

UCity **KIDS**

Children's Ministry Handbook

Teaching His love
Serving His kingdom



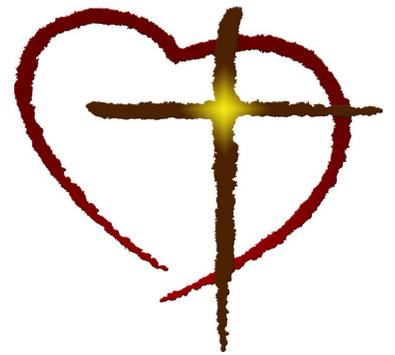
Welcome to Children's Ministries! It is an honor to be the Children's Director here at University City Church.

God has blessed us with this opportunity to come alongside parents as they raise their precious children. We have a gospel-centered kids ministry that points to Jesus and his life transforming power. We also have an amazing team of volunteers dedicated to serving the children and families of University City Church. This handbook is designed to help us be like-minded in making a difference in the lives of the children. We welcome you to our team!

Lynne Hooge

May the God who gives endurance and encouragement give you a spirit of unity among yourselves as you follow Christ Jesus, so that with one heart and mouth you may glorify the God and Father of our Lord Jesus Christ.

Romans 15:5



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CHILDREN'S MINISTRY MISSION STATEMENT

- To support parents in teaching their children about God through the Bible in such a way that they are transformed by His love.
- To create a safe environment where children experience the intimate love of their Creator and Savior.
- To teach children to come to know God's love and grace so that they can become followers of Jesus.

OUR MISSION

Teaching His love
Serving His kingdom

UNIVERSITY CITY CHURCH MISSION

Love God

Love Others

Reach the World

"TO LOVE GOD AND OTHERS WITH HEART, SOUL, MIND AND STRENGTH (LUKE 10:7)

IN ORDER TO REACH THE WORLD WITH THE LIFE CHANGING POWER OF JESUS CHRIST (MATTHEW 28:16-20)."



Core Principles

Salvation

We want to lead each child into a growing relationship with Jesus.

Fun

We want children to have fun and enjoy their church experience because they will be more likely to choose to go to church as teenagers and adults.

Excellence

We want to do church with excellence, doing our best with what we have and striving to always improve and do better next time.

Security

We want to have a safe environment that keeps children safe and makes parents comfortable.

Age Appropriate

We want to know the children in our groups and always be thinking about what we are saying when communicating to them. We should ask questions frequently to check for understanding.

Family Involvement

We want to equip parents to be able to interact with their children in what they have learned on Sunday.

Application

We want to ensure children know what to do with what they are taught.

All Kids Allowed

We want to make sure every child knows that they belong and fit in at church.

Environment

We want to captivate children's eyes and ears so the Holy Spirit can capture their hearts.

VOLUNTEER OPPORTUNITIES

Our ministry consists of birth through 5th grade. Our goal is to show kids God's love and help kids love church. We use state of the art equipment in all of our classrooms and teach kids through gospel-centered curriculum.

Greeters/Check In (9:30-10:30)

The first impression of our children's ministry starts with this team. This team helps first time visitors and returning families check-in through our computer system. They also answer questions and escort first time guests to the appropriate rooms.

Nursery

We seek to provide a safe and nurturing environment for babies by providing them their basic needs from our caring volunteers. We provide a safe place where parents feel secure leaving their babies so they can enjoy an uninterrupted church service. We introduce babies to biblical truths and God's love using simple teaching methods and hands-on (sensory) activities.

Toddler (2-3 years)

This room is colorful and fun! We continue to teach the 2-3 year olds basic Biblical knowledge through hands-on activities, crafts and start to integrate the Gospel Project curriculum into their lessons.

Preschool (4-5 years)

A dynamic and exciting hour consisting of age appropriate activities, games, crafts, songs, and hands-on Bible lessons is provided in a fun, stimulating environment. This time is designed especially for our preschoolers from 4-5 years old.

