

PUGET SOUND FOURSQUARE



PUGET SOUND FOURSQUARE KIDS
VOLUNTEER HANDBOOK

Puget Sound Foursquare
4020 S 56th St Tacoma WA 98409

I am so excited you're on our team! Please don't tell anyone else here at Puget Sound Foursquare, but I believe that PSFKIDS have the best team members in the entire church. One of the special things I love about Kids ministry is that your impact will have a lasting effect on the next Generation!

Our Mission Statement is "Welcoming Kids in Jesus Name." Jesus has a special place in his heart for kids. In Mark 9 Jesus promises us that when we welcome children, we welcome God into our presence. This is our goal every week: To welcome kids and make them feel special. The great part about this promise is that when we welcome kids not only do we change these precious lives, but we invite God into our presence here at Puget Sound Foursquare and in the Puget Sound Region.

You'll notice that in our classes we do not merely babysit children while parents experience "real church." We've heard it said that children are the "church of tomorrow." We couldn't disagree more. Kids are the church of TODAY. We are equipping our kids to be sent out into the world. I believe that kids can and do have an impact in their families, schools, neighborhoods, extracurricular activities, and even at the grocery store.

Thank you so much for your willingness to be the hands and feet of Jesus here at Puget Sound Foursquare. You're joining a team of people who are passionate about community and spiritual growth while showing kids how to do the same. Also, as you serve, I believe and pray that God will begin to bless and change you through these kids.

Are you ready? Let's go!

Heather Wait

NextGen Pastor

Table of Contents

PSFKIDS Mission 3

PSFKIDS Values 3

PSFKIDS Volunteers: General Information

Ministry Areas 4

Lead Teacher vs. Helper vs Jr. Helper 5

Application and Background Check 5

Expectations 6

Puget Sound Foursquare Leadership Values 6

Appearance 7

Hygiene 7

PSFKIDS Policies & Procedures

Safety 8

Emergency Procedures 9

Accidents & Emergencies 10

Well Child Policy 11

Incidents 11

Bathroom Policies 11

Volunteer Identification & Visiting Adults 12

Child Drop Off 13

Child Pick Up 13

Paging Parents 14

Lost Tag Procedure 14

Child Abuse Information & Policies 14

Staff Contact Information 15

PSFKIDS Mission

PSFKIDS Mission: To Welcome Kids in Jesus Name.

Jesus promises in Mark 9:37 *“Whoever welcomes one of these little children in my name welcomes me; and whoever welcomes me does not welcome me but the one who sent me.”* We believe that every time we welcome a kid who walks through our door we not only welcome them, but we welcome Jesus into our presence.

PSFKIDS Values

We Value Safety and Security

The safety and protection of our kids is paramount. We follow established policies and procedures to ensure safety and security.

We Value Relevance

Through creativity and innovation, our environments and our teaching are engaging, age appropriate, and culturally relevant.

We Value Biblically Centered Living

A dependence on God’s word is essential to our lives. It is our source for daily living and a foundation to the lives we live.

We Value Worship

Loving God through engaging worship is a regular practice in our lives. We celebrate worship corporately as well as living our lives in a way that honors God.

We Value Christ-Centered Community

Life change happens best in the context of spiritually authentic relationships. We prioritize community to create opportunities to belong, to grow and to live our lives in a way that honors God.

Volunteers: General Information

The following information is important for you to know, regardless of where you serve. PSFKIDS is a multi-faceted team serving many children. Please familiarize yourself with this essential information.

Ministry Areas

PSFKIDS Nursery

PSFKIDS Nursery consists of all children birth through 23 months old. This area is characterized by low teacher/child ratios, gentle play and a place where faith is introduced to babies and toddlers through music, movement, and simple songs.

PSFKIDS Preschool

PSFKIDS Preschool consists of children 24 months through 47 months (three year olds). This area is characterized by low teacher/child ratios, active play and where the Bible is taught through stories, songs with hand-motions, and curriculum videos.

PSFKIDS Kindergarten

PSFKIDS Kindergarten consists of children 48 months (four year olds) through kindergarten. This area is characterized by medium teacher/child ratios, active play and where the Bible is taught through engaging story videos, and fun worship songs with motions and movement.

PSFKIDS Elementary

PSFKIDS Elementary consists of 1st-5th graders. This area is characterized by high-impact energy, fun and engaging teaching, and intentional small groups. A fun environment is the best setting for kids to build strong relationships with each other and their leaders, all while learning about God.

