

# Alive Ministries

## Policies and Procedures Manual

### PRIOR TO SERVING

1. Alive Ministries uses, subscribes, and pays for the services of a reputable public data-screening firm in order to check the background of all volunteers and employees for possible criminal history and/or sex offender information. Every volunteer must agree to submit to a background check prior to serving with our children.
2. Volunteers must be willing to provide references if requested by the Director.
3. Volunteers are required to review the policies contained in this manual and sign the last page indicating that he or she has read and understood the material and agrees to completely comply with the policy requirements.

### AGE & MEMBERSHIP

1. A volunteer must be at least 12 years-old to serve in the classroom with children under the age of one.
2. The volunteer must be at least 18-years-old to be considered a primary volunteer in the classroom.
3. Volunteer assistants do not have to be members but must have a proven record of attendance and responsibility.

### ATTENDANCE

1. Every Nursery and Check- In volunteer must arrive 30 minutes prior to the event at which they are serving or as otherwise instructed by the leadership. Every Kids Alive teacher must be ready for teaching, and be in the worship service until after the Kids Alive Blessing.
2. Every volunteer must remain in the classroom until a parent has picked up the last child or until relieved by another volunteer.

3. Volunteers are responsible for their assigned time slots. Should the need arise for a volunteer to be absent it is the volunteer's responsibility to secure a substitute or to give the Team leader a two-week notice of the upcoming absence.

4. The Team Leader can provide the volunteers a list of approved substitutes to call as a replacement.

## VOLUNTEER & CHILD PROTECTION

### RESTROOM POLICIES

Because preschool children may require complete assistance with their restroom activities, all volunteers will observe the following policies:

### DIAPERING POLICIES

To provide the best care for children, the diapers of all infants should be checked, and changed if necessary, before the end of the service. If a child will be present in the class for more than one service, the child should be changed at least once, or as needed.

1. Only female nursery workers or the child's parent or legal guardian will undertake the diapering of children of either sex.
2. Changing of diapers should be done in plain sight of other nursery volunteers.
3. Children will never be left unattended on changing tables. Be sure to have all supplies ready and with you before placing the child on the changing table.
4. Children should be changed on changing stations only (never the counter top or floor).
5. The changing pad should be sprayed with disinfectant and wiped clean between each diaper change.

## RESTROOM POLICY: Ages 2-3

1. Parents should be encouraged to take their children to the restroom prior to the start of class.
2. When a preschool child needs to use the restroom, the teachers should inform the Safe Team Leader who will escort them to the door of the restroom, assist them in the open doorway with any clothing or undergarments, and let them go into the restroom on their own.
3. If a child needs assistance, enter while keeping the door slightly open. Be sure to wash both your hands and the child's hands before leaving.
4. In the event that a potty-training child has an accident, please call the Supervisor. When possible, the child should be changed into dry clothes and the soiled clothes should be bagged for the parents to pick up after the service. If no dry clothes are available, we will call the parent from the service

## RESTROOM POLICY: KIDS ALIVE

1. Parents should be encouraged to take their children to the restroom prior to the start of class.
2. It will be the primary responsibility of the safe team leader to bring the child to the restroom and back to the classroom. Although extra hands might be needed by the helper or teacher.
3. If the child requires assistance with clothing, the volunteer or safe team leader may assist at the propped open door. If the child requires further assistance, the volunteer may enter, while keeping the door slightly open. An adult should NEVER be in the restroom alone with a kid. There is no exception to this rule. It is the safe team leaders responsibility to stand outside the door, and keep the door propped open.
4. In the event that a potty-training child has an accident, please call the Supervisor. When possible, the child should be changed into dry clothes and the soiled clothes should be bagged for the parents to pick up after the service. If no dry clothes are available, we will call the parent from the service.

# PHYSICAL CONTACT

Alive Ministries is committed to protecting children in its care. To this end, Alive Ministries has implemented a “physical contact policy” which promotes a positive, nurturing environment for our Children’s Ministries while protecting children. The following guidelines are to be carefully followed by Kids Alive volunteers:

Using good judgment, the following are appropriate ways to have physical contact with a child:

- an arm around the shoulder
- walking hand-in-hand
- short, congratulatory or greeting hugs
- a brief, assuring pat on the back or shoulder
- handshakes, high-fives, and knuckle “punching”

The following are actions a volunteer should never take:

- NEVER touch a child in anger or disgust
- NEVER touch a child in any manner that may be construed as sexually suggestive
- NEVER touch a child between the belly button and the knee
- NEVER touch a child’s private parts (except when following the proper diaper or restroom procedures)
- NEVER place a child onto your shoulders (for safety reasons as well)

Physical contact in any form should be above reproach. The personal behavior of the volunteers and staff must foster trust at all times.

