



# Volunteer Handbook

## **Mission: Reach, Teach, Multiply**

**Vision: To partner with parents to exalt God in everything we say and do, to equip and encourage our children in every area of life, and to express Christ's love to everyone with whom He provides the opportunity.**

### **Pillars:**

- 1. Centered on Christ**
- 2. Compelled to reach the unconvinced**
- 3. Committed to making fully devoted followers**
- 4. Empowered by prayer**
- 5. Guided by the Spirit**
- 6. Permeated with grace**
- 7. Actualized in relationships**
- 8. Based on the Bible**
- 9. Devoted to being financially responsible**
- 10. Global in our vision**

### **Values:**

- 1. Child-Targeted Approaches- Age-appropriate and engaging décor and music.**
- 2. Relevance/Creative Bible Teaching- A child's concept of God begins from the cradle. A simple phrase such as, "Jesus loves you", said with a warm smile, soft voice and gentle touch, gives younger children the reassurance of your love, and begins forming in his or her spirit the idea that God is someone special. To children in today's culture – life-application must be taught! We also want to communicate God's truth by using multi-sensory methods and accommodating various learning styles.**
- 3. Intentional Shepherding- This is the loving attaching that provides nurturing one-on-one relationships where babies feel the peace and love of Jesus. In the nursery, this may be shown through holding, rocking or merely singing "Jesus Loves Me". For older children, we have the incredible privilege, as authentic Christ followers, of representing Jesus and modeling what it means to be a follower of Christ each time we meet with these children. We want to nurture one-on-one relationships and model Christ to small groups of children!**
- 4. Keeping Children Safe- spiritually, emotionally, and physically- We want our children to associate our teachers/volunteers with pleasant experiences so we meet their physical and emotional needs as well as provide a secure place for parents to leave them.**
- 5. FUN!- We want parents to want to come back because their children have been loved with Christ-like love! We want children to want to come back because they've learned to enjoy God's Word and His people!**

### **Activity Stations**

- 1. After children check-in and get their nametags, they enter the room where Child-targeted music is playing, games are set up, and kids get to choose what they want to do.**
- 2. The purpose for these activities is to provide the children with a feeling of celebration, welcome and fun.**
- 3. They have freedom to roam from activity to activity while connecting with friends and leaders.**
- 4. It's carefully planned "play with a purpose" activities that support two values of intentional shepherding and fun.**
- 5. It provides volunteers the opportunity to check in with kids on an individual basis, join in the games and engage in conversation.**
- 6. This is the time that bridges are built between the leaders and the kids.**

### **Small Group Time**

- 1. Small group time is a highly interactive time in which a shepherd leader develops a relationship with 8-10 children.**
- 2. These leaders build bridges between teaching time and life application using questions and activities designed to help kids evaluate what they learn and how it applies directly to their own lives.**
- 3. Children need to know they are spiritual, emotionally and physically safe.**
- 4. Shepherds need to be able to speak respectfully to children, encourage, answer questions, and listen carefully.**
- 5. Leaders can most effectively shepherd children when they are meeting with the same kids each week.**

### **Large Group Environment (Elementary)**

- 1. This time is designed for children to spend time hearing the Bible taught in relevant and creative ways and experiencing contemporary music that reinforces Bible truths.**
- 2. When children step into the large group program, they ought to feel a sense of anticipation. We want them to come in thinking, "Something exciting is going to happen here!" "This place is for kids!" "I wonder what this is all about?"**
- 3. This is a high-energy time that is going to capture the imagination of the children and open their eyes and hearts to Bible truths that will impact their lives in incredible ways!**

## **Preschool**

**We want our preschoolers to know that...**  
**God made me.**  
**God loves me.**  
**Jesus wants to be my friend forever.**

## **Elementary**

**Three basic truths that we want our elementary kids to learn are...**  
**I need to make the WiSE choice.**  
**I can TRUST God no matter what.**  
**I should treat OTHERS the way I want to be treated.**

**Activities and lessons are provided by the director. If you have any specific activities you would like included, please work with your director. We encourage your suggestions and involvement but want to be good stewards of our time and material. The sooner you can discuss the better.**

