families we serve.

Joining the CFC Kids Serve Team

Joining the CFC Kids Serve Team is a meaningful way to invest in the next generation while growing in your own walk with God. Everyone who serves in CFC Kids is part of a committed team of leaders who love God, love people, and lead with purpose. Before stepping into a classroom, each team member will have:

Steps to Join

- Become a member of Christ Family Church
- Completed Starting Point
- Agreed to the CFC Leadership Honor Code
- Read the CFC Kids Handbook
- Signed all policy and acknowledgment forms
- Completed a Background Check Consent Form (if 18 or older)
- Be in 6th grade or older
- Completed CFC Kids Serve Team training

Once these steps are completed, you'll begin serving, including participating in Pre-Service Huddles each time you serve.

From time to time, we'll gather the entire CFC Kids Serve Team to share updates, celebrate wins, and grow together. These team meetings are a great opportunity for encouragement, fellowship, and unity—we strongly encourage you to attend!

Planning Center Online (PCO)

Planning Center Online (PCO) is our scheduling tool for coordinating serve teams each Sunday. It helps ensure all classrooms are fully staffed and prepared for a safe, meaningful experience for both kids and leaders.

New team members will receive a Welcome email with simple instructions. We also recommend downloading the Planning Center Services App and enabling notifications, so you never miss a request.

When your Team Leader schedules you, you'll receive a request via email, text, or app notification. You can Accept or Decline directly from the app or by logging into planningcenteronline.com.

Timely responses help us create the best possible experience for kids and families. When you reply promptly to scheduling requests or messages from your CFC Kids Coordinator, it allows us to plan ahead and support each other well. Even if you're unavailable, a quick response helps everything run smoothly and shows we can count on one another as a team.

Scheduling and Availability

Clear communication about your availability helps us plan effectively and ensure every class is fully supported.

Block-Out Dates

Use the PCO Calendar to block out any Sundays you'll be unavailable. This helps your coordinator plan ahead and keep classrooms fully staffed.

Schedule Changes

Contact your CFC Kids Team Coordinator as soon as possible if you are unable to serve. Early notice makes it easier to adjust the schedule and ensure every classroom is covered.

Sunday CFC Kids Schedule

Pre-Service

- 9:00 AM – Pre-Service Huddle (All Serve Team)
- 9:10 AM – CFC Kids Huddle (Kid's Team)
- 9:15 AM – Classroom Arrival & Child Drop-Off
- Be in your classroom and ready to welcome children by 9:15 AM.

During Service

- 9:30 AM – Service Begins

Post-Service

- Around 10:40 AM – Student Pickup
- Remain in your classroom until all children have been picked up and the room has been cleaned and reset.

Sunday Serve Expectations

Arrival and Check-In

When you arrive to serve, check in at the Connect Center using the designated iPad (this is different from the iPads used for Kids Check-In). Print your name tag and wear it where it's clearly visible. This helps our Check-In and Security Teams and allows families and teammates to easily identify who's serving.

Pre-Service Connection

Before Huddle, you're welcome to grab a drink or snack and connect with others in the CFC Café or Serve Team Room (next to the church offices).

Pre-Service Huddle

Everyone serving on a Sunday Serve Team is asked to attend the Pre-Service Huddle, which begins 30 minutes before service—first in the Sanctuary, then in the CFC Kids area. This is a vital time for prayer, encouragement, and reviewing assignments before the children arrive.

Spiritual Preparation

What happens in the classroom should be the overflow of your walk with God throughout the week. Stay spiritually filled so you can serve kids and families with joy and purpose.

- Spend regular time in worship, prayer, and Bible reading
- Ask God to prepare your heart and use you each week

Serving with Intention

Attire and Appearance

Wear your CFC Kids T-shirt while serving. Clothing should be modest, comfortable, and appropriate for sitting on the floor or moving around. Avoid anything tight, short, low-cut, or distracting.

In Crawler and Walker rooms, please wear blue shoe covers or remove your shoes and wear socks during service. This helps keep the floors clean for the little ones who spend time crawling and playing on the floor.