PSFKIDS Tween

PSFKIDS Tween consists of 4th & 5th graders. This area is characterized by small group teachings and friendship building. The goal of this class is to help build each child's individual relationship with Jesus and prepare them for the independence of youth group. This is done by teaching biblical study principles and simple theological concepts.

PSFKIDS Check-In/Service Manager

The PSFKIDS Check-In/Service Manager team is vital to our success. This is where families are greeted; children are checked in and guided to their environments. Our check-in volunteers are warm and friendly and help our families have a safe and pleasant experience. Our Service Managers walk back new families to the classrooms and introduce the parents to their teachers. The Service Manager also checks in with each class throughout the morning, and is always available by walkie-talkie.

Lead Teacher vs. Helper vs Jr. Helper

We cannot do it alone. PSFKIDS consists of lots of individuals caring for many children. We utilize Lead Teachers, Helpers and Jr. Helpers to effectively care for the kids that call PSFKIDS their church home. To better understand how these relate to PSFKIDS, read the definitions below.

PSFKIDS Lead Teacher

Is an individual serving in PSFKIDS who leads other volunteers and/or children spiritually. PSFKIDS Leaders often also lead helpers to accomplish a task, but their primary responsibility is to lead or influence others spiritually.

PSFKIDS Helper

Is an individual over the age of 18 who serves in PSFKIDS classrooms and assists the Lead Teacher to accomplish their tasks. This may consist of helping kids stay focused, serving snacks, playing with kids, setting out chairs, helping with small groups, checking parent security tags at the end of class, and more.

PSFKIDS Jr. Helper

Is an individual serving in PSFKIDS who is under the age of 18, and assists the Lead Teacher to accomplish their tasks. This may consist of helping kids stay focused, serving snacks, playing with kids, setting out chairs, helping with small groups, and more.

Application & Background Check

All volunteers (18 years and older) that have access to children must complete a PSFKIDS volunteer application and must clear a criminal background check.

Expectations

Arrive on Time

All PSFKIDS volunteers should arrive no later than 20 minutes prior to their volunteer service time. This time will allow for preparation and connection with those you are serving with and allow those serving before you to leave.

Be Prepared

Please come fully prepared and ready to go. This includes lessons, object lessons, crafts or whatever else is needed to present, play, or teach.

Communicate

We want to hear from you. Please confirm your serving times on Planning Center Online and block out any dates you can't serve at least 1 month in advance. If you're going to be absent, let us know as soon as possible.

Develop

Just as PSFKIDS is a place where children's are spiritually growing, we expect all of our volunteers to be growing spiritually as well. We expect all volunteers and leaders to grow in the following ways:

- **Attend a Service**
Serving is great, but it doesn't take the place of attending a service. Stay connected to how God is leading our church by participating in the adult services.
- **Be Connected**
We believe that life-change happens best in the context of relationships. Join a small group, get a running partner, or just get connected to someone who will help you grow spiritually.
- **Contribute**
Christ wants his church Body to be fully resourced, so PSFKIDS and the many other ministries of the church can continue to expand and serve others. Be willing to ask God how he wants you to use your finances to resource the body and then just do what he says. Together we can make a huge impact that none of us could do alone if we honor God with our resources.

Puget Sound Foursquare Leadership Values

The following are Leadership Values that we follow not only in PSFKIDS, but in the church as a whole. As Leaders we should be constantly making sure our actions align with our values.

- Set the Temperature – Come Prepared, be on time, thermostat vs. thermometer
- No Rockstars
- Cultivate the Trust Tree – Cover each other, tithe
- Leaders Eat Last
- Sacrifice the Sacred Cows

Appearance

The clothes you wear must not interfere with the positive teaching/learning climate and be consistent with reasonable standards of health, safety, and modesty. When you serve, keep in mind that you may be bending, lifting, playing on the floor, and holding kids. Please make sure your clothes are neat in appearance, and wear shoes at all times.

Hygiene

Please help us prevent the spread of illnesses by washing or sanitizing your hands:

- When you first arrive in a room
- After a diaper change
- After accompanying a child to the restroom
- After contact with bodily fluid (wiping a child's nose, etc.)
- Before handling food
- Whenever else is needed

Please instruct children to wash their hands:

- After using the restroom
- Wiping their nose
- Before eating

Diaper wipes or waterless hand cleaner is also available for washing the masses before snack time.

PSFKIDS Policies & Procedures

The following pages contain the policies and procedures for PSFKIDS. It is imperative that all PSFKIDS leaders and volunteers carry out the policies below.