## **Upset/Crying Children (Nursery/Preschool only)**

- 1. If a child is upset when being dropped off, response the parent that we will come get them if we need them to return for their child. Many times, as soon as the parent is out of sight, the child will become distracted with an activity in the classroom.**
- 2. Hold and love on the child that is upset, assuring them that they have lots of fun with the other boys and girls and that their parents will be back soon.**
- 3. Take the child to a part of the room, away from the door where they can become involved in an activity.**
- 4. Try blowing bubbles, looking out the window, working a puzzle, playing interactive music, playing with puppets or reading books.**
- 5. Sometimes a walk in the stroller will distract the child. Also remember: strollers and buggies must remain within the building. No one under the age of 16 may push any child (including siblings).**
- 6. If a child cannot be calmed within 20 minutes, alert the director, who will make a decision about locating the parent.**
- 7. If the parents ask you about the child – avoid being negative – be sensitive.**

### **Playground Procedures (Nursery/Preschool only)**

- 1. Watch children carefully while they play, do not sit together with another caregiver. If you are on one side of the playground equipment, someone must be on the other side. Sitting does not allow you to react to emergencies.**
- 2. Avoid rough playing and running.**
- 3. Do not let the children climb on the outside of any equipment.**
- 4. Playground Equipment**
- 5. Shoes should remain on.**

### **Snacks and Beverages**

- 1. Hot beverages are never allowed in the classrooms.**
- 2. No food items with peanuts are allowed in the rooms.**
- 3. All nametags should be labeled for allergies.**
- 4. Snacks are predetermined by the directors, Do not give the children any food or drink that has not been authorized.**
- 5. Food from home must be finished before entering the room.**
- 6. Follow hand washing procedures.**

### **Diaper Changing (Nursery/Preschool only)**

**Procedures for diaper changes are designed to reduce the contamination of surfaces that will later come in contact with uncontaminated surfaces such as hands, furnishings and floors. Many infectious organisms are present on the skin, diaper, and diaper area, even though they are not seen. It is imperative to follow these procedures for the safety of you and our children. NOTE: For safety reasons, diapers may only be changed in the presence of another leader.**

- 1. All diapers must be checked at least once during the child's stay.**
- 2. Collect all necessary supplies.**
- 3. Prepare changing table: Cover the pad with paper before changing EACH child. The paper should be large enough to cover the child's shoulders and feet.**
- 4. Wash hands (gloves are available) and then take baby to diapering area. Anything that touches items soiled with urine or stool transfers germs. Avoid touching any soiled clothing.**
- 5. Never leave baby alone at the diaper-changing table – even for a moment. Also, always keep one hand on the child.**
- 6. Use this quiet break from activity to focus on the child with smiles, conversation and gentle care.**
- 7. Clean the child. Unfasten the diaper, leaving the diaper under the child. Use wipes to clean the child's diaper area, wiping from front to back and using a clean wipe each time. Place soiled wipes on the dirty diaper.**

8. Remove the soiled diaper. Fold the diaper shut with tabs. Dispose of diaper.
9. Soiled clothes. All soiled clothes must be placed in a sealed bag and placed in the child's diaper bag. Check the child's bag for a clean change of clothes. If none are available, check the drawers in your room or ask the director to get you something for the child from resource room.
10. Soiled gloves or hands. If your gloves or hands are soiled, clean them with a diaper wipe before handling the clean diaper.
11. Put a clean diaper on child.
12. Clean the diapering area with disinfectant.
13. Discard gloves.
14. Follow hand washing procedures.

### **Restroom Procedures**

#### **Nursery/Preschool:**

1. Use the restroom in your room.
2. Children must be accompanied by a female adult leader only.
3. Assist with hygiene, only if necessary.
4. Always leave door ajar when assisting a child.
5. Have child wash hands thoroughly; wash your hands if you assisted.

#### **Potty Training**

1. We are not staffed to assist parents in potty training their child on a specific schedule.
2. We will make every effort to take the child to the restroom at the child's request.
3. We will take the children to the restroom at least once during each hour.
4. Potty training children should be in a pullUp. The pull-up may be over training pants.
5. Potty training children must bring a change of clothes.

