

# **Policies and Procedures For Risen Kidz**



**Training and Additional Resources are available to you at  
[risenkingchurch.com/risenkidsresources](http://risenkingchurch.com/risenkidsresources)**

Dear Risen Kids Team Member,

You are a critical player on our team! Through your passion and gifts, you are supplementing every parent's attempt in laying down their child's spiritual foundation. Our mission is to grow and develop kids so that in God's timing, they will be raised up into the abundant life found only in Jesus Christ!

This incredible mission takes all of us—from check in volunteers to preschool volunteers, elementary small group leaders to elementary tech volunteers. On the following pages you will find Risen Kids Volunteer Guidelines and Procedures.

Please read through these guidelines and procedures. We want to thank you in advance for investing time it will take to review this material. If you have any questions, contact the Leader or Staff member in the area you are serving.

Thank You,

Risen King Staff

# RISEN KING LEADERSHIP HONOR CODE

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As an essential part of the Risen King Church family, you have a responsibility to develop and exhibit mature Christian behavior.

This should be the basic premise of your desire to participate in a servant-leader position here at Risen King.

While serving the Body of Christ as a servant-leader at Risen King Church, you pledge to present a good appearance at all times in behavior, you should strive to demonstrate Biblical standards in all situations.

As Christians, the way we present ourselves to others is of vital importance to the way others perceive Christ. Our conduct should never be an embarrassment to Christ but should exemplify the best qualities of a mature believer and servant-leader.

Exemplifying the highest moral commitment, Risen King Church's volunteers are to maintain a disciplined life of Bible reading, prayer, and fasting. You must also refrain from such things as:

- Gossip
- Profanity
- Drunkenness
- Dishonest gain
- illicit drugs
- Pornography
- Sexual immorality (sexual activity outside of marriage)
- All behaviors which might cause Christ to grieve and others to stumble

By providing an example in speech and action, we encourage others to grow in Christ and become servant-leaders themselves. This is a way of life measured by the heart and commitment of each leader in the Risen King Church family. We should regard it as an essential part of our development, not as an imposition or restriction.

## **Risen Kids Values**

### **Safe**

We will provide a safe environment for children to enjoy. We want children to be safe and feel safe, and parents to rest assured that their child is well cared-for while they are in the service. For this reason, we obtain background checks on every volunteer. Adults are never alone with children, and there are always two adults with children at all times.

### **Fun**

We want kids to have fun! Our desire is to see kids have such a good time they will be begging their parents to come back the next week. We believe creating this fun environment for kids will help children learn more about Jesus. We use games, crafts, props and creative stories to communicate the message of Jesus, and we think it's okay to have a good time at church.

### **Age Appropriate**

We don't want to simply entertain children, and we're not here to babysit. We want children to learn about Jesus. The content of the kids' environments is geared towards a child's learning level, with specific lessons they can apply in their lives. Kids are wired to move and interact with their environment; therefore, Risen Kids environments are designed to help kids learn about Jesus through interaction. Lessons about Christ and the Bible will be age appropriate and will help them understand God's love and plan for their life.

### **Team**

We believe that what happens at home is more important than what happens at church. Risen Kids is partnering with parents by providing resources, support, and encouragement as they lead their families from where they are to where God wants them to be.

## **Risen Kids Environments**

- Infant Nursery (Self-Service)– Newborns- 1 years olds
- Toddler Nursery- 1-3 years
- Risen Kids Church – 4- 12 year olds The Theatre environment features a large group teaching time and a small group environment where children are further divided by grade.

## **Topics Not Appropriate for Discussion**

Certain topics of discussion are best left for parents and their children. In order to respect the rights of parents to raise their child within the norms of Biblical Standards we believe that it is the duty of the parent to instruct the child in the following subject matter. If you have a question about the propriety of discussing one of these topics, speak with the teacher or pastor of the area in which you serve:

Halloween

Easter Bunny

Santa Claus

Human sexuality including Homosexuality

Sexual Intercourse or Reproduction

Female menstrual cycle

Drugs, alcohol, or other questionable behavior before salvation

## Areas of Service in Risen Kidz:

The area of service will vary from babies to school aged children.

<b>Opportunity</b>	<b>Description</b>	<b>Time Requirements</b>
<b>Resource Team</b>	Make copies, prepare crafts, gather supplies for Risen Kidz	Send out Lessons, Activity Sheets, and Resources to our volunteers on a monthly basis.
<b>Risen Kidz Floater</b>	In the event of emergency will step into either lead or assistant role. Assists in Media, Toileting, and retrieving parents as called upon.	Serve during the following service times: Sunday 11:00am-12:30 pm, or Sunday 9:30a-10:30am
<b>Risen Kidz Lead Teacher</b>	Lead elementary kids in worship and teach through live storytelling. Lead a small group of elementary children though a weekly discussion	Serve during the following service times: Sunday 11:00am-12:30 pm, or Sunday 9:30a-10:30am
<b>Risen Kidz Assistant Teacher</b>	Lead elementary kids in worship and teach through live storytelling. Lead a small group of elementary children though a weekly discussion	Serve during the following service times: Sunday 11:00am-12:30 pm, or Sunday 9:30a-10:30am
<b>Nursery Volunteer Team</b>	Teach and lead a preschool classroom	Sunday 11:00am-12:30 pm, or Sunday 9:30a-10:30am
<b>Media &amp; Operations Team</b>	Setup all media and worship related to lesson and prepare monthly schedule for volunteers	Download all Media & Worship related to the weekly lesson on Pro-presenter and create monthly schedule in paper and planning center format once a month.