Elementary (K-5th grade)

Fun, fun and more fun is how you describe this action-packed time consisting of dramas, games, videos, singing and much more!

- **Lead Teachers**- Help lead a small group through an opening activity and small group review or game time at the end of a large group lesson. The curriculum is given to you and prepared for you prior to the weekend. You are welcome to help with the preparation if you are able.
- **Teacher Assistant** - Assist the Lead Teacher in the opening activity and the small group review and game time.
- **Media** - Assist the Large Group leader through lights, microphones and DVD's to present a great lesson to the children.
- **Large Group Leader**- teaches the children from stage through Bible verses, main points and songs. The lesson is taught with the assistance of Bible Story and song videos that are part of the curriculum.

Teaching His love Serving His Kingdom

By following SIP

Safety is a priority in everything we do!

Involvement through engaging children, families and other team members!

Preparation is anticipating the requirements of your role in the worship experience!

Safety

- All volunteers must wash their hands upon entering the room.
- Children must be in the sight of an adult at all times.
- Record child's name on list and **record any allergies noted on nametag.**
- Remember parent's phone number is on child's nametag.
- Make sure each child does not lose identification tag during morning.
- To help protect the children, we encourage our volunteers to:
 - a. Create healthy boundaries by hugging from the side and avoid kissing children.
 - b. We ask that only female volunteers provide comfort and assistance with bathroom and diaper changing procedures.
 - c. Women should limit their touch of children with the understanding that the younger the child, the more likely their need for touch.
 - d. Men should also limit their touch of children.
 - e. If a situation arises in which it is found necessary to touch a child, it should always be remembered that the authorities would view the touching in a very suspicious and/or critical manner.
 - f. Children are not to sit on an adult worker's lap. However, there are exceptions with infants and toddlers as needed.
 - g. If possible avoid assisting a non-nursery, older aged child who has wet or soiled his/her clothing. Instruct him/her on how to clean himself/herself without your direct assistance (as frustrating as that may be). You may hand him/her whatever he/she needs, but never directly clean or wash a non-nursery, older aged child. If needed, contact the parent for assistance.

Involvement

- Be actively aware of what all babies/toddlers/children are doing.
- Keep the flow of curriculum moving for Toddlers to 5th grade.
- Provide care by meeting basic needs such as cleanliness, protection, and love.
- Engage children by using their names.
- Have fun, smile, and be energetic.
- Interact with the kids by participating (i.e. sit with kids, participate in songs, be involved in competitions).
- The adult is the teacher and must always appropriately maintain proper respect and authority status and act accordingly. Adults are encouraged to be "friendly," but at all times must act with the respect and dignity that is befitting to the position of ministry.
- Nursery- Women should check and change all diapers during service as needed (see policy).
- Follow cleaning procedures at the end of the service. Please notify us if the room is unsanitary, unclean or in need of attention.
- Please refrain from using cell phones during your service time unless it pertains to children's ministry.

Preparation

- Arrive on time (9:30am).
- Store personal belongings in cupboard or out of the reach of children.
- Nursery- Wear clean black socks (provided).
- Wear Name Badge.
- Scan the room for any unsafe objects prior to arrival of children.
- Know and prepare for the curriculum that you will be teaching.
- Be ready to greet parents and children when they arrive.

VOLUNTEER RESPONSIBILITIES

Dress Code/Attire

Please wear your UCity Kids T-shirt and nametag on Sunday's that you serve. When choosing what to wear with your UCity Kids t-shirt, please remember that you are representing both the church and Christ. Dress modestly. Make sure you don't wear anything that will be offensive or distracting to those you are serving or serving with.

Skirts/pants should fit so that you can sit and bend with modesty. Tops should completely cover stomach/ belly button and should fit so there are no coverage issues when you reach or bend over.