Drinks

Drinks are allowed in the classroom must be placed safely out of reach of children. Please avoid carrying drinks while interacting with kids so your hands and attention can remain fully focused on serving.

Focus on Serving Others

Be intentional about connecting with the kids in your care. Build relationships and help create a warm, welcoming environment. Limit personal conversations during service to keep your focus on the children.

Cell Phones

Avoid using cell phones, iPads, or similar devices during class time.

CFC Kids Training

Before serving in a classroom, every new team member will complete a training process designed to help you feel confident and prepared. You'll meet with a trainer and shadow a Teacher/Helper while reviewing important areas of the handbook.

Classroom Policies and Procedures

To ensure the safety and accountability of both children and leaders, the following policies must always be observed.

Alone Policy

- Every classroom must have at least two people present, either two adults or one adult and one approved helper.
- If you ever find yourself alone in a room, notify a CFC Kids staff member immediately so another team member can be provided.

Cleanliness Policy

Keeping the classroom clean during service reduces distractions and helps maintain a healthy, welcoming environment:

- Vacuum up any snacks that fall on the floor right away.
- Keep personal items like shoes, sippy cups, and pacifiers out of reach of other children.
- If a child puts a toy in their mouth or drops it on the floor, either wipe it down right away or set it aside to be cleaned.

After Service Clean-Up

Each classroom has its own clean-up checklist posted inside the room. At the end of service, please follow that checklist to reset the space. This includes wiping down toys and surfaces, putting away materials, and removing trash.

Please wait until all children have been picked up before using any chemical-based cleaners to avoid triggering allergies or sensitivities.

Electronics Policy

To minimize distractions and maintain focus in the classroom:

- Avoid using personal devices such as phones, tablets, or smartwatches while serving.
- Use only designated classroom equipment for media, music, or communication.
- If you need to respond to an urgent call or message, please step out of the classroom and let another team member know.

Restroom and Diaper Procedures

These policies are designed to protect the safety, dignity, and well-being of every child, while also supporting our Serve Team members with clear, respectful procedures.

Diaper Policy

Diaper changing procedures, posted at each changing station:

- Only adult team members may change diapers or pull-ups
- Change as needed before pickup
- Wear disposable gloves
- Throw used diapers and wipes in designated bins
- Wash hands after diaper change
- Disinfect changing surface after each use
- Return all personal items to child's diaper bag
- Let parents know if a diaper was changed

Restroom Policy

- Children will use the CFC Kids Hall bathrooms.
- A classroom adult or helper must remain at the classroom doorway and watch until the child returns.
- No adult or helper should ever be alone in the restroom with a child behind a closed door.

Restroom Assistance Procedure

If an accident, illness, or special need occurs, a child may need help in the restroom. In those cases, please follow these guidelines to ensure the safety of both the child and the Serve Team member.

- Always have a second adult or approved helper present when assisting in the restroom.
- Keep the restroom door slightly open—open enough to ensure accountability but positioned to protect the child’s privacy from the hallway.
- If assisting a child would prevent you from safely supervising the rest of the class or would compromise another safety policy, inform a CFC Kids staff member who can assist or contact the parent if needed.

Wellness Policy

To maintain a safe and healthy environment for all children and Serve Team members, anyone showing any of the following symptoms should not attend CFC Kids:

- Fever of 100°F or higher
- Diarrhea or vomiting (regardless of cause)
- Cold symptoms (from onset through one full week)
- Sore throat, persistent cough, or croup
- Colored mucus from nose or eyes
- Unexplained rashes
- Skin infections (boils, ringworm, impetigo, or open sores that leak)
- Pinkeye or any contagious eye infection
- Signs of communicable diseases (e.g., Scarlet Fever, Measles, Mumps, Chicken Pox, Whooping Cough)
- Head lice, including visible eggs or nits

If a child appears sick during class, alert a CFC Staff Member right away. The staff will evaluate and contact the family if needed.