#### **Elementary:**

1. Contact director or hall monitor if a child needs to go to the restroom.
2. A leader will need to accompany the child to the restroom down the hall near the water fountain. The leader must check the restroom before children enter. Do not go inside the restroom with the child. Wait outside in the hallway.
3. Volunteers may never take a child alone into the restroom or send a child to the restroom unattended.

#### **Touching Policy**

1. **Appropriate touching is any touching that occurs on the child's shoulders, arms, hand, back, or head.**
2. **Inappropriate touching is any touching that occurs in areas that the swimsuit covers: chest, buttocks, pelvis, and lower back.**
3. **Give sideways hugs, not frontal hugs.**
4. **Do not give any child a back rub or massages.**
5. **Do not tickle any child (inappropriate touching may occur unexpectedly).**

### **Pick-up Procedures**

**In order to provide for the ultimate safety of each child in our care, we follow a strict security policy.**

1. **The Kid-Check number that was issued to the parent when the child was checked in must be checked for accuracy against the Kid-Check sticker on the child. At that time, the child will be released.**
2. **If someone attempts to pick-up a child without a security tag, the Coordinator will need to be contacted and identification procedures will need to be followed.**
3. **Only the listed guardian with the security tag may pick up a child.**
4. **No one will be admitted in the room, except designated workers.**

### **Clean-Up After Last Service**

#### **Nursery/Preschool**

1. **Make sure all food is sealed in containers. Return containers to resource room (ROOM A) and place on rolling cart.**
2. **Put all soiled laundry in basket labeled "dirty".**
3. **Wipe down all toys with sanitizing spray: let air dry.**
4. **Wipe down beds, changing tables, counter tops, etc. with sanitizing spray.**
5. **Place all curriculum materials in the bin provided: supplies in the cabinet.**
6. **Throw away all trash (including projects that weren't taken home).**
7. **Empty water pitcher, wash and refill. Put in the refrigerator in the kitchen for next service.**
8. **Notify director of any stains or spills on the carpet.**
9. **Flush toilet, wipe off seat with Clorox/water mix, spray around the toilet, sweep bathroom floor, turn off bathroom lights, and close door.**
10. **Sweep up crumbs on floor and carpet.**
11. **Take all items left in room to the resource room.**
12. **Turn off lights.**

#### **Elementary**

1. **Place all curriculum materials in the bin provided.**

2. Make sure all food is sealed in containers. Return containers to resource room (ROOM A) and place on rolling cart.
3. Return all supplies to the drawers or cabinets.
4. Throw away all trash (including trash on the floor).
5. Put game pieces in appropriate game containers/boxers.
6. Wipe down tables (if necessary).
7. Turn off lights.

Leave knowing you have been an instrument of God's love for our children!

#### Have Fun!

1. Remember- our children are learning the truths of the Bible through an environment of activity and fun.
2. It's okay for things to seem a little disorganized – this is by design.
3. Although we don't want chaos, we should remember that we value "play with a purpose".
4. Make your assignment fun for the kids and fun for you.
5. Wear a smile, greet our guests, and laugh with our children.
6. Get to know the other volunteers in your room. Share ideas and suggestions
7. You are someone necessary and helpful to our success by your involvement!
8. Pray together with others in your room!

#### Jump In!

1. Don't wait for the lead teacher to give you each and every instruction!
2. Look for opportunities to help, don't stand back or be timid about getting involved.
3. You are someone necessary and helpful to our success by your involvement!
4. If you don't know what to do – hang out with some kids and have fun! Play a game with them!

#### Room Placement

Room placement is determined by the director. Only nursery children are promoted throughout the year based on their development, size of class and age. Promotion is done at the request of the director. Preschool and Elementary children are promoted once a year.