## **Volunteer Screening Procedures**

All Risen Kidz volunteers must have a background check performed and go through the appropriate training.

If a conviction is disclosed or discovered, Risen King Church must make a decision on whether or not the applicant may be used based on the following guidelines. As used in this policy, the term conviction refers to a conviction entered after a trial, after a guilty plea or after a plea of no contest/nolo contendere.

Any application form that does not contain honest answers or that misrepresents the number, type or gravity of any such conviction(s) will not be approved irrespective of the nature of the offense or the time that has transpired since the conviction.

Any individual on probation or required to complete a court ordered rehabilitation or other such program following a conviction for a crime appearing on the Table of Convictions will not be considered to serve as a volunteer.

Any person convicted of a crime against or otherwise involving a minor at any time in the past will not be approved to be a volunteer.

Most felony convictions will result in a negative determination. Evidence of multiple convictions, either felony or misdemeanor, are likely to also result in a negative determination.

Persons convicted of a crime of violence or other serious crime against a person within the prior 20 years will be disqualified from any volunteer position.

Persons convicted of sex offenses will be disqualified from volunteering

Persons convicted of a theft related crime or fraud within the prior 15 years will be disqualified from any position involving the handling of funds, property or personal identification information.

Persons convicted of a serious substance abuse crime within the past 5 years will be disqualified from serving.

In certain limited instances, Risen King will disqualify volunteers who have been arrested for a crime, even if the arrest later results in no charges being filed. While Risen King casts no judgment about any of the allegations and/or accusations in these instances, Risen King Church's overriding and compelling interest is to provide a safe, fair and fun environment for children.

DUI: Persons convicted of driving while under the influence or other traffic/conduct related crimes within the preceding 3 years will be disqualified from volunteering.

## **Volunteer Requirements**

Read the Volunteer Guidelines and Procedures, specifically the sections that pertain to your area of service.

Fill out a background check authorization and pass the necessary requirements.

Complete any necessary training.

Report to Volunteer Check in to obtain a volunteer badge.

Always come prepared to teach our students and arrive 30 minutes prior to the beginning of the service you've been assigned to.

## **Student Volunteers**

Middle school and high school students may volunteer in Risen Kids under the supervision of staff or adult volunteers.

Student volunteers must adhere to the following guidelines:

1. Check in with the Lead Volunteer at least 30 minutes before the service begins.
2. Follow the direction of the Lead Volunteer and/or other adult volunteers at all time.
3. You must stay in the classroom until the service is over and all of the children have been checked out.
4. Let the Lead Volunteer know that you are leaving.
5. No electronic or handheld games or devices are allowed to be in use in the classroom.
6. You must attend the service during the time that you are not volunteering.
7. Although you may serve with your friends, please understand that you are not volunteering in order to socialize.
8. It is important that the Student Volunteer's parent understands and clears the student to volunteer in a Risen Kids environment.

## **Serving Expectations**

1. All volunteers should check in at Risen Kidz Check-In Desk 30 minutes before the service begins.
2. Volunteers must be on time. We cannot open classrooms and safely care for children if everyone is not in place on time.
3. Volunteers must be prepared to teach having reviewed the curriculum and obtained all necessary resources prior to their time to serve.
4. All Volunteers are expected to remain in the risen kids area until all kids have been checked out and released to the appropriate parent in accordance to the policy in this manual.
5. Volunteers must attend at least two adult services monthly. This is important to your own spiritual health.
6. All volunteers must attend the volunteer huddle within their serving group, this huddle occurs 30 minutes prior to the service.

## **Training Process**

Risen Kids Training is designed to prepare each volunteer for success, any questions related to policy, curriculum, media and technology should be asked during the training phase. Once training is completed all volunteers are expected to adhere to our policies and know how to effectively serve in their role.

***Phase 1: Culture, Policies and Expectations***

## **Learning Goals:**

- 1. Grow in Understanding and Adapt to Risen Kidz Team Culture**
- 2. Have an Understanding of the policies which make our Risen Kidz Team function.**
- 3. Understand the expectations for every volunteer serving at Risen Kidz.**

During this phase of training the new team member will take an online video course introducing you to the culture of the Risen Kidz team, the policies and expectations. After this juncture an individual may determine if serving with the Kidz Team is the best fit for them. Once the course is complete the individual will sign a covenant agreement with the team listing our expectations of every volunteer.

