



# **VOLUNTEER HANDBOOK**

for Nursery, Pre-K, & Elementary  
(K-5th Grade)

## Our Mission Statement:

Kids Quest's mission is to help kids become wholehearted followers of Jesus and share God's love with the world.

## Kids Quest Volunteer Vision:

Our vision is to build a team of volunteers that can lead, minister and facilitate an excellent experience for each kid to take the next step in their relationship with Jesus.

## Kids Quest Core Values:

- Children are a gift from God. (Psalm 127:3-5)
- Ministry to children is a blessing and of the same value as ministry to everyone else. (Matthew 19:13-15)
- Children from an early age can understand deep biblical truths. (2 Timothy 3:15, Psalm 78:1-8)
- We seek to intentionally minister to children's spiritual needs and guide them to encounter Jesus Christ. (Matthew 19: 13-15)
- Parents have the primary responsibility for teaching God's truth to their children. (Deuteronomy 6:7) - Kids Quest will corporately assist parents in spiritually mentoring children.

## Pre-Kindergarten and Elementary:

### Before the kids arrive:

- Please read the small group lesson before you arrive on Sunday morning. You will receive this via email.
- Please be in the large group area, ready to go, 30 minutes before the service start time. This gives the large group leader plenty of time to go over daily details/updates, and allows parents enough time to drop their child(ren) off 15 minutes early.

### When the kids arrive:

- Say hello to the child
- Talk with the child about their week, share stories, pray together, etc.
- Help the child find an activity and play with them. There are games, coloring pages and books on the stage.

### Check-In:

- Parents will check in their kid at the iPad check-in center.
- Each child will receive a sticker with their food allergens (if any) and a code. Parents will receive a sticker with a matching code, to be scanned at check-out.
- New students need to have a registration form filled out by their parents (available at the check-in center). All information needs to be filled out. Greeters should make sure the Director of Student Ministries receives these slips.

### During the Service:

- Elementary (1st - 5th grade) students will start in the large group area. Pre-school and kindergarten students will start in their classrooms where they will have their lesson and activities then walk to the large group area 40 minutes after the start of service for their large group time.
- When the large group leader plays the countdown video, help children clean up their games and find a seat.
- Lead the kids in singing and dancing during the worship time. Kids will mimic how you worship. Be energetic and have fun! They learn how to worship God from you!
- When large group is done, lead your class to the small group classrooms and lead the activities and lessons that are prepared for you in your small group bin (located in each classroom).

### At the end of the service:

- For Elementary (1st-5th) in the last 5-10 minutes of classroom time, lead the class in a clean-up and move your group to the Fellowship Hall.
- Preschool and Kindergarten will move to their tables in the Fellowship Hall in the last 10 minutes of large group time where they will color at their tables.
- Seat your class at a table. You can pass out the coloring/activity pages from your classroom bin along with markers so children can color. There are also games from the Kids Quest stage that you may take to your table for kids to play. Please make sure kids stay in their seat; do not let them run around the Fellowship Hall.

**If you need to get a hold of a parent to come check on their child, find or text the Director of Student Ministries or the Large Group Leader.  
(Alicia's Cell is: 217-273-4831)**

### Nursery:

#### Before the kids arrive:

- Please be in the room, ready to go 30 minutes before the service start time. This gives parents enough time to drop their child off and get to the service on time.

#### When the kids arrive:

- Say hello to the parent and child.
- Ask if there are any special instructions for their child.
- Remind them that you will find someone to contact them if their child needs them.
- **Please keep the door closed at all times.**

#### During the service:

- Play with the babies and help them feel more comfortable. You can read to them, play with them, rock them and hold them.
- If a child is unsettled, try the following:
  - Distract them with a toy/book
  - Rock them in a rocking chair
  - Check to see if they need changed

#### At the end of the service:

- Tell each parent something positive about their child from the time they were with you!
- Let parents know of any feedings and/or changings that took place.
- Clean up the nursery area. Toys and bottles need to be thoroughly sanitized before being returned to shelves. Take out all trash.

**If you need to get a hold of a parent to come check on their child, find or text the Director of Student Ministries or the Large Group Leader.  
(Alicia's Cell is: 217-273-4831)**

## Qualities of a Kids Quest Volunteer:

- Friendly to kids and their families, as well as other staff
- Eager to help parents of young children appreciate the children's ministry mission
- Interested in evangelism and aware of how the ministry supports this mission
- Well-organized and well-prepared for the lesson each week
- Aware of safety concerns and procedures
- Motivates other volunteers to know they are a powerful instrument in helping to shape the kids' first impressions of Jesus
- Appreciate the need of children to learn about Jesus at their own level and pace