Scheduling

Volunteers are usually scheduled the same weekend each month for several months at a time to help with continuity. The Planning Center App is used to notify/remind our volunteers a week prior to being assigned. Another reminder should be received 2 days before the assigned day. Volunteers are asked to reply to the notification as soon as possible if there is a conflict so that other arrangements can be made. Each week the Lesson Plans, Bible Story Video, Songs and Key Passage will be attached so that you can be prepared. Planning Center also allows volunteers to block out dates to better help with scheduling and set up text notifications. More information about using Planning Center and setting up your profile page can be found at: <https://pcoservices.zendesk.com>

Cancellations: Please text or call and leave a message with the Children's Director as soon as you can if you are unable to keep your assignment due to illness or an emergency. This can be done during the night, if necessary.

Support for Children's Ministry Volunteers

Volunteers should feel free to ask the Children's Ministry Director any time they need support. With God's help, I will joyfully provide necessary assistance.

Support for families

Aim to equip, support and encourage parents. Pray and intercede for children and families regularly. Do everything you can to keep the parents informed about and involved in their child's activities at church.

Policies and Procedures

Two Adult Policy

The "two adult" policy means no adult shall be left alone with a child. This is our way of protecting our volunteers and any other UCity Kids personnel, as well as our children.

Check In/Out

Children will be checked in with our Greeters and Check-In team in the lobby of Children's area in the basement. ALL first time guests (including babies in the nursery upstairs) have to register with a team member on a computer at the welcome desk. Once a child is in the system, they can check-in at an iPad.

In the nursery, toddlers or preschool classes, be sure that diaper bags, bottles, sippy/water cups are properly labeled with the child's name. Labels are provided for this purpose.

End of service: Before dismissing a child, the parent must give you the security tag that matches the one their child is wearing (YOU MUST CHECK THIS). Then they may leave with their child. Remove the child's nametag and place the two tags together and keep the tags. If the parent needs their tag to pick up more children, fold the child's nametag in half where we can still read it and place tags on the counter for verification of pickup.

If someone arrives to pick up a child without the matching security tag, ask him or her to obtain it if possible. If they are unable to provide it, contact the Children's Director or Team Lead who will verify ID. DO NOT HESITATE to explain that our security policy is in the best interest of their child's safety.

Upset Children

If a child is upset at drop off, encourage the parents to go to church. Reassure them that most children settle down within minutes of being dropped off. Tell them that parents will be texted or called out of service if their child is crying or upset for 15 minutes or more. They are not allowed to stay once service has started due to our security requirements.

Discipline

There will never be any physical discipline used in our children's department. Never spank, slap, yank, bite back, etc. Most children can be told "No" and "redirected" to a more positive activity.

Use prevention rather than cure whenever possible. Anticipate stormy situations or reactions and help with positive suggestions. Most often, an adult's nearness may be all it takes to help a child make better choices. This could be as simple as sitting with the children during their lesson/worship time.

In preschool through second grade classrooms feel free to use stickers or prize box as necessary for positive reinforcement.

If a class becomes too noisy, do not shout at the students to get their attention. Use physical or verbal signals to engage students. See the Children's Director for strategies.

When you are having problems with an individual child:

1. Speak calmly and firmly and ask the child to stop the unwanted behavior. Ensure the child is making eye contact as you speak with them.
2. Move the child to sit with one of the other volunteers or to another part of the room for only a few minutes and explain why. It is best to have a "time out" area or chair.
3. If the child moves back into the group without permission, have a helper take the child away from the group and back to the "time out" chair.
4. If needed, ask another children's volunteer to help with the child.
5. If redirection, firm boundaries set, and offering positive reinforcement do not work and a child continues to be a discipline issue, contact the Children's Director or Team Lead. Never call a parent for a discipline issue unless a child is so violent that others or the child are in danger.

Things to avoid in discipline:

- Do not determine discipline by making threats that cannot be carried out.
- Do not administer corporal punishment.
- Do not leave a child unattended outside of the classroom.

In support of nurturing the relationships between volunteers and parents/guardians of children, please allow the Children's Director to communicate any information that is less than positive about their child.

