



**Zionsville Presbyterian Church
Children's Ministry Applications,
Guidelines, and Policies and
Procedures**

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NEXTGEN MINISTRY VOLUNTEER APPLICATION PROCESS

Adult Volunteer Application Process

1. Complete the online application to indicate interest, give permission to check references and run a formal background check, and answer questions related to serving in the NextGen Ministry. Thorough completion of the application process will be necessary to volunteer.
2. A formal background check will be completed with the vendor Checkr. The status of the background check will be stored in the applicant's Planning Center profile.
3. A NextGen staff member will check the references submitted by the applicant in the online application. The church will keep confidential all the information received.
4. A NextGen staff member will then set up a time meeting time to discuss the desire to serve, the commitment level needed, answer questions, share the ministry's vision, and get to know the applicant on a personal level.
5. Applicants must have been regularly attending ZPC for a period of 6-months or longer. (Exceptions may be made for one-time or special events.)
6. Applicants must attend a training class led by a NextGen staff member. This class may be in a group setting or conducted individually depending on the needs at the time of application.

Training Topics

- | | |
|--|---|
| A. ZPC Mission and Vision | G. Emergency Procedures |
| B. Age-group characteristics of children | H. Reporting Processes |
| C. Discipline of children | I. Child Abuse recognition, prevention, reporting |
| D. Classroom Management | J. Cleanliness and disease control |
| E. Teaching Tips | K. Parent relations |
| F. Curriculum | L. Ministry to children with special needs |

Optional training could be made available in the following areas, as needed:

- | | |
|--------------|------------------------------------|
| A. CPR | C. Specialized Teaching Techniques |
| B. First Aid | D. Meeting Special Needs |
7. At the completion of the training, the applicant will sign an "Agreement to Serve" statement that verifies agreement with these safety policies and procedures.
 8. The applicant then observes on a Sunday morning to see the policies and procedures in action and begin to meet children and other volunteers.
 9. After the background check has been completed and reviewed by a NextGen staff member, the applicant may serve in closely supervised settings.

If sufficient concerns arise from the application process, ZPC leaders will help the applicant find other areas of service in the body of Christ.

Youth Volunteer Application Process

Volunteers younger than 18 years old will complete a separate application and training process. They must always be teamed with adults in service. Teens (12-17) who wish to serve in the Children's Ministry must enter the team through a youth training program led by a member of the NextGen team. We value the gift of service these teens are able to offer and want to both equip and protect them as they serve in this way.

Children younger than 13 years old must be accompanied by a parent while serving in the Children's Ministry.

Youth volunteers:

1. must be at least 2 grade levels beyond the grade level they will be serving with
2. never be alone with children
3. always serve with two unrelated adults
4. should keep cell phones put away for the entire time they are serving
5. will not take pictures when volunteering unless asked to do so by the NextGen team
6. will allow adults to check children in and out. Youth volunteers are not permitted to accept or release children during Sunday mornings
7. will play safely with children and avoid swinging kid by their arms or legs or tickling
8. will not take children to the bathroom or change any diapers

Adult Volunteer Application

ZPC NextGen's Student and Children Ministries

We are excited that you are interested in serving in NextGen Ministries here at ZPC! As a volunteer you have the opportunity to have a kingdom impact on the kids and families you engage with each week.

Here are the steps to becoming a volunteer.

1. Must have been regularly attending ZPC for a period of 6-months or longer. (Exceptions may be made for one-time or special events.)
2. Application - complete the online form
3. Background Check - agree to a background check completed by Checkr and have the NextGen staff complete reference checks
4. Meeting with NextGen Team Member - to answer your questions, share our vision, and get to know you more
5. Training - class or individual training led by a NextGen Team Member
6. Observe - serve alongside current volunteers
7. Join the Team - begin to serve

First _____ Middle _____ Last _____

DOB _____

Previous name / Maiden name _____

Address _____

City _____ State _____ Zip _____

Cell number () _____ Home number () _____

Employer: _____ Position _____

Best time to call _____

Gender: _____ Male _____ Female

Marital status: _____ single _____ married _____ divorced _____ separated _____ widowed

Are you a member of ZPC? ___ Yes ___ No ___ Regular Attendee

Have you ever volunteered with ZPC NextGen? ___ Yes ___ No

If yes, when and what capacity? _____

In the space below, briefly describe your personal walk with Christ.