Safety

Two Adult Rule:

You must always be with another adult volunteer at all times in the presence of children. If circumstances beyond your control make it impossible to have another adult with you, please make sure you are in the presence of at least two children. AT NO TIME SHOULD YOU BE ALONE ONE ON ONE WITH A CHILD.

Proper Touch

Physical contact should be age and developmentally appropriate and is only appropriate when done publicly. Physical contact must be strictly related to the needs of the child, not the needs of the staff member/volunteer.

- Hugging may only be done if the child initiates the contact. Never allow full contact (body to body) hugs. Rather distance your body from the hug or give the child a side-to-side hug. Sometimes it may be best for you to initiate a high-five rather than invite a hug.
- Extended hugging, tickling, wrestling, piggy-back rides, or prolonged physical contact of any kind is not appropriate.
- A healthy and affirming light touch to a hand, shoulder, or back is acceptable.
- Lap sitting is only appropriate for children under two year old (PSFKIDS Nursery). If a child is insistent on sitting in your lap, move them to sit next to you or sit on your knees so they are not able to sit in your lap.
- Many children who are sad or upset can be comforted best by being held. Holding children is only appropriate in the Nursery and Preschool (ages 0-3).
- Never touch a child in any area that would be covered by a bathing suit (except when changing a diaper or properly assisting a child in the restroom with another volunteer present).
- Never kiss a child or coax a child to kiss you.
- Never allow a child to touch you in a way that is inappropriate.
- Grabbing, hitting, and spanking are never appropriate. If you are angry, step outside of the classroom and call a service manager.

Our Appropriate Touch Policies are for the protection of our children and volunteers. When serving as a volunteer, you must observe these policies even with your own children who may be in your class (other observers may not know that you are the parent, and we want to display excellence even in appearances.)

Emergency Procedures

Classroom Evacuation

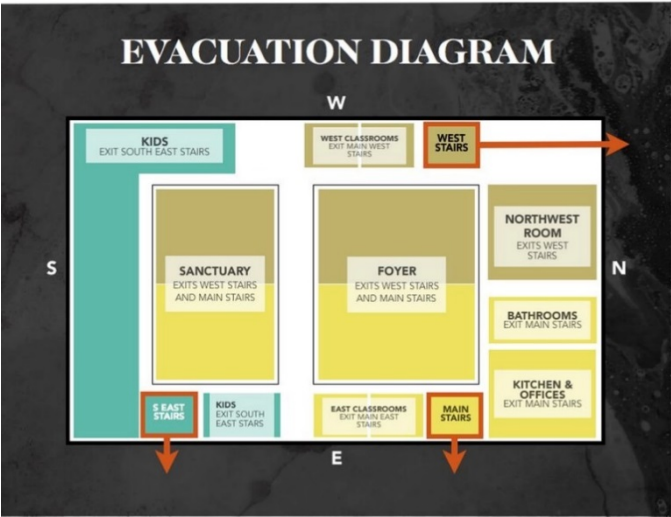
- Before evacuating, count the number of children in your group/class. Call roll again when you arrive safely in the evacuation zone.
- Preschool and Kindergarten: Ropes with handles are provided for children to hang onto. These are located in the closet of each classroom.
- Once evacuated, please wait for further instructions from a member of the PSFKIDS staff.
- Please stay with your group at all times. Do not leave to get your own children, to obtain first aid, or for any other reason. First Aid will be brought to the evacuation zone.
- Release children only to their parents and only after you have been given the okay to dismiss by a member of the PSFKIDS Staff. Do not dismiss any children, including elementary age, to go on their own. Do not allow parents to take their child from your care during the process of your evacuation. Remind the parents they can walk with you but you cannot release a child until you have arrived to the evacuation zone and have been authorized to release children.

EMERGENCY PROCEDURES

This building is equipped with a fully-monitored fire alarm system. In the event that the fire alarm goes off, or **we need to evacuate** the building for any other reason, please:

1. Leave the area through the **closest door**
2. **Exit** to the **parking lot**
3. **Assist** any other family members, elderly or disabled, as you exit
4. **Remain outside** until advised
5. The **Fire Department** must **give clearance** before we can re-occupy the building

PARENTS Do not go to the nursery or the children's classrooms. The Kids staff has their own evacuation plan and will assemble in the grass area on the east side of the campus. Parents can pick-up their children outside promptly. It is important that you check out your child from Kids Staff.



Accidents & Emergencies

Please review our policies and procedures regarding accidents, incidents and allergies, especially how we document both for occurrences and prevention.