Health Policy

All parents desire to have their children in a safe, happy, and healthy environment in which they can learn and grow. DO NOT come to your class when you are sick. However, we would appreciate as much notice as possible if you think that you might be coming down with something.

If one of the children appears to be ill, please bring it to the attention of the Children's Director or your Team Leader. Do not accept a child into the class if any of the following conditions are present:

- Fever (child should be fever free for 24 hours)
- Vomiting or diarrhea (also free for 24 hours)
- Any symptoms of infectious disease (i.e. measles, mumps, chicken pox, cough, sore throat, etc.)
- If a child is taking antibiotics, the child must be on antibiotics for at least 24 hours before attending
- Active cold with runny nose or cough
- Any unexplained rash, skin infection (boils, ringworm, impetigo)
- Pinkeye or other eye infections

If you don't notice symptoms until after a child has been admitted, move the child away from other children and contact the Children's Director or Team Leader immediately.

Injuries

Anytime a child has been hurt (head bumps, scratch, bite, etc.) let the Children's Director or Team Lead know and a Parent Communication Report needs to be completed (found on each classroom clipboard).

Minor Injuries

1. Stay calm and reassure the child.
2. Contact the Children's Director or Team Lead.
3. Use **Universal Precautions** if it involves bodily fluids.
4. First aid kits are located in each of the rooms.
5. Ice is available from the kitchen, if needed.
6. Wash all scrapes, bites or wounds.
7. NO medication is to be applied.
8. Band-Aids are available in the First Aid Kit.
9. Complete a parent communication report and turn into Children's Director or Morning Lead.
10. Parents should handle splinters.

Major Injuries

1. Stay calm and reassure the child
2. Stay with the injured child and do not move the child unless in further danger
3. Contact the Children's Director or a Safety Team member
4. If injury is evidently critical call **911**
5. Use **Universal Precautions** if it involves bodily fluids.
6. Deal with wounds and/or lesions using standard first-aid procedures.
7. Complete a parent communication report and turn into Children's Director or Morning Lead.

Universal Precautions

- Always wear disposable gloves when dealing with blood or any body fluids. They are available at diaper changing stations and in the First Aid Kits.
- In the event you are unable to use gloves (such as an emergency situation), place any barrier that is available (i.e. towels, paper towels, papers, etc.) between your hands and bodily fluid. Once you are able, **IMMEDIATELY** wash hands with soap and water and then use sanitizer.
- Always wash hands before and after any contact with any body fluids, including runny noses. Wash hands thoroughly with soap and water using friction for 10-15 seconds whether or not gloves were worn. Use Sanitizer and air-dry
- Isolate yourself and the child from the bodily fluid.
- Prevent direct exposure to blood by use of compresses or tissues, and use disposable towels or tissues whenever possible.
- Cover open cuts or abrasions with bandage.
- Remove gloves without touching bare skin
- Dispose of blood-soiled items by placing in leak-proof bags securely tied. There are extra trash bags in each classroom.
- Disinfect blood spills with labeled disinfectant spray or wipes located in each room.
- Treat all soiled linens and clothing as potential infectious agents.

Cleanliness and Sanitation

MANY parents worry about their children getting sick from being in a nursery or classroom. In addition to enforcing guidelines for well children only, we need to be sure that we do our best to keep germs from transferring to children. It helps to remember the following:

Nursery:

- Please remove your shoes and place them in the cabinet. Clean, black socks are provided for you to wear during the service. This prevents germs from coming into our environment with creepers and crawlers. Place dirty socks in the laundry basket in the cupboard before leaving the room to be laundered during the week.
- At the end of service, used crib sheets and blankets should be removed and placed in the laundry basket in the cupboard.
- Once a toy has gone into a child's mouth and is "forgotten", it should be placed in the sink. Any other dirty toys should be placed in the sink for cleaning at the end of service.
- Shortly before service ends (or afterwards) all toys need to be cleaned and placed back out in the nursery. Wipes labeled "for toys" are used to wipe down toy surfaces, bouncer trays/toys, and swing trays/toys. Spray wash labeled for eating surfaces, is available for a bigger job.
- Before leaving the nursery, disinfect all hard surfaces with sanitizing solution provided (*Seventh Generation Surface Wipes*).