PERSONAL REFERENCES

Please list two adults (18 or older) you have known for at least one year, who are not related to you and have a definite knowledge of your character and ability to work with kids and students (e.g. pastor, close friend, teacher, and/or employer).

Name: _____ Length of time known: _____

Phone: _____ Email: _____

Nature of Association: _____ Occupation: _____

Name: _____ Length of time known: _____

Phone: _____ Email: _____

Nature of Association: _____ Occupation: _____

As a volunteer with ZPC you are being invited into a leadership role in the care of children and/or students. Therefore, it is important that you understand the mission and values of ZPC.

Mission

Making disciples has been a vital part of the DNA of ZPC since its genesis. Our mission has always been: "Called together by God to make disciples and release them for service in our broken world."

We seek to do this through providing a caring community to those within the walls of ZPC and also to extend that sense of care out into the world both near and far. We also value Christ-centered worship and study and seek to live out the teaching of scripture through hands on mission opportunities.

ZPC is a congregation who follows Jesus Christ, the one and only Son of God, and tries to live out his teachings in our everyday lives. We seek to be a humble congregation as we realize how flawed we are and a grateful congregation as we accept God's redeeming gift in Jesus, who, though he was perfect, died to redeem each of us. In addition to this, here are some other ways we describe our beliefs. ZPC is a Reformed, Evangelical church within the [Presbyterian Church \(USA\)](#) denomination, that has been strengthened by being a part of [The Fellowship Community](#).

ZPC Children's Mission Statement: To create a safe, fun, and welcoming environment where our children experience the love of Christ and grow as his disciples.

ZPC Student Ministries Mission Statement: to partner with families to help students connect with Christ, to each other and with the larger ZPC community so that students and all participants will come to know, love and follow Jesus.

About You

In caring for students, we believe it is our responsibility to seek adult leaders that can provide healthy, safe, and nurturing relationships. Please answer the following questions accordingly:

Have you ever been arrested, convicted of, or pleaded no contest, to a crime? ___ Yes ___ No

Have you ever been concerned that you may have an addiction to drugs, alcohol, pornography, or other addiction; or has anyone suggested that you do? ___ Yes ___ No

Have you ever been accused, alleged, investigated, charged, or convicted of any act of neglecting, abusing, exploiting, or molesting any child? ___ Yes ___ No

Have you ever been treated for or diagnosed with a psychiatric disorder? ___ Yes ___ No

Are you pursuing a relationship that is honoring to God? ___ Yes ___ No

Leadership Commitment

After praying, and discussing with my family the commitment involved with volunteering at ZPC, I choose to commit to the following:

___ I acknowledge Jesus Christ as my Lord and Savior, and I have a personal relationship with God through faith in Christ.

___ I am committed to growing and maturing in my relationship with God through quiet times, active attendance at church, and involvement in the life of ZPC. I am committed to contact a NextGen staff member and possibly stop serving if, at any time, my personal spirituality becomes compromised.

___ I am committed to a lifestyle that is both godly and above reproach. Understanding that leaders aren't perfect, that I am covered by God's grace and still struggle with sin, I realize that my lifestyle and decisions are a model for children and students and I commit to making wise choices.

___ I am committed to protecting the emotional and physical integrity of the children and students and will not pursue a romantic, physical, or emotional relationship and will remain above reproach in this area.

___ I understand the philosophy of this ministry and agree with its purpose and commitment to shepherding the children and students that God brings to me. I commit to rejecting divisive behavior. I commit to bringing my disagreements, concerns, or problems about the ministry to the staff liaison without talking or gossiping to students, volunteers, or church members.

___ Because I am making a significant commitment and my presence is important, I agree to be consistent and timely to the program(s) I commit myself to. I also agree to communicate to the NextGen Staff if I will be absent.

Photo Release, Safety Policy, and Background Check Agreement:

I have read the above mission statements and values and agree to support and pursue them. I declare under penalty of perjury, under the laws of the State of Indiana that the above statements are true and correct. ZPC may contact appropriate government agencies to determine my suitability as a volunteer. I understand that the personal information on this application will be held in confidentiality by the professional staff of ZPC.