## ***Phase 2: Technical Training***

### **Learning Goals:**

- 1. Become proficient in accessing curriculum and using curriculum**
- 2. Become an intermediate level user of proresenter and Risen Kidz Media Systems.**
- 3. Understand how to check-in and check out a child using the planning center system.**
- 4. Understand how to access planning center and use it for scheduling, check-in and check out of kids.**

During Phase 2 the individual will be taught how to obtain the curriculum, how to use the curriculum, how to operate media/computers. The individual will also be taught how to use the scheduling of planning center, sign in and sign out procedures of students.

## ***Phase 3: Shadowing***

### **Learning Goals:**

- 1. Understand the order of service for Risen Kidz.**
- 2. Be proficient in being the lead teacher.**
- 3. Understand how to operate all functions during the Risen Kidz services.**

During Phase 3 the individual will shadow a leader and will **not** be formally included as part of the schedule and cannot switch with another volunteer. The individual will spend two months shadowing and will have rotated to the three essential functions of the Risen Kidz Team.

## **The Role of the Floater on Duty**

Floater on Duty (FOD) is responsible for assisting our scheduled Risen Kids Team in the following ways:

1. Sit in the service with an Ear piece connected to a walkie listening for calls for assistance in our nursery space and risen kids' space and respond to calls of assistance appropriately.
2. The Floater on Duty (FOD) may assist in:
  - a. Retrieving a Parent when requested.
  - b. Coverage should there be a medical or other emergency during service.
  - c. Relieve a volunteer to use the restroom.
  - d. Taking a child to the bathroom if called upon.
  - e. Media/ or lesson assistance if called upon.



3. The Floater on Duty will also be responsible for coverage of the role of team leader, assistant or nursery worker only in the event of a same day/overnight emergency call out or a no call, no show from a volunteer.
  - a. The Volunteer is still responsible for obtaining their own coverage and notifying the leadership of their absence.

## **Two Way Radios (Walkie Talkies)**

Two-way radios are provided to each of our risen kids areas (nursery, theatre room, carnival room). Should a solo volunteer need assistance with a child they should use the radio to request assistance in their area and a volunteer will come to assist. Should there be a need associated with resources, media, child behavior or policy the volunteer will make known their request for help or clarification using the two-way radios. Two-way radios should be picked up in the theatre room (if you are serving with kids ages 4-12) or the toddler nursery (if you are serving are 1-3 year olds). All two-way radios should be appropriately cared for during use and promptly returned to it's charging station at the conclusion of the service.

## **Volunteer Badges**

All individuals in Risen Kidz, other than the children attending Risen Kidz, should have on a volunteer badge or nametag. Risen Kidz badges are issued to all Risen Kid volunteers from Volunteer Check in. These should be picked up from Volunteer Check in before reporting to the classroom environment and returned as soon as your volunteer responsibilities end. If someone is discovered in an Risen Kidz room without a nametag, he or she will be escorted to the Risen Kidz Check-In Area to get the proper nametag and then escorted back to the room.

## **Substitutes and Sickness**

If you are unable to serve on your scheduled day, notify the Leader in your serving area as soon as possible. You are responsible for obtaining your own replacement from a qualified volunteer and then are responsible for notifying the scheduling leader of the change. If you are aware of any days that you are unable to serve due to vacations, it is best to block off your dates using the planning center system and then notify the leader via phone or email for good measure so that appropriate accommodations can be made.

## **Child Registration and Check-In Procedures**

Our goal is to safely and quickly check in each child in a friendly manner. This is often the most stressful part of a parent's morning at Risen King Church and is an important moment to make a positive impression. All regular attendees and first time guests will check in at the Check In area. Risen King uses planning center in order to safely track our attendance, and students who are checked in and checked out of our Risen Kids area.

1. Log into planning center and select the check-in portion, select the appropriate event (11am Service, Wednesday Night Risen Kids life group, etc.) Proceed to select the appropriate area (Nursery, Theatre Room, Carnival Room, etc.) You can then proceed to input the child's name and check them into the appropriate area.

2. All parents are then given one pager per family, the volunteer will then write the pager number and family name on the pager tracking form in the event that a parent needs to be contacted or a child returned in the middle of the service.
3. Parents should be reminded to take their child to the restroom before checking them in. We will take their child to the restroom, but it's easier to do this in advance.
4. First time guests fill out a registration card and receive a sticker with a unique number. The child receives the other half of that sticker. People working at the registration area will be available to walk first time guests to the appropriate environment and introduce them to one of the teachers.
5. Regular attendees (those that have previously filled out the registration card) do not need to fill out the card again as they are entered into the computer system. After checking in electronically, parents walk their child to the door of the appropriate classroom. A volunteer is at the entrance to the classroom to make sure the stickers match. Parents walk their children into the class and hand them to a teacher.