Do not force physical contact, touch, or affection on a reluctant child. A child's preference not to be touched must be respected.

Any inappropriate behavior or suspected abuse by a volunteer must be reported immediately to the Family Ministries Director. They will take immediate and appropriate action.

These are wise and appropriate guidelines for adults to follow when interacting with children at any time or location within the church.

## VISIBILITY

It is important that all interaction between children and volunteers happens in a location where others can observe what is going on for safety and accountability purposes. At no time should a child and a volunteer disappear behind a closed door with no visibility to outsiders. Therefore you should never intentionally cover the glass windows on the doors to the hallway.

## VERBAL INTERACTIONS

Verbal interactions between volunteers and children should be positive and up lifting. All volunteers should strive to keep verbal interactions encouraging, constructive, and mindful of their mission of aiding parents in the spiritual growth of the children.

To this end, volunteers should not talk to children in a way that is or could be construed by any reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.

## DISCIPLINE

Physical discipline, such as spanking, is NEVER permitted for any reason. Using physical restraint to prevent a child from doing something dangerous or physically harmful is permitted. Affirmation and encouragement is always preferred.

Review the classroom rules with the children frequently. Rules may vary but can include:

- Obey the teacher
- Listen and be respectful of others when they are speaking.
- Be kind and safe.
- Keep your hands and your feet to yourself.

Follow these guidelines for discipline:

**Consistency:** Discipline must be consistent to be effective. Do not threaten a consequence without the intention to follow through.

**Response:** Make a prompt and individualized response to inappropriate behavior.

**Correct:** a behavior the first time and every time.

**Resolution:** Seek to resolve the conflict and reconcile relationships.

**Reward:** Acknowledge and reward positive behavior. Encourage children who are behaving well and following the rules.

**Preparation:** Read the lesson before you arrive on Sunday. Often the best deterrent to discipline problems is a confident, prepared teacher.

**Prayer:** Pray for your kids and your patience consistently. Ask the Lord to guide you through the class.

# DISCIPLINE STEPS

Children are to be disciplined using time-outs and other non-physical methods of behavior management. In employing this procedure, volunteers should observe all the following guidelines:

1. Verbally redirect the child before physically intervening. With younger children some physical redirection may be necessary (for example, removing a toy from the hands of a child that is hitting another).
2. If the behavior does not cease, remove or direct the child away from the group to a corner of the room where the group is meeting (avoid being alone with the child).
3. Provide the child with a simple, understandable reason for the time-out, and provide the child with a clear explanation of your expectations. (“Jamie, you didn’t stop hitting Ellie when I asked you to, so you need to sit quietly in the blue chair for three minutes.”) In addition, be verbally reassuring, as being removed from the group will likely upset the child. Do not physically hold the child in time-out.
4. Follow the rule-of-thumb that a time-out is ineffective if it lasts longer than one minute for every year of the child’s age (3 years old = 3 minute time-out).
5. Monitor the child through the entire time-out without giving your undivided attention. For longer time-outs give intermittent praise to reassure the child and keep them on task. (“Jamie, you are doing a great job of sitting quietly – just 2 more minutes.”)
6. Praise the child once he or she has completed the time-out and tell them that their reward is to rejoin the group. Remind them that repeating their initial behavior will result in further time-out. Follow this with praise.

If the behavior continues, the volunteer should contact the Supervisor for assistance. The Supervisor will remove the child from the classroom and take further action as necessary.

# MEDICAL AND EMERGENCY PROCEDURES

## WELLNESS

Children must be symptom free from the following illnesses without medication for 24 hours before entering the classroom:

- Fever of 100° or higher
- Vomiting or diarrhea
- Conjunctivitis (pink eye or other eye infections)
- Rash
- Nasal drainage which is green or yellow
- Sore throat
- Open sores
- Excessive coughing
- Parasites of any kinds: lice, mites, ringworm, bedbugs, etc.

If a nursery-age child, toddler or older child develops any of these symptoms while in class, the parent will be notified by seeing their child's number on the screens, to get the child.

## INJURY, FIRST AID & MEDICINE

1. We can administer only Band-Aids and ice packs.
2. For any child with severe allergies, contact the Supervisor immediately.

3. If there is an injury in the classroom, the volunteer should notify the Supervisor immediately. Any injuries must be reported to the parent.
4. The parent or guardian of the child is the only one allowed to administer any form of medication to the child with the exception of diaper rash cream with parental instruction.