___ I release ZPC to use my photo in any promotional materials.

___ I release ZPC to contact my submitted personal references.

___ It is the policy of ZPC to have a formal background check completed for any adult who volunteers with minors. This is done to ensure that our children are safe and well cared for. I agree to complete the formal background check process.

Printed Name: _____

Signature: _____ Date: _____

I am interested in serving in the following areas:

___ **Littles (birth - Kindergarten)**

___ **Bigs (1st - 4th grades)**

___ **MSM (Middle School Ministry)**

___ **HSM (High School Ministry)**

Youth Volunteer Application

ZPC NextGen's Children Ministries

We are excited that you are interested in serving in NextGen Ministries here at ZPC! As a volunteer you have the opportunity to have a kingdom impact on the kids and families you engage with each week.

Here are the steps to becoming a volunteer.

1. Application - complete the online form
2. Reference Check - the NextGen staff will complete reference checks
3. Meeting with NextGen Team Member - to answer your questions, share our vision, and get to know you more
4. Training - participate in a youth training class
5. Observe - serve alongside current volunteers
6. Join the Team - begin to serve

First _____ Middle _____ Last _____

DOB _____

Previous name / Maiden name _____

Address _____

City _____ State _____ Zip _____

Cell number () _____

Gender: _____ Male _____ Female

Are you a member of ZPC? ___ Yes ___ No ___ Regular Attendee

Because you will be a role model, we need to know more about you. Please answer the following questions. There are opportunities to serve regardless of your spiritual orientation.

Tell us where you are:

_____ I'm exploring my faith. _____ I'm not sure. _____ I'm a Christ-follower.

Why do you want to serve?

PERSONAL REFERENCES

Please list two adults (18 or older) you have known for at least one year, who are not related to you and have a definite knowledge of your character and ability to work with kids and students (e.g. pastor, close friend, teacher, and/or employer).

Name: _____ Length of time known: _____

Phone: _____ Email: _____

Nature of Association: _____ Occupation: _____

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Leadership Commitment

After praying, and discussing with my family the commitment involved with volunteering at ZPC, I choose to commit to the following:

___ I acknowledge Jesus Christ as my Lord and Savior, and I have a personal relationship with God through faith in Christ.

___ I am committed to growing and maturing in my relationship with God through quiet times, active attendance at church or student ministries, and involvement in the life of ZPC.

___ I am committed to a lifestyle that is both godly and above reproach. Understanding that leaders aren't perfect, that I am covered by God's grace and still struggle with sin, I realize that my lifestyle and decisions are a model for children and students and I commit to making wise choices.

___ Because I am making a significant commitment and my presence is important, I agree to be consistent and timely to the program(s) I commit myself to. I also agree to communicate to the NextGen Staff if I will be absent.

PRINTED NAME: _____

SIGNATURE: _____ **DATE:** _____

I support my child's decision and give permission for my child to serve in Children's Ministry at ZPC.

PARENT NAME: _____

PARENT SIGNATURE: _____

ZPC NEXTGEN POLICIES AND PROCEDURES

As a volunteer in NextGen Children's Ministry it is important that you understand our mission and vision.

MISSION AND VISION

Making disciples has been a vital part of the DNA of ZPC since its genesis. Our mission has long been: "Called together by God to make disciples and release them for service in our broken world."

We seek to do this through providing a caring community to those within the walls of ZPC and also to extend that sense of care out into the world both near and far. We also value Christ-centered worship and study and seek to live out the teaching of scripture through hands on mission opportunities.

ZPC is a congregation who follows Jesus Christ, the one and only Son of God, and tries to live out his teachings in our everyday lives. We seek to be a humble congregation as we realize how flawed we are and a grateful congregation as we accept God's redeeming gift in Jesus, who, though he was perfect, died to redeem each of us. In addition to this, here are some other ways we describe our beliefs. ZPC is a Reformed, Evangelical church within the Presbyterian Church (USA) denomination, that has been strengthened by being a part of The Fellowship Community.

ZPC Children's Mission Statement: To create a safe, fun, and welcoming environment where our children experience the love of Christ and grow as his disciples.

ZPC Student Ministries Mission Statement: to partner with families to help students connect with Christ, to each other and with the larger ZPC community so that students and all participants will come to know, love and follow Jesus.

Below, please find the relevant policies and procedures related to serving in Children's Ministry at ZPC.