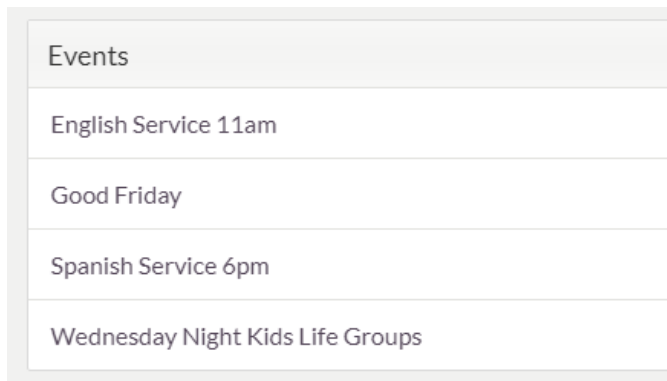
### **CHECKING IN:**

1. Log-in to <https://check-ins.planningcenteronline.com/events>

**Login ID:** risenkidz@gmail.com

**Password:** rkcbutler

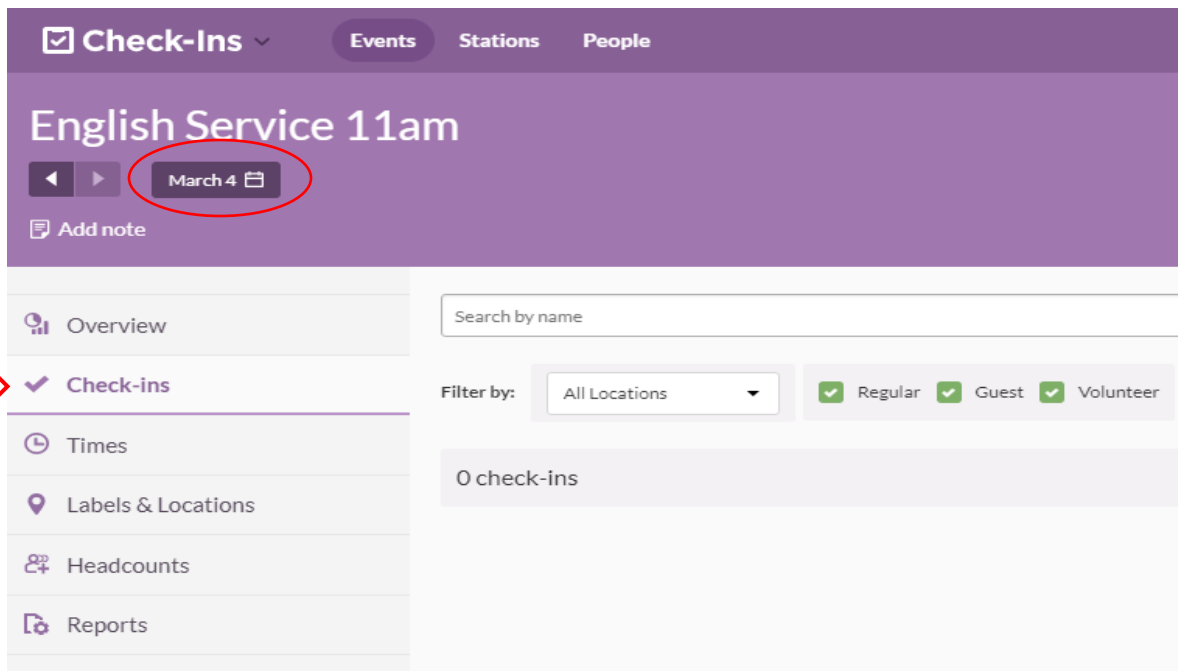
2. Scroll down to **select** the Event you're checking the child into:



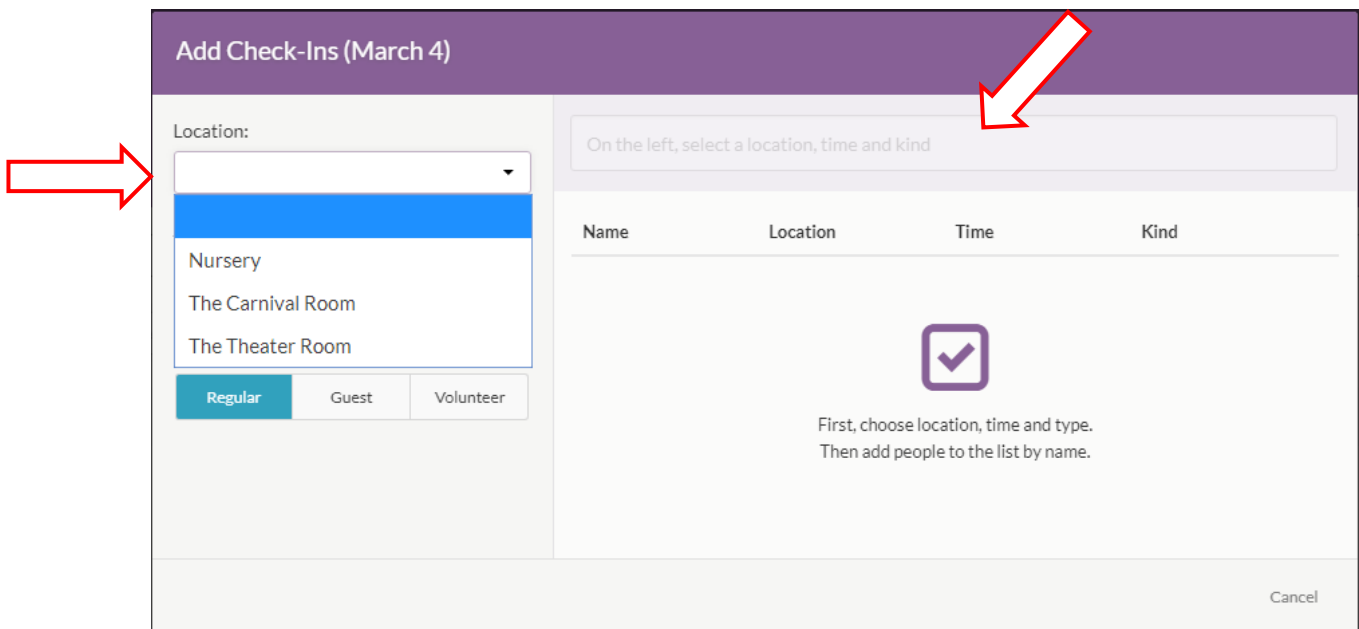
A screenshot of a dropdown menu with a light gray background. The menu is open, showing a list of event options. The top item is 'Events' in a darker gray font. Below it are four options in a standard gray font: 'English Service 11am', 'Good Friday', 'Spanish Service 6pm', and 'Wednesday Night Kids Life Groups'.

Events
English Service 11am
Good Friday
Spanish Service 6pm
Wednesday Night Kids Life Groups

3. Make sure you are on the **correct date** and the **CHECK-INS** tab is selected.



4. Find the Add check-ins button on the right of the screen and select it, and **THEN** search for the child using their first or last name, or their security code.
5. Select the **Location** which you are checking the child into, and then you will be able to check the child in.



6. Once the child has been checked in, click on the **"Print Label"** button.

**\*\*Each child will receive a label upon check in, and one label will be printed PER HOUSEHOLD with a security code on it which the parents will need upon pick-up.\*\***

**CHILD LABEL**

**Tim  
Taylor**

The Man's Kitchen  
Fri. Sep. 02 @ 8:00am

Toolbelt

Accident Prone

Jill Taylor

(888) 777-2821



**SECURITY CODE LABEL**

Tue. May. 30 @ 3:00pm

**E2G9**



7. Click **“Finish”** at the top right and **repeat steps 4-6 for the rest of the children**

After checking in the child, the child may enter through the door of the check-in desk and be escorted into the classroom by a leader or volunteer. The parents should be reminded they must come down at the end of service to pick up their child to be checked out.

## CHECKING OUT:

Check people out of an event using the Security Label or with personal information.

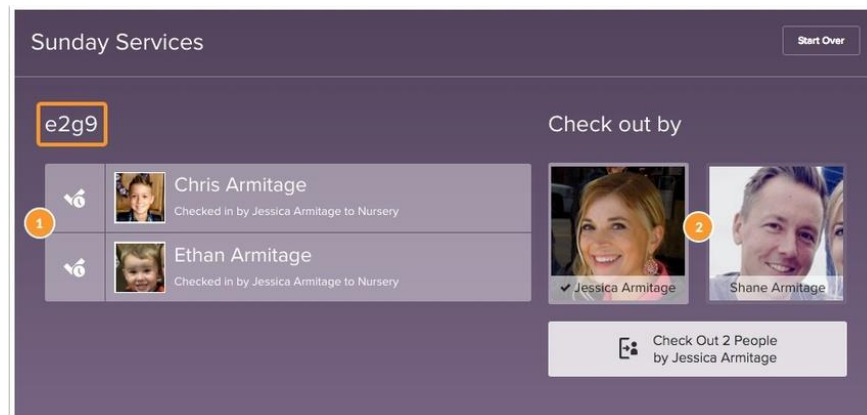
**Checking out is an option on both Manned and Roster Stations. For security purposes, it is not available on Self Stations.**

Every person has a randomized alpha-numeric tag for each time of check-in. This Security Code will never be the same again for that person.



1. When the parent comes to pick the child up with the Security Label, the person at the station can scan the barcode or type the Security Code in the search bar.

**You can only search for a security code on a Manned Station (i.e., the check-in desk).**



All people matching that barcode or Security Code will show on the screen.

8. Check marks show **who** will be checked out.

9. **Confirm** you are checking out the **right child**.

10. Choose who is checking out the people. The default is set to the person who checked in the child, but you can easily switch it to someone else by clicking on their image!

Return to the check-in page and **repeat steps 1-4 for each child checking out**.