Toddler:

- Remove all toys that children have mouthed from the play area. Disinfect them before leaving the room.
- Wipe off tables with sanitizing solution or wipes.

Preschool and Elementary classrooms:

- Please clean any obvious messes, wipe down tables and counters. Leave unused (dated) curriculum on the counter and put all leftover supplies on the counter to be removed during the week. Brooms are available for accidents and big messes, but our rooms are swept/mopped during the week.

REMEMBER: We advertise to our parents and visitors our diligence in keeping these room as germ free as possible and we depend on EVERYONE serving to assist us with this! Please plan to stay a few minutes after service to help ensure a clean and safe environment for all to enjoy!

Hand Washing

Proper hand washing is the single most effective way to stop the spread of infection. We require that all teachers sanitize or wash their hands upon entry into the classroom. Make sure that children wash their hands before eating snack, after using the restroom or after blowing their nose.

1. Wash hands with soap and water for 10 - 15 seconds, use hand sanitizer or use wipes provided for hands.
2. Dry your/children's hands thoroughly after washing with soap and water.

Diaper Changing Procedures

Please do not leave any steps out of the process for each child. Diapers need to be checked constantly and changed as needed. **Only female volunteers will change diapers.**

1. Sanitize the changing table.
2. Wash hands.
3. Place a piece of wax paper on the table for the baby's bottom.
4. Put on gloves. You **MUST** wear gloves when changing diapers.
5. Place baby on the changing table. **NEVER LEAVE A BABY ON THE TABLE ALONE.**
6. Change the baby's diaper. Never apply lotion or powder.
7. A cloth or a wipe should always be between you and the child. Do not touch the child directly.
8. After the diaper change, take gloves off wrong side out and dispose of them and the diaper properly.
9. Sanitize the changing table.

Bathroom Policy

Children Ages Two through Preschool:

As needed, a female teacher will direct the child to the bathroom. Unless a child is in obvious need, no teacher should go inside the bathroom alone with any child. If the child needs help, a female will help while another teacher watches or stands by.

Children Grades Kinder-5th Grade:

A teacher may allow several children at a time to go to the bathroom in the secure children's area of the building. If a hall monitor is available they will escort children to the bathroom and wait outside or in the doorway with door propped open.

Food Allergies and Snacks

All of our classes are "Nut-Free" zones. Please do not bring food from home (or allow children to bring snacks in) that contains peanuts or tree-nuts. Children with food allergies can have deadly reactions. Nuts are full of natural oils that leave residues. It is important to understand that a child does not necessarily have to ingest or eat the food to which they are allergic. Rather, they can be endangered if a classmate touches/eats nuts or nut products and later touches a surface that the allergic child comes into contact with. A child with a severe allergy can also react to trace ingredients in a product manufactured or prepared in a location where something containing nuts was prepared.

Nursery: Be sure bottles are labeled and appropriately handled and cared for as there may be children with allergies present. Snacks are not offered (not even ones from home) in the nursery due to allergy and choking hazards.

Toddlers and Preschool: We will offer a simple snack and water in these classes. Snack is offered to the children who want one. Don't use it as a tool to discipline or insist a child eat one if they choose not to eat it. Veggie Straws (Gluten, Soy, Dye and Sugar free) will be offered for those with a gluten allergy.

Elementary: We rarely offer snack in elementary classes. We sometimes use candy as motivation and rewards. We have a selection of candy (mostly gluten free) so that there is usually something each child can have. If you have a child in your class who can't have these treats, be sure to use stickers, temporary tattoos or other small trinkets from the prize box for rewards.