#### Biting

##### Bitten Child:

1. If the skin isn't broke, give TLC and reassure child.



2. If the skin is broken, contact parents. Give TLC and reassure the child until the parents arrive.
3. You may place a cool damp cloth or ice on the wound.
4. Do not disclose to the parents the name of the biter.
5. Record incident on Ouch! Form. The parents must sign a copy of the form. You may make a copy of the form for the parent.

#### **Biting child**

1. Do not shame child.
2. Remove the child from the room.
3. Record the incident on Ouch! Form. The parents must sign a copy of the form. You may make a copy of the form for the parent.
4. Director will notify parents and keep the child at the desk until parents arrive.
5. A biting child may not return to the room that day.

#### **Extreme Behavior Issues, Fighting or Other Aggressive Behavior**

If the child is exhibiting extreme behavior issues and it is creating an unmanageable environment for the other children.

1. Do not shame child.
2. Remove the child from the room.
3. Director will notify parents and keep the child at the desk until parents arrive.
4. The child may not return to the room that day.
5. Record the incident on the Ouch! Form. The parents must sign a copy of the form. You may make a copy of the form for the parent.

#### **Medication**

No medication will be administered to any child. In certain life-threatening circumstances, medication may be given with written permission from the parent.

#### **Timothy Teen Helpers/Children of Volunteers**

1. Timothy Team helpers have certain procedures to follow. Please be familiar with what they are allowed to do.
2. Teens must never be left alone with children. At least one adult must be present.
3. No one under the age of 16 is allowed to work in the nursery of crawler rooms.
4. No one under the age of 16 is allowed to lift a child.
5. NO one under the age of 16 is allowed to push a stroller.

6. Only one Timothy Teen Helper per room.

### **Dress Code**

1. Please dress comfortably in attire suitable for bending down and sitting on the floor.
2. Dress should be modest in style. No mini skirt. No midriffs.
3. Jewelry should be kept to a minimum because children may grab it and some jewelry scratches. Please remove any facial body piercing (excluding ear piercing).
4. Because of allergies, please do not wear heavy cologne, perfumes or aftershave when you are serving.

### **General**

In order to minimize any infectious diseases and to maintain the health and safety of children and caregivers, we require every caregiver to follow these procedures and to strictly follow them. For your information:

1. Infections such as diarrhea and Hepatitis A are primarily spread by a fecal/oral route, meaning the risk is higher with children in diapers.
2. Meningitis, influenza, chicken pox, and respiratory infections are spread by respiratory secretions.
3. Pink eye, impetigo, scabies, lice, ringworm and chicken pox are spread by person-to-person contact.
4. Fever blisters are spread by contact with saliva.
5. Hepatitis B and HIV are spread by contact with blood to non-inact skin/mucus membrane and intimate contact.
6. By the very nature of preschooler activities, diapered infants and toddlers, and normal infant mouthing behavior, babies and preschoolers are naturally exposed to a higher rate of infection than other children.

### **Procedures**

1. Diapers shall be changed at the changing table and sanitized after each use.
2. Never change diapers on the floor.
3. When an infant or toddler puts an object into their mouth, the object into their mouth, the object must be sanitized before returning it to the "clean toy" container.
4. A disinfecting solution shall be used to wipe up spills (blood, urine, feces), to disinfect all tables and equipment and toys.
5. All toys and play equipment must be cleaned with a disinfectant after each session.
6. Universal precautions must be taken. Disposable gloves should be worn.

7. All diapers must be placed in trashcans that are covered and are out of the reach of children.
8. If information regarding any child who had immunodeficiency is available to the staff, the staff will only make the information available to the workers who need to know in order to protect him and other children. This information must be kept confidential.

### **Hand Washing – Adults**

Strict hand-washing is of utmost importance in the prevention of the spread of infection. Many studies have shown that unwashed or improperly washed hands are the primary carriers of infections. Deficiencies in hand washing have contributed to many outbreaks of diarrhea among children and caregivers. Studies have shown that program that has implemented a strict hand-washing program, the incidence of diarrhea and colds have significantly decreased.