## Checking Out Children

1. Parents wait at the check in desk and children are released to the appropriate parent in our system.
2. **Children are NOT to be released to anyone other than the adult with the correct security tag. Siblings are NOT allowed to pick up their younger brothers and sisters, even if they have the security tag.**
3. On the way out, the classroom volunteer verifies that the number of the parent's sticker and the child's sticker match.
4. Once the child is checked-out the pager is then returned and the families name erased from the pager tracking form, the pager is then placed in the appropriate charger.

## At The Classroom

1. If a diaper and/or diaper bag is left with the child; make sure that the diaper bag is appropriately labeled. The parent is asked to write his/her child's full name using a permanent marker on all bottles, pacifiers, diapers and/or cups that are left with the child.
2. If the child is a crawling infant or a toddler, ask if there are any allergies and notify all volunteers serving in that classroom. This is noted on the child's tag, but must be verbalized as well.

## Room Openings

All areas must be ready to begin receiving children 20 minutes prior to the service. It is essential that all leaders must be ready to greet their children as they begin to arrive. Rooms cannot and will not be opened until necessary volunteers are in place.

## Security

In order to keep Risen Kidz a safe and secure environment for parents and children, the following security measures are constantly in effect:

1. Volunteers at the doors of each classroom will match the number on the sticker of the child to the number that the parents have. This happens every time a parent enters or exits the environment with a child.
2. Only volunteers with the appropriate identification, and staff with staff name badges are allowed past the security checkpoint.
3. No adult is allowed to be in any kid's environment without a completed application and background check.
5. In the event that a parent loses the sticker, that parent will wait until all other children are picked up. They will be required to show identification to the Lead Volunteer, who will verify with the Kid Check-in volunteer.

## Late Arriving Parents for Pick-up

If a child remains in Risen Kidz after all of the other children have been picked up, the **“Two Adult Rule”** must be maintained, and you need to contact the Volunteer Leader in order to find the parents. This is for the benefit of the child, the adults and the church.

## Evacuation of the Building

In the event of an emergency and the building needs to be evacuated, the Lead Volunteer will serve as the point person. If the Lead Volunteer is not in the room, another adult will provide leadership. The Lead Volunteer will gather the children into groups with their small group leaders. The teacher will

follow the exit signs and exit at the closest door. Upon exiting the building, teachers should check their group to make sure that all children have been accounted for.

## **General Wellness Guidelines**

To ensure the health of children and volunteers, we ask that sick children do not attend Risen Kidz . The Committee on Control of Infectious Diseases of the American Academy of Pediatrics recommends that a child should not leave home when any of the following symptoms exist:

1. Fever (over 100.4 degrees).
2. Vomiting or diarrhea within the last 24 hours.
3. Any symptom of childhood diseases such as scarlet fever, German measles, mumps, chicken pox or whooping cough.
4. Common cold, including colored runny nose.
5. Sore throat.
6. Croup.
7. Any unexplained rash.
8. Any skin infection – boils, ringworm or impetigo.
9. Untreated pink eye or other eye infection.
10. Any communicable disease.
11. Lice, including the presence of eggs or nits.

These are the guidelines that we follow and we expect that a child or volunteer be free of fever for 24 hours before coming back to Risen Kidz.

In the event of a contagious disease (lice, chicken pox, etc.) parents will be notified.

## **Medication**

Risen Kidz staff and volunteers WILL NOT administer any medication except in life threatening situations when there is not enough time for a parent to come to the room and give it.

In a situation where a child has a potentially life-threatening condition and medication may need to be given, a Medication Authorization form should be completed and signed by the parent.

EACH time a parent drops off a child and his/her medication, clear directions must be written out BY THE PARENT outlining the symptoms present when medication is needed and how it is to be dispensed. The form is to be given directly to the Lead Volunteer by the parent so the Lead Volunteer can read the directions and ask for clarification if necessary. The signed form is to be turned into Risen Kids for their records.

## **Accidents/Health Conditions**

If you encounter a life threatening situation (loss of consciousness, significant blood loss, difficulty breathing), immediately call 911 from a cell phone or the phone in the lobby, giving them the following information:

- Type of injury or health condition
  - Information about the injured person: age, gender, etc.

Notify the Leader or Staff member in the area that 911 has been called and the Leader will notify the parents.

Minor accidents (bumps, bites, bruises, scrapes, etc.) can be handled in the room. Band-aids are kept in each room's first aid kit; ice can be found in the kitchen. Always contact the parent in these situations to make them aware of the minor accident.

The person who witnessed the accident needs to fill out an Incident Report before leaving for the day. Record the situation and details to the best of your recollection. Be honest with the parents about the situation that occurred; reassure them of our desire to provide the best care possible. Recognize that parents may be upset but do not let that deter you from being honest with them. Do not offer medical advice to parents. Simply offer your apology or concern.

## **Disabled Children**

Special needs children are to be a part of the whole, not separated from the group. The child is to be included in all activities offered.

Any child who needs assistance in being able to fully participate within Risen Kids or for the protection of them or others needs someone to oversee their care. The child will be matched with a volunteer to work one-on-one within the classroom to give them the best experience possible for learning about God's love.