Emergency Procedures

Fire Emergency

1. Stay calm and reassure the children.
2. Tell the children, "We need to leave the room."
3. Downstairs- Lead the children to the safest of the three exits from the basement and go to the parking lot to the North of the church (This is the furthest lot from the building on the other side of the house next to the church). Immediately begin a headcount. Preschool classes have "class line ropes" in the cabinet closest to the door to help keep children together.
4. Nursery- The nursery has two cribs on wheels or a double stroller that can be used to safely transport multiple babies for evacuation. The emergency exit for nursery is the exit through the café on the South side of the building. There is a ramp at that exit. If the only safe exit is through the main doors on the Front/West side of the building, ensure that you have help (Safety Team, Church staff, or Children's ministry staff ONLY) to carry babies, cribs or strollers with babies down the steps and proceed to North parking lot.
5. DO NOT release children to parents/caregivers along the way.
6. Remain in the parking lot and await further instruction from a staff member.

Lock Down

1. Stay calm and reassure the children.
2. DO NOT OPEN THE DOOR FOR ANYONE. WAIT UNTIL POLICE OR STAFF OPEN THE DOOR FOR YOU.
3. Downstairs- Doors to all rooms in the children's area are on soft lockdown and are locked throughout the morning. Magnets are available in the doorframe to keep doors from shutting when K-5 students go to the large group meeting.
4. Preschool and Elementary Classrooms-
 - a. Make sure door is closed.
 - b. Turn off lights, music, and TV's.
 - c. Cover door window with blackout cover. Make sure it is completely covered!
 - d. Move children and staff to the farthest corner from the door.
 - e. Tell children to sit very quietly.
5. Multi-purpose Room-
 - a. Turn off lights, music, projector and TV's.
 - b. If possible, move children and staff to the nearest classroom and follow classroom procedures.
 - c. If not, move children into kitchen area, lock kitchen door and close and lock window. If chair room is unlocked, this would be an alternative room to take children. Close and lock the door.
 - d. If possible, cover hallway door windows with blackout covers.
6. Nursery-
 - a. Bolt top door and make sure lower door is locked.
 - b. Turn off lights and music.
 - c. Move babies to the far east side of the room.
 - d. Cover window with blackout cover.

Lost Child

1. REMAIN CALM. Do not create panic situation.
2. Confirm that the child was dropped off at the room.
3. Inform another volunteer to take over your spot and alert a leader of the situation.
4. Stop exit/entrance flow to do room check.
5. Check the restrooms and the breakout areas.
6. After searching all classrooms, if the child still cannot be found, notify Safety Team for a search of the church campus.

REPORTING PROCEDURES FOR SUSPECTED CASES OF CHILD ABUSE

Mandatory Reporting

It is important for every volunteer in children's ministries to read these guidelines carefully. As a caregiver to children and/or youth and as a staff member of our church, you are accountable to these procedures.

A. When abuse is suspected, it is University City Church's policy to:

- Immediately notify the Children's Ministry Director.
- If not available, notify one of the Pastors.

B. Arizona law requires -

1. That authorities be informed immediately when there is a reasonable belief of non-accidental physical injury, neglect or sexually related offense against a minor. We ask that you notify us first, so that we may assist you with whom you should contact.

2. It does not require that the person making the report investigate accusations made by a minor. Do not ask questions. Once a comment is made, call the Children's Ministry Director immediately.

3. If a parent, guardian or caretaker has committed the offense and the situation is not life threatening, a phone call to the Dept. of Child Safety will be made **immediately after contacting the staff person.** (1-888-767-2445) Or an online report can be made to <https://dcs.az.gov/services/suspect-abuse-report-it-now>

When reporting, the following information, if known will be requested:

- Name, age, and gender of child and other family members
- Address, phone numbers, and/or directions to child's home
- Parents' place of employment
- Description of suspected abuse or neglect
- Current condition of the child

4. If an adult other than a parent, guardian or caretaker has committed the offense, 911 will be called immediately. The same written report (above) will be provided to a peace officer by church personnel and the witness.

5. The parent or caretaker will not and should not be notified if a report has been made to protect the child.

For more information, go to <https://dcs.az.gov/services/suspect-abuse-report-it-now>