CHECK IN - CHECK OUT PROCESS

Check In

1. Families will check in on computers or by scanning the Church Center app in the NextGen Hub.
2. A name tag will print for each child (an additional tag will print for children with diaper bags). The name tag should be placed on the back for Littles and on the chest for Bigs.
3. One tag with matching security numbers that correspond to the child's nametag will stay in the possession of the parents for pick up. There is one security tag per family. This tag can be torn in half to create tags, allowing each parent to take one to different rooms during pick up.
4. Each child will then be taken to the classroom listed on the nametag.
5. At the door, the teacher will greet the parents and child.
6. The child will then be welcomed into the classroom while the parents head to adult programming or volunteering positions.

Check Out

1. Upon arriving at the classroom, parents will remain in the hallway and hand the security tag to the teacher.
2. The teacher will match the number from the security tag to the child's name tag. If the parent needs to pick up multiple children, the teacher will return the security tag to the parent to be used and collected at the classroom of the last child in the family.
3. The child will then be released to the parents.
4. All children ages birth – 4th grade will be released only to the parent or adult with the security tag that matches the child's name tag. If special circumstances exist, a written exception will be signed by the parents and a NextGen staff member. This documentation will be uploaded to the Planning Center records. Contact a NextGen staff member if you need to complete this process.

ACCESS POLICY

All who are approved to regularly serve in our children's ministry will wear approved identification badges. Guest badges will be available for those who have been approved for limited service as parents or visitors. Parents will be responsible to inform teachers in writing if there are any special considerations regarding access to their children. These written instructions should be passed on to a NextGen staff member and kept with the child's Planning Center Profile.

SUPERVISION POLICY

All who serve with children are required to serve as part of a team of at least two unrelated adults at all times. If, due to unforeseen circumstances, a team of at least two adults cannot be present, the supervisor will decide which of the following options are best for the situation and then act on that situation. The options are:

- Join two classes or groups to guarantee a team of two or more adults.
- Borrow adults from other teams.
- Do not accept children for this class or area until two adults are placed.

Married couples will be permitted to serve together when they are joined by a third volunteer. Their presence provides a valuable life-learning experience where children can observe a married couple who desire to serve Christ together. To protect their integrity, this policy will ensure that these married volunteers have an unbiased third party who could substantiate the appropriateness of any behavior with children that might be called into question.

Supervision in areas where children are present must not be hindered in any way, such as by covering windows or locking doors.

NextGen classes should be in compliance with the room maximums and the child care giver-to-child ratio indicated below:

o Infant to 23 months:	1:4 ratio
o 2-3 years old:	1:5 ratio
o 4-6 years old:	1:10 ratio
o 7-11 years old:	1:20 ratio

DISCIPLINE POLICY

All who serve in our children's ministry are required to create and preserve an environment in which all children feel safe, secure, and loved. This process will involve the following elements:

- Make every child feel loved and welcome.
- Clearly state expectations or classroom behavior standards in a positive manner.
- Reinforce positive behavior often.
- Correct negative behavior and clarify the desired behavior. Do not call the child "bad" or other names. Identify and clearly label the behavior that needs to be changed. "We show God's love to each other here. Kicking does not show God's love. Johnny, you may tell your friend that you want him to move, instead of kicking him." At no time is spanking, pulling, yelling, grabbing, or any form of physical discipline permitted.
- Separate a disruptive child from others, but stay within the area, where direct supervision of the child and the adult is still possible. If there are only two adults present in a classroom, and if removal from the classroom is absolutely necessary, seek another adult from the hallway or another room to be present, both inside and outside the classroom.
- In the case of biting, the biter will be immediately isolated and the parent will be contacted. Further actions steps will be determined by each situation and with full communication with all parents involved. A NextGen staff member will fill out an incident report following the incident.
- Communicate with the parents regarding a child's negative behavior, doing this in a positive, hopeful, and truthful manner. A NextGen staff member will then work with the parents to identify corrective steps together.
- Seek to build meaningful and sincere relationships with all children. This may help eliminate future disruptive behaviors.

Parents are expected to communicate any special needs and concerns to teachers and staff. Parental insight is invaluable in helping ZPC minister appropriately to their children.

GUIDELINES ON APPROPRIATE TOUCH

We wish to promote an environment where appropriate affection is provided for the purpose of nurturing our children. In order to avoid even the appearance of inappropriate behavior, all who serve in our children's ministry will carefully follow the guidelines for practicing appropriate touching, as identified below.