All children and Serve Teamers must be symptom-free, without medication, for at least 24 hours.

If a contagious illness is confirmed in a classroom, affected families and team members will be notified.

Snack & Allergy Policy

To protect every child in our care, CFC Kids is a nut-free environment and follows strict snack procedures to avoid allergy-related incidents.

CFC Kids Snack Guidelines

To help keep all children safe, especially those with allergies, please follow these snack guidelines:

- Serve only snacks provided by CFC or ones that have been pre-approved.
- Avoid serving any type of nuts, peanut butter, or products containing nuts.
- Always check children's name tags for allergy alerts before serving snacks.
- Let parents know what snack will be served by posting a sign or sharing verbally during drop-off.

Infant & Nursery Guidelines

- Feed bottles provided by the child's parents.
- Offer snacks or small foods like puffs only if they've been approved by parents.

Paging Parent Policy

This process is for paging a parent or guardian when a child needs to be picked up during service due to illness, behavior concerns, or distress.

When to Page a Parent

Parents should be paged only when necessary, and only by the CFC Kids coordinator or approved staff. Common reasons include:

- Illness or Signs of Sickness (e.g., fever, vomiting, diarrhea, rash, or excessive coughing)
- Inconsolable Crying (lasting more than 10 minutes after comfort attempts)
- Behavioral Concerns (persistent disruption, physical aggression, or unsafe behavior)
- Accident or Injury (especially if bleeding, bruising, or needing further medical attention)
- Parent-Specific Instructions (e.g., allergies, special needs, etc)

Paging Parent Procedure

- Notify a CFC Kids Staff Member
 - Explain the situation.
- Attempt Comfort (If Applicable)
 - Try rocking, reading, distraction, etc.
 - Another team member may be asked to step into the hallway to help comfort the child in a calming environment.
- Initiate the Page
 - CFC Kids staff member will page parent if necessary.
 - A CFC Kids or CFC Security team member may be sent to locate the parent discreetly.
- Wait for Parent Arrival
 - Keep the child safe, comforted, and supervised until the parent arrives.
 - Never leave a child unattended.
- Communicate with the Parent
 - Calmly and kindly explain what happened.
 - Reassure them that their child is okay and that we're here to help.
 - Allow the parent to decide whether to return to service or take their child with them, unless a CFC Kids team member feels it is in the best interest of the child to remain with their parent.

Photo & Video Policy

To protect kids' privacy, all photography and video in CFC Kids spaces is handled by our approved media team.

- Designated photographers or videographers may take photos during services or special events
- Parents indicate photo permissions during registration, and those preferences are honored
- Children without media consent are excluded from photos during or after editing
- Only the CFC social media team posts approved content online
- Please avoid taking personal photos or videos unless requested by a CFC Kids staff member

Drop Off/Pick-Up

Drop-Off (15 Minutes Before Service)

Parents check in their children at the CFC Kids Kiosk outside the Kids Hall and receive a name tag with classroom information and a matching parent security ticket for pickup.

- Greet each family warmly at the classroom door
- Take mental note of each child's and parent's name
- Check the child's tag for the correct room
- Check the child's tag for allergy information
- Collect any needed items such as bottles, cups, or diapers
- Only background checked and scheduled CFC Kids team members should be in classrooms
- Parents may observe through the lobby security monitors
- Parents should not enter classrooms unless pre-approved



Dymo Printer Labels

Brother Printer Labels

Pick-Up (No Later Than 11:00 AM)

A matching security sticker is required in order to pick up a child.

- Verify the security sticker code matches the child's name tag.
- Remove the child's name tag before they leave the classroom.
- Elementary classrooms: parents may enter the room to pick up their child, then exit.
- Other classrooms: parents pick up at the door.
- If a parent has lost their sticker, send them to the Connect Center for photo ID verification and a reprint.

Nursery Care Cards

In our infant rooms, we use Nursery Care Cards to help provide the best possible care for each baby. These cards can be filled out by the parent at drop-off or by a Serve Team member during check-in. They give our team important information about the child's feeding schedule, comfort preferences, and how to contact parents if needed.