All caregivers must wash their hands for at least 10 seconds (about the length of the time it takes to sing "Happy Birthday"):

1. Upon arrival for the day.
2. Before and after handling food or feeding a child.
3. Playing in water used by more than one person.
4. After diapering
5. After using the toilet or assisting a child in the toilet.
6. Anytime you have handled bodily fluid (mucus, blood, vomit) from sneezing, wiping and blowing noses, mouths or sores.
7. After handling pets or other animals.
8. After cleaning and/or handling any garbage.
9. After coming in from outside.
10. If you see another volunteer not wash their hands, remind them to do so.

### **Hand Washing – Children**

Caregivers shall provide assistance with hand washing at a sink for infants who can be safely cradled in one arm and for children who can stand but not wash their hands independently. The child can stand on the safety step at a height at which the child's hands can hang freely under the running water. After assisting the child with hand washing, caregivers must wash their hands.

If the child is unable to stand and is too heavy to hold safely to wash the hands at the sink, caregivers shall use the following method:

1. If you see another volunteer not wash their hands, remind them to do so.
2. Wipe the child's hand with a damp paper towel moistened with a drop of liquid soap. Discard the paper towel.

3. Wipe the child's hands with a clean, wet, paper towel until the hands are free of soap. Discard the paper towel.
4. Dry the child's hands with a clean paper towel.

## **General Procedures**

### **Injuries**

1. If you have a child that is injured, notify the Team Director immediately in order that the parents can be notified.
2. You will need to assist the Team Director in completing the Injury Report. A report should be completed (no matter how minor).
3. Stay calm! Reassure injured child and other children.
4. Use disposable gloves provided for your protection.
5. General treatment for Minor Injuries.

### **Bumps & Bruises:**

1. Apply ice pack or cold cloth to spot.
2. Do not move child if serious head, neck, or back injuries are suspect.

### **Cuts**

1. For a small cut or scratch, clean wound and apply direct pressure with a clean cloth or bandage.
2. For more serious cuts, get help immediately.

### **Smashed fingers**

1. Apply ice pack or cool cloth to fingers

### **Fire**

1. Stay Calm
2. The most important thing to do is to get the children out of the room as quickly as possible.
3. You may line up children using rope for preschool children, rolling cribs for babies & toddlers. Count children before leaving the room and check any restrooms attached to room.
4. Proceed calmly down the hallway, exiting out the nearest safe exit.
5. Count children once you are well away from the building.
6. Move to the far corner of the property, nearest Keely Elementary to meet with other classes.
7. Do NOT release any children to parents until you reach the meeting place. Have parents accompany you.
8. Do NOT release children without security card or ID
9. Do NOT go back into building until Director gives "all clear".

### **Emergency Lock-Down**

In the event that the safety of our children is an issue, you will be instructed to “lock down” your areas by the Team Director. These guidelines should be followed:

1. Remain calm!
2. At no time should any child be allowed to leave the group.
3. Do NOT released any children to any parents until you have been notified to release them.
4. Do NOT open any doors until the Team Director has given you the “all clear” signal.
5. At that time, you may return to your rooms.

### **DISCIPLINE IS A DISCIPLESHIP PROCESS**

“All Discipline for the moment seems not to be joyful, but sorrowful. Yet to those who have been trained by it, afterwards it yields the peaceful fruit of righteousness.” Hebrews 12:11

#### **How to Prevent Problems:**

1. Preparing your room and class schedule to give children plenty of interesting activities.
2. Become familiar with age-level characteristics and determine appropriate expectations.
3. Review class rules on a regular basis.
4. Set boundaries: children feel safe when they know there are definite limits.
5. Be consistent.
6. Be in control – you are in charge, not the children.
7. Reinforce good behavior by acknowledging it often and showing how it produced pleasant consequences (I like how David is sitting so quietly.)
8. Emphasize choices.
9. Follow through the first time – don’t make threats.
10. Become familiar with each child’s personality and background.
11. Model appropriate behavior. Don’t sit on tables.

#### **Dealing with Problems**

1. Ask God for His help in each situation.
2. Tell the child in a positive way what behavior you expect
3. Give the child some one-on-one attention
4. Redirect the child to another activity
5. Treat each child with love, respect, and a genuine desire to help them learn appropriate behavior.