- Appropriate touching includes:
 1. Touching which occurs on the child's shoulders, arms, hands, upper back or head
 2. Giving sideways hugs

3. Holding and comforting a baby, toddler, or preschool child who is crying or is afraid
 4. Being careful to control all touching that is done during a moment of frustration or anger on the part of the adult in charge. When appropriate touching is done in full view of another unrelated person, the other person's presence will provide safety and accountability for the both the child and the volunteer.
- Inappropriate touching includes:
 1. Touching in areas a swimsuit might cover such as the chest, buttocks, pelvis, or lower back.
 2. Touching which might be totally appropriate in some family situations, but which could be misunderstood or misdirected in a public child care setting. These cautions include:
 - a. Allowing an older child or youth to sit on the lap of a team member.
 - b. Giving a child or youth a full back rub or body massage because such prolonged touching might be misunderstood by the child.
 - c. Frontal hugging that is initiated by an adult. It is appropriate to respond to a child's indicated desire to be loved, including giving a young child an appropriate hug.
 - d. Tickling.
 - e. Kissing of any kind. In the event of a boo-boo, an adult may use a second hand kiss. A second hand kiss is when a volunteer kisses their own hand and touches it to the "boo-boo" when the "boo-boo" is outside of a swimsuit area.

It is the desire of all ZPC leadership to provide prompt, loving care for all children and every volunteer in any situation, with both grace and proper discretion. Any team member who is accused of inappropriate touching will be asked to take a break from service while the incident is investigated.

DIAPER CHANGING

1. Only background checked volunteers age 18 or older may change diapers.
2. Change children immediately if the diaper is soiled.
3. Wear gloves when changing diapers, even if the diaper is just wet.
4. Gather all the supplies BEFORE placing the child on the changing area. You'll need the diaper, wipes, and gloves.
5. Cover the diaper-changing table with new examination paper for each change.
6. Once the child is clean, pass the child to another volunteer so you can throw away the dirty diaper, gloves, and wipes, and clean the whole changing area.
7. Spray diaper-changing table, and wipe it down after each diaper change.
8. Wash your hands so you stay clean and germ-free too!

BATHROOM POLICY

1. No child will be sent to the rest room alone.
2. A volunteer is never allowed alone in the bathroom with a child.
3. Only background checked volunteers age 18 or older may assist a child with any of the following bathroom policies.
4. Assist children with their clothing in the open doorway before they go into the bathroom.
5. Encourage children to do as much of this for themselves as possible.
6. Volunteers must stand in the doorway of bathrooms while children are using the restroom.
7. If a child needs assistance, prop open the bathroom door and call for another volunteer to assist you.
8. If you are assisting a child in the bathroom, be in view of another volunteer.
9. Make sure the child washes his or her hands after using the bathroom.

BATHROOM ACCIDENTS

1. If a child has an accident, assure the child it is ok and call for the NextGen staff member.
2. The NextGen staff member will bring a gallon sized bag with a change of underwear and pants. The NextGen staff member will also provide a shirt if needed.
3. Have the child remove the soiled clothing and place it in the gallon bag.
4. If you need to help a child change clothes, put on a pair of gloves first.
5. Once the child is changed, wash your hands and direct the child to do so as well.
6. When the parent arrives, give the parent the sealed bag and explain what happened. Assure them that accidents happen and we are happy to help in those situations. It is a part of growing up!

REPORTING POLICY

If a staff member or volunteer knows that another staff member or volunteer is acting in a manner that is not in alignment with these guidelines, he or she is expected to appropriately address the concern with another NextGen staff member or ZPC pastor. Immediate intervention depends on the chance for real harm to be prevented.

Any volunteer that suspects any form or observes evidence of child abuse and/or neglect must confidentially report it to a NextGen staff member or to a pastor of the church immediately.

FOOD POLICY

No food (candy, snacks, & meals) will be provided or consumed during regular Children's Ministry programming. This is an effort to ensure the safety of our children from allergic reaction and cross-contamination. Even with the best intentions in mind, mistakes with food allergies are common and can be severe and even life-threatening. We have several children who have allergies that result in an anaphylaxis reaction.