The goal is for all children to actively participate in Risen Kids without special assistance. If you see a child in Risen Kids that may require assistance, let the volunteer leader in your room know what you have observed. A volunteer leader will be contacted to help find the best way for this child to thrive in Risen Kids.

## **Teachers' Children**

We do allow you to teach in your child's room if they understand that you have a commitment to the other children in the room. If you do not want to be in your child's room, please communicate that to a Kids Ministry staff person. If you are unable to do your job in your child's room due to distraction or lack of attention for other children, you will be replaced with another worker.

If a teacher cannot discipline your child by using "time out" or is having difficulty getting your child to cooperate you will be asked to come down and talk to them. You must take the child out of the room and into another setting. Children see you as a teacher and they will not understand measures you may take with your own children. Please discipline your child in privacy for this reason.

Your child will follow all the rules of the other children in Risen Kids. Explain all the rules to the child so they are aware of all expectations.

## **Positive Interactions with Children**

The steps below outline a process to help all volunteers maintain positive interactions with children during Risen Kids. There must always be two adults present when supervising one or more children.

## **Ways to Avoid Problem Behaviors**

1. Come prepared by praying and reading through your lesson beforehand.
2. Be sensitive to the moods of the children in the group.
3. Provide enough space for each child.



4. Set clear and age appropriate expectations with the children.
5. Arrive early or on time and ask your volunteer leader questions if needed.

## **When Kids Require Discipline or Guidance**

1. Use a firm but gentle voice to address the behavior.
2. Remove the child from the activity.
3. Focus your remarks on the behavior you want to see.
4. Do not use words or a tone of voice that shames or frightens a child.
5. Do not use sarcasm or scream at a child.
6. Never make remarks that put down the individual as a person or make negative references about appearance, race or gender.
7. Never use corporal punishment or spanking of any kind.
8. If the child will not listen, then notify the security volunteer or leader who will page the parents.
9. Use touch in affirming ways
  - a. Appropriate examples: high fives, pat on the back or shoulders, etc.
  - b. Inappropriate examples: demanding/expecting hugs, slapping on the buttocks, kissing, etc.
  - c. If assistance is needed, contact the Lead Volunteer or a staff member.

## **Biting, Hitting, Inappropriate Contact, Etc.**

Isolate the child by putting them in a crib or in a time out chair. Comfort the one who has been hurt. Notify the lead teacher immediately and fill out an Incident Report Form. The lead volunteer will discuss the issue with both sets of parents. Do not discuss the situation with anyone else. Do not tell the parent of the child who was bitten which child was the biter, and vice versa. Talk to parents separately. If the child proceeds to either hit or bite than the parent should be contacted immediately via our pager system and the child escorted outside of the ministry area.

## **Physical Contact**

Risen King is committed to protecting children in its care and recognizes that appropriate touch is part of a positive, nurturing environment in a healthy children's ministry. The following guidelines are to be carefully followed by Risen King volunteers.

Using good judgment, the following are appropriate ways to touch kids:

- an arm around the shoulder
- walking hand in hand
- carrying small children piggy-back
- short congratulatory or greeting hugs
- a brief, assuring pat on the back or shoulder
- handshakes, high-fives, and knuckles

### **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 navel and the knee
- never touch a child's private parts (with the exception of diaper or bathroom procedures)
- Physical contact in any form should be above reproach. The personal behavior of staff members and volunteers 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

-Do not under any circumstances take a photo with any children in the ministry, only an official church photographer can take any photos for the purpose of official church media. Do not post anything on Facebook, Instagram, twitter or any other means of social media.

## Reporting Potential Abuse

Risen Kids is an environment required by law to report suspected abuse of a child. The staff person over the environment is a Mandated Reporter to the Department of Family and Child Services. In the case that a volunteer suspects abuse of a child...

1. Report your suspicions of child abuse/neglect to the Lead Volunteer or Staff person.
2. Report any suspicions that a child or teen reports to you about potential abuse to the staff.
3. Report any inappropriate behavior of a co-worker to the staff.
4. Do not wait or second-guess your observations.

## Crying Children

Crying children obviously need care and compassion. When crying is not due to obvious concerns (children hurt or sick), please tend to their immediate needs. Depending on their age, this will vary. Beyond diaper changing, hunger needs and being picked up, trying to engage a child in some activity often stops a child from crying. Quiet reading, music or art are often the activities that soothe crying children most frequently, but offer all activities to comfort crying children. Whatever the activity is that soothes the child, it is important the "Two Adult Rule" is followed. Reassure children that they are in a fun and safe place. And, if asked, reassure them that their parents will come back for them. If appropriate, tell them the schedule so they know what is going to happen next and when their parents will come. Sometimes they need to know what lies ahead. Ask other team members to help engage a child, too.