Injuries

In case of a serious emergency, please call 911.

In the case of an accident, regardless of child or adult, inform a manager or PSF staff member right away. Classrooms are equipped with small First Aid Kits. Along with care, an Incident Form will need to be filled out and signed by the volunteer that witnessed the event. The Incident Report also requires a parent and staff signature.

If there is a spill of body fluid (due to cuts, nosebleeds, vomit, etc.), latex gloves must be worn (available in Nursery' rooms).

Emergencies

We are not authorized to administer any over the counter or prescription medications. In the event a child needs more attention than we can provide, the parent will be notified.

Serious injuries involving broken bones, convulsions, fainting, unconsciousness or other serious bodily injury should be treated as follows:

- Remain calm and keep the children and the injured person as calm as possible. Speak calmly to the child.
- Do not move the child or leave the injured child alone.
- Send a fellow volunteer to walkie the service manager for assistance.
- The service manager will call 911 if necessary.
- The service manager will contact the parents.
- If the child is to be transported to a hospital and the parent cannot be located in time, the staff member will accompany the child to the hospital.
- The service manager will follow up with the parent as quickly as possible.
- All volunteers and staff members involved in the emergency will write out a report of what happened immediately following the emergency.

Well Child Policy

In order to promote health and wellness in all children, PSFKIDS is for well children only. Therefore, if a child has any of the following symptoms, please do not admit him/her to the classroom.

- Any degree of fever
- Vomiting
- Diarrhea
- Unexplained or contagious skin rash
- Bleeding/wet diaper rash
- Chronic cough
- Runny nose (yellow/green discharge)
- Eye/ Ear infections
- Pink Eye
- Parasites (nits, lice, mites, ring worm, etc.)

If a child enters PSFKIDS, and one of the above symptoms are found, page the parent immediately. A service manager or staff member will tactfully explain why they are being paged and invite the child back when he/she is well.

Incidents

In the case of any non-accident or injury incident that is a cause for concern, please inform the service manager right away. This may include behavior that indicates possible abuse, inappropriate talk or touch from one child to another, or any other incident that a parent or PSFKIDS staff needs to know. In addition to a conversation with a service manager/staff member, an incident form will need to be filled out.

Bathroom Policies

Below are bathroom policies for the various bathrooms our kids use on a regular basis. Never allow yourself to be in a bathroom with a child alone.

Bathrooms within Classrooms

- Only allow one child in the bathroom at a time
- If a child can go on their own, let them (just stand by the door ready to help if needed)
- If a child needs help or has hasn't finished up after some time, talk through the door or slightly crack the door so you can talk without looking.
- If your assistance is required, ask another volunteer to stand at the door and watch you as you assist the child. Never are you to be alone with a child in the bathroom.

Bathrooms outside of Classrooms

- Before allowing kids into the bathroom, check to make sure there are not adults or teenagers in the room. While kids are using the bathroom, do not allow adults or teenagers to enter.
- Line kids up along the wall outside the bathroom allowing them to take turns (if the bathroom can accommodate multiple kids, let a few in at a time).
- You must have another ADULT with you (fellow helper or leader)
- (Early Childhood only) Do not let the children close the door all the way or lock the door (keep the door slightly ajar so you can hear what is going on).
- If a child needs assistance, only enter the bathroom with another adult in the doorway watching you.

Volunteer Identification & Visiting Adults

We make every effort to keep PSFKIDS secure and safe. Below are our policies concerning adults in PSFKIDS.

Volunteer Identification

- All volunteers are required to wear a nametag while in a classroom.
- Print out your nametag at check in. Nametags can only be generated for volunteers who are permitted to serve in PSFKIDS. If you are unable to print a nametag, notify the check in volunteer.

Parents

- Parents are discouraged from entering early childhood classrooms (on some occasions a parent can stay for a few minutes to help their child settle in – this must be approved by a service manager or KIDS Pastor)
- Once the service is over, parents are instructed to line up in the hallway with their security tags to claim their children.
- Nursing moms are not allowed in the classroom to nurse. They are more than welcome to use our mother/infant room.
- Families with children who are not ready for a classroom environment are welcome to relax and enjoy the adult service from our un-staffed Family Room.