**Every Kids Quest volunteer will have a background check through the church's system.**

## Frequently Asked Questions:

- **Where do I get a shirt?**
  - There are several shirts in stock or some may need to be ordered depending on size and color. Contact Alicia Dickerson if you need a t-shirt.
- **Do I have to wear a t-shirt?**
  - We strongly encourage you to wear your Kids Quest T-shirt when you volunteer. It helps kids and parents easily identify who the volunteers are.
- **Do I have to wear a nametag?**
  - Yes. Your name tag identifies you as someone who has completed our screening process. It also helps parents put a name to a face as they leave their child with you. You may print off a name tag at the check-in station by typing in your phone number.
- **What do I do if I can't come?**
  - If you know in advance that you are going to be away, please try to switch with someone who also volunteers in your room. You can see the 3 month schedule on the Quest website under "Kids Quest - Volunteers". The schedule is on Google Sheets. For contact info. check the Kids Quest Volunteer directory. If you are in need of a directory, contact Alicia at [alicia@questwired.com](mailto:alicia@questwired.com). If something unexpected comes up on the day you are supposed to volunteer, email or text Alicia ASAP.
- **How do I know what lesson to teach?**
  - There is an email sent out to all of the volunteers for that week with the lesson plans, Bible story cards, games, etc. Everything you need to know for that Sunday will be in the email. Please look over the materials to come prepared for Sunday.

## Appropriate Touch:

**Love and caring can be expressed in the following appropriate ways:**

- Bending down to the child's eye level and speaking kindly; listening to him or her carefully
- Taking a child's hand and leading him or her to an activity
- Putting an arm around the shoulder of a child who needs quieting or comforting
- Taking both of the child's hands as you say, "You did such a good job!" (or "I'm so glad to see you. We've missed you!" etc.)
- Patting a child on the head, hand, shoulder or back to affirm him or her
- Holding a child by the shoulders or hand to keep his or her attention while you redirect the child's behavior
- Gently holding a child's chin to help him or her focus on what you are saying (important for children with attention deficit disorder)
- Holding a preschool child who is crying

## Inappropriate Touch:

### **You must avoid:**

- Kissing a child, coaxing a child to kiss you, extended hugging and tickling
- Touching a child in any area that would be covered by a bathing suit (if a younger child needs assistance using the restroom, make sure the restroom door is ajar and, if possible, ask another adult to assist you. Do not close the door with you and the child.)
- Carrying older children or having them sit on your lap
- Being alone with a child in a room with the door closed
- Prolonged physical contact
- Piggyback rides
- Seductiveness or suggestive contact
- Any physical contact of any kind that is done for the pleasure or satisfaction of care providers
- Any touching used to express power or control over a child

**Every child in Kids Quest needs to feel safe. These are all very serious issues.**

**If you see any inappropriateness going on, contact the Director of Student Ministries or any of the Quest Staff immediately.**

## Symptoms of Abuse:

Volunteers should be aware of the physical signs of abuse. The following characteristics may be indicators of abuse, although they are not necessarily proof. One sign alone does not constitute abuse and may simply be indicative of other issues. Watch for patterns or a combination of these warning signs.

### Possible Signs of Physical Abuse:

- Hostile and aggressive behavior toward others
- Fearfulness of parents and/or other adults
- Destructive behavior toward self, others and/or property
- Inexplicable fractures or bruises inappropriate for child's developmental stage
- Burns, facial injuries, pattern of repetitious bruises

### Possible Signs of Sexual Abuse:

- Unusually advanced sexual knowledge and/or behavior for the child's age and developmental stage
- Depression - cries for no apparent reason
- Promiscuous behavior
- Runs away from home and refuses to return
- Difficulty walking or sitting
- Bruising or bleeding in vaginal or anal areas
- Exhibits frequent headaches, stomach aches, extreme fatigue
- Sexually transmitted diseases

**If you suspect abuse, complete a Suspected Abuse Report Form and bring to the Director of Student Ministries immediately. Report forms can be found in each classroom.**

### **Possible Signs of Emotional Abuse:**

- Exhibits severe depression and/or withdrawal
- Exhibits severe lack of self-esteem
- Failure to thrive
- Threatens or attempts suicide
- Speech and/or eating disorders
- Goes to extremes to seek adult approval
- Extreme passive/aggressive behavior patterns

### **Possible Signs of Neglect:**

- Failure to thrive
- Pattern of inappropriate dress for climate
- Begs or steals food; chronic hunger
- Depression
- Untreated medical conditions
- Poor hygiene

### **Possible Signs of Abuse in Church Settings:**

- Unusual nervousness or anxiety about being left in a church class
- Reluctance to participate in church activities that were previously enthusiastically approached
- Comments such as, “I don’t want to be alone with...” in reference to a child care worker or teacher
- Nightmares including a child care worker or teacher as a frightening character
- Unexplained hostility toward a child care worker or teacher