This information may also be shared verbally. Please ask parents if there are any specific care needs and let them know about any care their child received during service, such as feeding, diaper changes, naps, or other important details.

Nursery Care Card Template

Child: _____

PARENTS: PLEASE COMPLETE

Needs to be fed at:

Bottle warmed: ☐ Yes ☐ No

If your child becomes inconsolable during service, do you wish to be paged?

☐ Yes ☐ No

If yes, after how many minutes? _____

TO BE COMPLETED BY NURSERY TEAM

Diaper changed? ☐ Yes ☐ No

Fed at: _____

Special notes: _____

Safe and Appropriate Affection

Clear boundaries around physical affection are essential to maintaining a safe and respectful environment. At Christ Family Church, we are committed to creating a positive, nurturing space that protects children from harm and Serve Team members from misunderstandings. All CFC Kids Serve Team members and staff are expected to follow these guidelines at all times when working with children.

Appropriate Forms of Affection

Here are examples of appropriate ways to show affection within CFC Kids:

- Brief hugs
- Pats on the shoulder or back
- Handshakes and high-fives
- Verbal praise and encouragement
- Arms around shoulders
- Holding hands with small children while walking
- Sitting beside a small child
- Kneeling or bending down for hugs with small children
- Holding hands during prayer
- Light pats on the head

Inappropriate Forms of Affection

Here are examples of inappropriate affection:

- Inappropriate or lengthy embraces
- Kissing
- Holding children over Pre-School age on the lap
- Touching knees or legs
- Wrestling
- Piggyback rides
- Tickling
- Massaging
- Any form of unwanted affection
- Comments or compliments (spoken, written, or electronic) that relate to physique or body development.
- Spending time alone with children, other than your own, outside CFC Kids

Creating a Structured Classroom

Create Routine

Children thrive when they know what to expect. Establish a simple, consistent classroom routine so they feel secure and engaged, knowing what's coming next.

Be Prepared

Review your lesson, gathering materials, and being ready before class. Preparation sets the tone and helps kids stay engaged.

Eliminate Distractions

To create the best possible environment for kids to learn and grow, please avoid unnecessary distractions:

- Only scheduled Serve Team members should be in the classroom.
- Do not use cell phones or personal electronic devices during class.

Classroom Assistants

- Be proactive and engaged—avoid passive observation.
- Support the teacher by managing classroom behavior and transitions.
- Do not use electronics or bring food into the classroom.

Establish and Reinforce Rules

Set clear expectations at the beginning of class and state them in a positive way. Here are sample classroom rules you can use:

- Raise your hand for permission to speak.
- Keep your hands and feet to yourself.
- Save running for outside.
- Be kind with your words and actions.
- Come ready to listen, learn, and have fun!

Remain consistent in enforcing these rules throughout class time.

Maintain Self-Control

Never threaten a child or lose your temper. Always model self-control. If you begin to feel overwhelmed, calmly step away and contact your CFC Kids Director for assistance. It's okay to ask for help.

When a Child is Disruptive

Try these steps to redirect a disruptive child before the behavior escalates:

- Restate the rules to the entire class.
- Make eye contact with the child.
- Gently show you care and are aware.
- Redirect their behavior in a positive way.
- Change the activity if needed. Boredom can often lead to restlessness.
- Allow child to move to a different spot in the room if it helps them focus.

Behavior & Redirection Policy

Our goal in CFC Kids is to create a safe, loving, and engaging environment for every child. Occasionally, a child may have a hard time adjusting or following directions. In those moments, we focus on redirection and positive guidance.

- Gently redirect behavior using clear expectations and calm words
- Avoid physical correction, raised voices, threats, or shame
- Avoid isolating a child or using timeouts.
- If behavior becomes unsafe or repeatedly disruptive, notify a CFC Kids staff member so they can support or connect with the parent as needed

Emergency Procedures

The following protocols outline how to respond in specific situations

Physical Accident or Injury

If a child is hurt during class, follow these steps:

Minor Injury

- Use the classroom's basic first aid kit for minor injuries (like scrapes or small cuts).
- Wear disposable gloves.
- Clean the area with soap and water.
- Properly dispose of used gloves and materials.
- Wash your hands thoroughly.