Child Drop Off

Early Childhood

- Drop-off happens at the door. Nursery parents are asked to fill out an additional sheet for checking in and out of the classroom.
- Lead Teachers/Helpers need to be at the door, checking in children and greeting parents. Please be attentive to parents at the door dropping off children later in the service.
- Never let unauthorized adults in the room.
- Only allow children into the room if their nametag matches the room you are in. Otherwise, direct the family to the correct location. If the child was assigned the wrong room, contact the Service Manager before admitting them to your room.
- If you suspect that a child is in the wrong age group, or you are concerned with the amount of children in your class, admit them to your room and then contact the Service Manager, who will work out the details and alert the parents if the child needs to be moved.

Elementary

- Gather and greet children after worship at the Southwest door of the sanctuary (the side door closest to the Elementary classroom). When all children are present, lead the group to the classroom and have the children sit in chairs, ready for announcements, Bible Bucks, and a lesson.
- Never let unauthorized adults in the room.

Child Pick Up

Early Childhood

- Room leaders greet parents at the door. All classroom volunteers must oversee the departure of children.
- Room leaders must check the parent's security tag and match it to the child's tag number.
- Never allow access to a child until the Security Tag match has been made.
- If a parent does not have their Security Tag, ask them if they can find it, or they will need to move to the side while you call a Service Manager, who will check their ID.
- If anyone ever pushes their way in at any time, or takes a child without permission, call for help immediately. If possible, keep the child in the room and close and lock the door until help arrives.

Elementary

- One volunteer is stationed at the entrance checking that every adult has a claim ticket. Another volunteer or two are stationed at the exit matching claim ticket to children's nametags.

Children's nametags are to be collected at the door (Children are not permitted to keep their nametag after leaving their room).

Paging Parents

If you should need to call a parent at any time during a service, contact the Service Manager. Service Managers will take the Security Tag number found on their nametag and page from the check in desk.

If for some reason a parent has not come within a reasonable amount of time, contact the Manager again who will continue to page or call the parents.

Lost Tag Procedure

If a parent has lost his/her tag, contact a Service Manager. Your initial response can be something like:

"I am not authorized to release children to parents without a security tag. I will find my supervisor and they will be able to help you out. We have security processes in place to protect your children and I am sure you understand the importance of your child's safety."

The service manager will ask to see a form of photo ID and will verify it against the parent's name on the child's tag. THE SECURITY TAG CANNOT BE REPRINTED FROM THE CHECK-IN COMPUTERS. DO NOT SEND PARENTS BACK TO CHECK-IN.

Lost Child Tag

On occasion, a child loses his/her tag. The service manager must go to the check-in area and print another child tag. It should print with the matching code on the parent's receipt. Do not release a child until this verification can be made.

Child Abuse Information & Policies

As a volunteer in PSFKIDS, WA state law requires you to report abuse and neglect.

Physical Abuse

Physical abuse can be defined as a non-accidental injury, which may include beatings, violent shaking, human bites, strangulation, suffocation, poisoning, or burns. The results may be bruises and welts, broken bones, scars permanent disfigurement, long-lasting psychological damage, serious internal injuries, brain damage or death.

Physical/Emotional Neglect

Physical/Emotional neglect is the failure to provide a child with basic needs including food, clothing, education, shelter, and medical care; also abandonment and inadequate supervision.

Sexual Abuse

Sexual abuse is the sexual exploitation of a child by an older person as in rape, incest, fondling of the genitals, exhibitionism or pornography. It may be done for the sexual gratification of the older person, out of a need for power, or economic reasons (such as prostitution, etc.).

Emotional Maltreatment

A pattern of behavior that attacks a child's emotional development and a sense of self-worth, such as constant criticizing, belittling, insulting, manipulation. It can also be defined as providing no love, support, or guidance for the child.

Reporting Suspected Child Abuse

- Familiarize yourself with the definitions and descriptions of child abuse listed above.
- If you suspect that a child involved in any of the programs of PSF has been abused, the following steps are to be followed: Report the suspected abuse to a member of the PSFKIDS Children's Ministry Staff or Pastors.
- Do not interview the child regarding the suspected abuse. This could be considered leading the child.
- Do not discuss the suspected abuse with other volunteers, parents, etc. All information regarding the child should be kept confidential with your ministry supervisor and the proper authorities.
- You may be asked to complete a Suspected Child Abuse Report. Confidentiality will be maintained as much as possible. This form will be returned to your ministry supervisor.

Staff Contact Information

Phone Numbers and Extensions

Heather Wait

NextGen Pastor | Puget Sound Foursquare

Heather.Wait@pugetsoundfoursquare.com | 253.336.7734

Ruby Flores

Volunteer Coordinator | Puget Sound Foursquare

Ruby.Flores@pugetsondfoursquare.com | 909.253.6085