SPECIAL NEEDS POLICY

Parents will notify the NextGen staff in writing of medical needs or concerns related to the child. This information will be stored in the Planning Center profile. NextGen staff will have a list of all medical needs which will remain confidential with the exception of sharing information with volunteers that is specific to the situation and kept confidential by the volunteer.

Medical Needs

Every attempt will be made to accommodate and meet the specific medical needs of every child. NextGen staff will communicate with parents to learn more information and develop a plan to ensure the safety and success of the child in NextGen ministries.

Allergy Needs

A list identifying children and their specific allergies will be kept readily available. NextGen staff will communicate with parents the specific steps to follow in the event of exposure. Volunteers will be made aware of allergies in the group of students the volunteer serves with. Any exposure, regardless of reaction, should immediately be reported to a NextGen staff member who will then immediately contact the parents and follow the documented steps predetermined with the parent. Allergies come with varying levels of reactions and symptoms and should be treated with prompt and attentive care.

Children with Special Needs

The NextGen team will make every effort to accommodate students with special needs within the capacity and availability of resources and volunteers. A team member will meet with the parents to collaborate on a plan to meet the needs of the child and the family. In some cases, a buddy may be assigned to serve with a specific child. This buddy will offer specific support and attend programming with the child. Regular communication between the parents and NextGen staff will be utilized to maintain the plan and make adjustments as needed. This information will be documented in the child's Planning Center profile and will remain confidential, only being shared with volunteers who directly work with the child and the confidential information is imperative to effectively and lovingly care for the child.

COMMUNICATION POLICY

Communication with parents about behavior or other concerns should come only from NextGen staff. Volunteers will communicate concerns or challenges with the staff directly and in a timely manner. This allows the communication to happen in the context of relationship and partnership with the family, leading to success and sensitivity to the family dynamics and situation that volunteers may not be aware of. Volunteers are encouraged to interact with parents and share positive feedback and encouragement.

SEXUAL MISCONDUCT POLICY

There is a separate document outlining the Sexual Misconduct Policy at ZPC. This will be distributed and discussed during the training process.

EMERGENCY POLICIES AND PROCEDURES

Inclement Weather

1. If notified of severe weather, immediately move away from outside walls and any area of glass.
2. Move to closest lower-level enclosed areas, such as restrooms.
3. Do not go to, or remain in, the gym, sanctuary, or gathering space.
4. Have children sit on the floor with their knees pulled up and their head and face on their knees.
5. Keep everyone calm and take attendance as soon as safely possible.

Building Evacuation

See specific instructions on evacuation in each classroom. Get kids and students to the perimeter of the parking lot where they will meet up with their parents. Parents will come to you.

Lockdown

In an event that a lockdown is necessary, lock and close the classroom doors and bring children to the space in the room least visible from door and outside windows. Wait for a NextGen staff member to communicate further directions. Do not open the door for parents until you have been cleared by a ZPC staff or law enforcement member.

Medical Emergency

In the event of a medical emergency, call 911, as needed. Follow the script on the emergency flipchart by the door. Immediately notify a NextGen staff member. The NextGen staff will contact the parent and have a list of congregants who are medical professionals and can assist until emergency personnel arrive. If a child has any suspected exposure to an allergen, immediately contact the NextGen staff.

PROTECTIVE HEALTH MEASURES

1. We use “universal precautions” which means the blood and bodily fluids of everyone are considered potentially infectious. Disposable gloves should be worn whenever a teacher or worker is handling blood, open sores, cuts, the inside of a person’s mouth, or any other bodily fluid such as vomit. These gloves and other first aid items are available in each classroom cabinet in a clear plastic bag.
2. Wear disposable gloves to clean up areas that have been exposed to blood or other bodily fluid spills. Disinfectant spray is stored in each classroom. This should be used to sanitize all areas exposed to any bodily fluid spills.
3. To dispose of gloves, paper towels, and other potentially contaminated materials, place such items in one of the plastic bags in the wastebaskets and securely close with a knot. Remove from the classroom as soon as possible. Wash your hands.
4. Encourage children to wash their hands after using the bathroom.
5. Children who are ill should be removed from the classroom and into the care of parents as soon as possible. Seek assistance from a NextGen staff person in the hallway.
6. Report any bodily fluid situation to a NextGen staff member. The staff member will follow steps to ensure the fluids are cleaned up in a safe and efficient manner.