Serious Injury

- Notify a CFC Kids staff or security member immediately.
- The Security or Connect Center Team will contact the on-site First Responder to administer first aid.
- Complete an Accident Report Form for any injury involving blood or a head impact.

Fire Safety

If the fire alarm sounds:

- Calmly line up children at the classroom exit.
- Evacuate the building using the designated fire exit and proceed to the designated safe area.
- Check restrooms and any adjoining spaces to ensure all children are accounted for.
- Once outside, follow normal tag check-out procedures to release children to parents.

Tornado Safety

In case of a tornado warning being issued:

- Escort all children to the designated shelter area.
- Everyone should kneel with hands over their heads.
- Wait for the all-clear before resuming normal activities or check-out procedures.

Missing or Lost Child

If a child is missing or not in their designated classroom, immediately notify the CFC Security Team. They will perform a full site search. Parents will be notified if necessary.

Suspected Child Abuse or Neglect

At CFC Kids, we are committed to protecting every child in our care. As someone called to support and serve children, you are in a unique position to recognize when something may be wrong.

If you observe any behavior, physical signs, or emotional indicators that suggest a child may be experiencing abuse or neglect, whether physical, emotional, or sexual, you must report it to a CFC staff member immediately.

Likewise, if you have reasonable cause to believe that any person interacting with children during CFC Kids may pose a risk, whether through inappropriate behavior, unsafe boundaries, or impure motives, it is your responsibility to notify a staff member right away.

You are not being asked to investigate or confirm abuse. Simply report what you see or sense so that it can be handled with care and in accordance with our policies and procedures and state law. Your voice could make all the difference in a child's safety.

Classroom Roles & Responsibilities

Preparation

- Use Planning Center Online to accept or decline when scheduled to serve.
- If declining after Wednesday, please also notify your team leader that you are unable to serve.
- Elementary teachers review materials in Planning Center before Sunday service.
- Pray for your class, co-leaders, and yourself.

Arrival

- Check-in and print your name tag at the Connect Center in the lobby.
- Attend Pre-Service Huddle in sanctuary (9:00am).
- Attend CFC Kids Huddle (after Pre-Service Huddle) in CFC Kids Hallway.
- Be in your classroom and ready to serve by 9:15am.
- Ensure music & video is working and classroom is ready.
- Create a welcoming environment for arriving families.

Child Drop-Off

- Greet families warmly.
- Verify nametags and check for correct rooms.
- Ensure only background-checked team members are in the classroom.

During Class

- Stay engaged with kids during class.

- Keep class flowing with minimal downtime.
- Participate in worship and activities.
- Use classroom schedule provided by Coordinators.
- Begin preparing take-home items toward the end of class.

Pick-Up

- Match parent security tickets with child's nametag. A child may not be released without a security ticket.
- Lost Security Ticket - Parents should go to the Connect Center and receive a replacement security ticket.
- Remove name tags as children exit. This identifies that they have been officially checked out of class.

After Class

- Complete the clean-up checklist.
- Wipe down surfaces and toys (chemical cleaners only after kids exit).
- Empty vacuum, replace trash bags, and drop off laundry if applicable.
- Place trash bag in hallway for pickup.
- Note supply needs or concerns on the classroom list.

CFC Kids Serve Team Acknowledgment

I have read the CFC Kids Serve Team Handbook and understand the heart, vision, and expectations of this ministry. I commit to serving faithfully and joyfully, representing Christ Family Church and the love of Jesus to every child and family in my care.

Please initial below to confirm you have read and agree to the following:

_____ I have read and agree to uphold the CFC Leadership Honor Code

_____ I have read and agree to uphold the CFC Kids Confidentiality Agreement

Print Name _____

Signature _____

Date _____

Notes

Notes

Notes