If after tending to immediate needs, and trying to engage in activities the child is still crying, talk to the Volunteer Leader. **If the child has been crying consistently for 10 minutes, it is time to call his/her parent.** When you and the Lead Teacher decide it is time to call a parent from the service, notify the Leader so they may page the parent in the service.

Then tell the child you have called his/her parent and continue to try to engage him/her in activity. When the parent arrives, explain to the parent his/her child was crying, that you tended to the child's immediate need if there was one, and that you tried to engage the child in activities. Tell the parent that he/she may stay with his/her child and participate in Risen Kids. If a parent stays, please get him/her a visitor nametag from the Check-In Area.

If the parent decides to leave with the child, let the parent and child know how much we enjoyed him/her and we look forward to seeing him/her again next week (offer the child a coloring sheet and snack if appropriate). Encourage the parent and child to come back. Also, be sensitive to answer any other questions the parent might have.

Parents that leave with children may return to the classroom when the child has stopped crying, but they will need to stay as guests in that classroom for the remainder of the service.

## Diapering Policies

To provide the best care for the children, please check the diapers of all infants and toddlers during each service. If a child is attending more than one service, he or she should be checked each time.

When changing diapers, please do the following:

1. Diapering should be performed in diaper stations.
2. Cover changing pad with a sheet of wax paper.
3. Have all supplies ready before placing the child on the changing table.
4. Once the child is placed on the table, put on surgical gloves.
5. Always be attentive, keeping one hand on the child.
6. Place the child back with the group when finished
7. Dirty diapers are to be sealed in provided plastic bags and thrown away.
8. Throw away the wax paper and gloves.

A child of any age is never to be punished for toileting accidents. Student volunteers are not to change diapers.

## **Toilet-Trained Children Who Have Accidents**

When a child who is toilet-trained has an accident, please page parents out of the service so that the parent is informed and can assist their child if necessary. Let parents know that we call all parents so that they can assist their child and comfort them. Risen Kidz has spare pants and underwear, please offer the parent and child the dry clothes to change into. Some children may be embarrassed, and not want to change. If parents appear upset or angry, please help diffuse the situation by reassuring parents that this happens to all children.

Children who have an accident do not need to leave Risen Kidz; however, if we do not have spare clothes for them, it is up to the parent whether or not they can stay. Obviously, each situation is unique and common sense needs to be used.

Until the child is fully toilet-trained, parents should send their child in a pull up.

## **Bathroom Policies**

Please follow these procedures while taking children to the bathroom:

1. An adult should walk child to the bathroom. Leaving the door open.
2. If the child needs help, keep the door open and assist him or her.
3. Always wash your hands and the child's hands with soap and water after the child has used the toilet in Ages 2-5.
4. An adult should enter the bathroom to check to see if any adults are already in the bathroom. Ask child to wait outside while checking. The only adults in the children's bathroom are children's workers.
5. If another adult is using the bathroom, he/she should be asked to leave as soon as possible by the Risen Kidz volunteer so the child can use the bathroom in private.

6. Once the bathroom is clear, the adult volunteer should wait outside the bathroom door in the hallway with bathroom door slightly open unless a child needs assistance.
7. If special help is required (young child or medical conditions that require help) another same gender should be a witness.

## **Tear Down and Clean Up Procedures**

1. Use Clorox wipes to sanitize any toys that have come in direct contact with children.
2. Make sure things are put away in appropriate bins and containers.
3. Make sure the trash is taken out.
4. Vacuum your respective area and ensure it is ready for our next weekly gathering.

# Risen Kidz Incident Report

## General Information

Child's Name: \_\_\_\_\_ Parents Names: \_\_\_\_\_

Supervising Adults: \_\_\_\_\_

## Information on Incident

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Location: \_\_\_\_\_

Parents Notified by: \_\_\_\_\_ Time: \_\_\_\_\_

Describe the incident:

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Describe the extent of the injury:

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Describe the first aid and course of treatment:

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Signature of person completing report: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Leader: \_\_\_\_\_ Date: \_\_\_\_\_

# Lost Name Tag

Child's Full Name \_\_\_\_\_

Parent's Full Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Drivers License Number \_\_\_\_\_ State \_\_\_\_\_

χ ID Checked by \_\_\_\_\_

# Medical Authorization Form

Child's Full Name \_\_\_\_\_

Parent's Full Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Instructions:

I authorize an Risen Kids adult volunteer to administer medication in case of emergency as described above.

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

# HOW TO PAGE A PARENT

1. If a child has been crying for more than 10 minutes, is overly disruptive, overly complains of illness or sickness, then it's time to contact the parent.
2. Simply Access the pager system and obtain the corresponding pager number and press the number to page the parent.
3. The parents will come to the Check in Station and will be escorted to the classroom where the teacher will explain the situation.

## EMERGENCIES

1. If there is a life threatening issue, call 911 immediately.
2. Treat minor injuries (bumps, bruises, scrapes, etc) in the classroom using the first-aid kit, and fill out an Incident Report.
3. If you need to evacuate the classroom at any time, lead children to the emergency exit, placing infants in cribs or strollers.