## ALLERGIES & SNACKS

Every child should have a nametag on them when they enter the room. Their nametag will have any known allergies printed on it. Food will not normally be given out in the nursery, unless necessary, but volunteers should always check name tags for allergies. We cannot say that we are an allergy free zone because of cross contamination.

## KIDS ALIVE

There should be no food or snacks in the Kids Alive Hallway. There are no planned snacks in Kid's Alive. When activities call for a snack, try to avoid it, however if you would really like to use a snack, inform the Family Ministries Director ahead of time and inform the parents if possible

## SAFETY & SECURITY

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### EVACUATION

1. If there is hazardous weather, guide your children safely to an interior room or into the bathrooms. Take your classroom attendance with you. Wait for further instruction from the Supervisor.
2. If the fire alarm sounds while parents are in the service, they are requested to know the evacuation directions out of the worship center. Parents flooding the Kids Alive Hallway would cause congestion and prevent the children from being safely evacuated from the building.

3. All volunteers have been made aware of the plan to follow in case of an emergency. The Kids Alive Safe Team Leader and Supervisor is responsible for getting everyone out of the building and helping people to follow through with the plan according to their particular areas.

4. In the event of a fire emergency, the Kids Alive evacuation plan is as follows:

a. The first priority in any case of a fire is that all children and volunteers' safety is maintained.

b. Any attempt by volunteers to put out the fire is absolutely forbidden unless judgment to do so is unquestionable and presents no possible danger to anyone present.

c. In the event of a fire, an alarm will sound. Volunteers are asked to lead children from the building through the nearest marked exit at the end of the KA hallway.

d. Please use the following rules:

i. Absolutely no talking.

ii. Absolutely no running.

iii. Follow the teacher's lead.

e. The safety pick-up zone for all KA children is across the street in the dance parking lot. Parents will be instructed to find their child from that location only.

f. If a parent has come to the classroom, they may stay and assist, but they MAY NOT take their child and leave during an evacuation.

## STRANGER ALERT

Only parents, children ministry volunteers, church staff, and children are allowed in the Liberty Town or Kid City areas. All other adults (including other church members) should be escorted out of the area. If there are any questions or

concerns associated with a stranger in the area, a staff member or supervisor should be notified immediately to question the stranger.

## LOCK DOWN

In the event of someone suspicious or a gunman entering the building, volunteers will immediately take their children out the back exit doors and to the Safety Zone (across the street, Dance studio Parking Lot). If exiting the building is not an option, the teacher will close their classroom doors and barricade the kids with tables against the wall farthest from the door and hallway wall.

### CHILD CUSTODY ISSUES

Due to the nature of child custody laws, volunteers must act diligently in making sure the correct people are picking up their children. Please be aware that only parents with custody of their child may pick up the child. The Family Ministries Director and Supervisor will have custody papers on file. They will notify you of any active restraining orders or custody orders that are in place.

## CHECK-IN/CHECK-OUT PROCEDURE

Parents are to bring kids to the check in station in the community room. There they will receive their name tag which on the back has a velcro tag for parents to hold onto during the service.

On the name tags will be their **name, parents names, grade and any allergies** that they have.

There will also be a number on the parent tag as well as the kids name tag that will be on the screens in the worship center if we need to get a hold of parents.

To get that number on the screen, teachers will inform the sound booth of the number, and it will be put on the screen so that parents can be informed immediately.

After checking the kids in, the children will stay with the parents for worship and will be dismissed to their classrooms after the Kids Alive Blessing.

## **NURSERY CHECK-IN**

If you have a child who is under the age of the 3, they will be checked in at the Nursery Window. There they will receive their name tag and go directly into the nursery from there.

## **VISITOR CHECK-IN**

Visitors will check in at the Kids Alive Check in station, below the sign that reads visitors. Kids will receive a sticker name tag that has all the same information, and the parents will get a sticker with a corresponding number to have during the service.

## **CHECK- OUT**

At the end of the service parents will be allowed back to the Kids Alive wing and will be able to check their kids out of their classrooms. Only parents are allowed to check out a child, not siblings unless otherwise noted.

# Alive Ministries

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### POLICIES AND PROCEDURES STATEMENT OF ACKNOWLEDGEMENT AND AGREEMENT

I have received and read a copy of the Alive Ministries Procedures Manual and understand the importance of the material discussed. I agree to abide by these guidelines while serving in Kids Alive. I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by Alive Ministries.

I understand it is my responsibility to review new guidelines which may be created and I acknowledge receipt of the Alive Ministries Policies and Procedures Manual.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Family Ministries Director \_\_\_\_\_ Date \_\_\_\_\_