#### **If Disruptive Behavior Continues:**

1. If disruptive behavior continues, contact the Team Director. Discuss with the Team Director why the child needs to be removed from the classroom.
2. Do NOT attempt to physically remove an uncontrollable child from the room.
3. NEVER discipline in anger, yell, spank or use any other form of physical punishment
4. NEVER shake the child or grab the child harshly
5. Let the Team Director handle communication with the parent.

#### **Other Conflict:**

There are times when situations require some type confrontation. If you are not sure how to handle the situation, let your Team Director know, and they will help you. Even when handling the situation yourself, you should always let your Team Director know what happened. Some common situations:

#### **Parent Upset Because Teachers Have Not Arrived**

1. Always be aware of the time and be very understanding.
2. If it is more than 15 minutes prior to the start of the service, explain to them that the teacher(s) may be in prayer, and that the teachers (s) should be ready to accept children 15 minutes prior to the start of the service.
3. If it is within the 15 minutes, apologize to the parents and ask them to be patient with us until we have the room settled.

#### **Teachers Not Following General Guidelines or Teaching Curriculum**

1. Ask questions, Do not make accusations, A lot of times it's just a misunderstanding.
2. Explain to them what the guideline is or what they may be teaching incorrectly (but not in front of parents).
3. Notify the team director.

#### **No Security Tag/Lost Security tags**

1. Explain to the parent that the procedure must be strictly enforced for the safety of the child.
2. Ask them to understand that we would never want to release their child to someone who wasn't supposed to pick them up.
3. Let them know that because we are growing, there is no way that all volunteers know which child belongs to which parent.
4. Notify the Team Director and let them handle the pick-up procedures.

#### **Teaching Teams Don't Get Along**

If you are assigned to a team where your personality doesn't "click" with the others, let the Team Director know immediately.

## **CHILD ABUSE POLICY**

**An important goal of SWCC is to provide a safe, secure and loving environment so the parents are comfortable leaving their children in our care. Therefore, we have a strict policy to prevent child abuse and to stop child abuse as we become aware of it.**

**The first step we take in preventing child abuse is the application and screening process that all volunteers must complete prior to being permanently placed in a ministry position. Every volunteer is expected to adhere to the following policies, or they will be dismissed from their ministry position:**

### **Volunteer Approval and Identification**

- 1. All volunteers must have a completed and approved application and background check on file in the church office.**
- 2. All volunteers must wear a Kid Check badge when serving.**
- 3. All volunteers must immediately report people wandering around or suspicious activity to a staff member.**

**Definitions of Child Abuse (as defined by the National Committee for Prevention of Child Abuse):**

### **Physical Abuse**

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

### **Neglect**

**The failure to provide a child with basic need including food, clothing, education, shelter and medical care; also abandonment and inadequate supervision.**

### **Sexual Abuse**

**The sexual exploitation of a child by an older person as in rape, incest, fondling of the genitals, exhibitionism or pornography. It may be done for the sexual gratification of the older person, out of need for power or for economic reasons.**

### **Emotional Maltreatment**

**A pattern of behavior that attacks a child's emotional development and sense of self worth, such as constant criticizing, belittling, insulting, manipulation; also providing no love, support or guidance.**

### **Reporting Suspected Child Abuse**

- 1. Familiarize yourself with the definitions and descriptions of child abuse as defined above. If you suspect that a child involved in any of the programs at our church has been abused, the following steps are to be followed:**
- 2. Report the suspected abuse to member of the Adventure Land staff. DO NOT interview the child regarding the suspected abuse. A trained professional will conduct the interview**
- 3. DO NOT discuss the suspected abuse with any other volunteers, parents, etc. All information regarding the child should be kept confidential with the Children's Director and the proper authorities.**
- 4. You will be asked to complete a Suspected Child Abuse Report. Confidentiality will be maintained where possible. The report is to be completed within 24 hours and given to your ministry supervisor.**
- 5. After the suspected child abuse has been reported by a volunteer, proper steps will be taken by the Adventure Land staff to report the suspected abuse to the designated reporting agency.**