### **Health and Wellness Policy:**

- The Director of Student Ministries will have a list of volunteers who are certified and trained in First Aid. If you are trained in this area, please notify the Director of Student Ministries
- Children having severe allergies will have the information brought to the attention of the Director of Student Ministries and will be indicated on their printed name tag
- Nursery and Cruisers’ toys are cleaned weekly and deep cleaned monthly

### **Illness:**

- A child who is ill and could therefore expose others to illness is not to be permitted in the nursery or classroom.
- Factors and symptoms to consider are:
  - Fever, coughing, sneezing, runny nose and eyes,
  - Vomiting, diarrhea, inflamed mouth and throat
  - Children with a known communicable disease
- If a child is sick, bring them to the Director of Student Ministries, who will then take the child to their parent.

### **Medications:**

- Volunteers are not to give or apply any medications. Parents are to be contacted and should administer all medications.
- Medication is not to be left in a classroom. When a child brings medication, find the parent to hold onto the medication.
- In the extreme case where Epi-pens and inhalers are needed for allergies or asthma, written instructions are to be provided by the parent or guardian to the volunteer. Requests should be written, signed, dated

- Requests to administer medication should be written, signed, dated and filed permanently.
- Topical medications for diaper changing purposes are to be used only when instructed and provided by the parent or guardian.

### **First Aid:**

- A first aid kit will be kept in each classroom.

### **Incident Reports:**

- Incident report forms are to be completed for any incident that cannot be handled with a bandaid. These reports are located in each classroom.
- Incident reports are to be given to the Director of Student Ministries, who will notify the parent of any injuries.

### **Discipline Procedures:**

**Here are a few ways to help avoid behavioral challenges in children while they are in your class:**

- Be well prepared. Know your material before you arrive so that you can keep the kids engaged while they are with you
- Set boundaries. Children should know the rules and expectations while in your room. During small group time the 3 basic rules located in each classroom should be reviewed on a weekly basis
- If a child is having a difficult time remembering and obeying the rules, gently remind them of appropriate behavior
- Be sure to compliment the child when they are following the rules and listening well
- If children are causing a disruption:
- Gently, but firmly, ask them to stop the disruptive behavior
- If the child continues the inappropriate behavior, give them a warning that this is the last time you will speak to them before you will get the Director of Student Ministries to speak with them.
- If the behavior continues, contact the Director of Student Ministries to come have a chat with them. The DSM will then determine the next steps accordingly.

### **Try this!**

1. Make an effort to deal with the problems individually
2. Explain to the child why the behavior is unacceptable
3. Redirect the child to positive action
4. Explain the consequences of unacceptable behavior by defining the correct way to behave as well as the result of the wrong behavior. (Consequences include: Talking with the Director of Student Ministries and sitting upstairs with their parent, which means missing out on Kids Quest activities.)
5. Offer choices that are acceptable to both you and the child

### **Emergency Action Plans:**

**These emergency plans are located in each classroom near the exit**

#### **In case of emergency and fire evacuation:**

- Fire extinguishers are located throughout the building (Extinguishers are located in the church office, near the downstairs restrooms, in the boiler room, in the Fellowship Hall, in the green room behind the sanctuary and near the balcony stairs)
- Small Fires can be put out with a fire extinguisher

### **Evacuation of Building:**

1. Take attendance sheet and form line by the door. Count heads to make sure everyone is there.
2. Locate the nearest exit on the map.
3. Lead kids out the exit to the grass area next to the garage.
4. Keep kids with you until parents pick them up. Do not allow them to leave with or to go find siblings.
5. Have parents initial the attendance sheet next to their child's name.

### **In case of tornado:**

1. Take attendance sheet and form a line by the door. Count heads to make sure everyone is there
2. Sit in the hallway facing the wall with heads down and arms covering their heads
3. Wait in hallway until parents come to get their child. Do not allow children to leave with or to go find siblings
4. Have parents initial the attendance sheet next to their child's name.

### **In Case of Intruder:**

1. Shut and lock doors. Turn off lights.
2. Ask children to quietly form a group in a corner of the room. Stay quiet.
3. Push heavy table/desk against door.
4. Take attendance sheet and count heads to make sure everyone is there.
5. Call or text one of the staff members to see when everything is clear (contacts are listed with the Emergency Action Plan in each classroom).
6. Wait until parents come to pick up children. Sign them out when picked up. Do not allow children to leave with or to go find siblings.
7. Have parents initial the attendance sheet next to their child's name.

### **Contact Information:**

#### **Director of Student Ministries:**

Alicia Dickerson  
(217)273-4831  
alicia@questwired.com

#### **Quest Church:**

2004 Philo Road  
Urbana, IL 61802  
(217)-328-1445  
office@questwired.com