



SPRINGWELL  
**KIDZ**

# **VOLUNTEER PLAYBOOK**

**But Jesus  
said, "Let the  
children come  
to me. Don't  
stop them! For  
the Kingdom  
of Heaven  
belongs to  
those who  
are like these  
children."**

**Matthew 19:14 NLT**

# **HERE'S WHAT'S INSIDE**

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# THE 'STEP UP 10'

1. Actively support the mission, values, and commitments of Springwell.
2. Pray for and encourage your team and team leaders. Consistently attend services and be actively growing in your relationship with God.
3. Actively participate in events of Springwell.
4. Read and become familiar with specific ministry duties and responsibilities.
5. Follow the guidelines set forth in your team's playbook.
6. Participate in training/meetings and outreach events for your team.
7. Promptly accept or decline any dates sent to you through Planning Center Online.
8. Dress appropriately for your serving team.
9. Be on time for your team's huddle.
10. Serve with a good attitude and be a team player.

# SPRINGWELL KIDZ GENERAL GUIDELINES

## INTRODUCTION

### **Purpose of the Handbook**

This handbook provides a general overview of procedures and guidelines that Springwell Church's Family Ministry has established for its volunteers. Please read through it carefully. The handbook should serve as a guide for you as you begin, or continue, your service at Springwell Kidz. However, it is obviously not possible to anticipate all situations that could arise in ministry or provide information that answers every possible question. As a result, the church reserves the right to modify, supplement, rescind, or revise any policy or provision, with or without notice, as necessary or appropriate. However, at all times, the church will comply with all applicable laws.

### **Welcome**

Welcome to Springwell Kidz! By signing up to volunteer in one of our environments, you are taking a huge step towards creating spaces for the next generation to get to know Jesus. In 1 Corinthians 12:11, Paul states that "God gives [spiritual gifts] to each one, just as he determines." So, thank you for being willing to put your gifts towards something great!

We know that it can be intimidating to step into this space, but don't worry. Here at Springwell, we don't expect you to be a biblical scholar. In fact, there are just three things that we ask of you when you are serving here: be present, be consistent, & be intentional. If you can do that in the life of a child, then we believe that God will open doors for incredible conversations to happen. We know you'll do great!

So, soak in what you can from this handbook so that we can be sure to create a safe and fun environment for all involved. Know that everything in here has been carefully and intentionally put in place to serve both our families and you as a volunteer!

See you on the halls!

# STATEMENT OF FAITH

## **About God**

God is the one and only true God, yet He exists in three persons: God the Father, God the Son, and God the Holy Spirit. God is the Creator, so everything belongs to Him and is under His control. God is holy, so He is righteous, majestic, and loving. God is all knowing and purposeful, so He is at work to bring about His will. No person, thing, or idea compares to God.

## **About the Scriptures**

God reveals Himself to us through the Bible, and it is 100% accurate, reliable, and authoritative.

## **About People**

People are made in God's image and for His pleasure. But everybody falls short of God's intention, or ideal, for people. In other words, everyone has sinned. As a result, we are all separated from Him, even though He wants an intimate relationship with each of us.

## **About Salvation**

That is why Jesus—God's Son—came and lived on this earth, died, and rose again. God offers His free gift of salvation to all who believe in Jesus and accept Him as Savior—the only way to be forgiven and reconciled to God. Anyone who accepts this gift is adopted as a son or daughter into God's family and will live with Him forever in heaven.

# ORIENTATION

## Invitation and Placement

Springwell Family Ministry generally follows these guidelines when it comes to inviting volunteers to serve:

1. Volunteers must be regular attendees and/or members of Springwell Church.
2. Potential volunteers who desire to work with children and youth, will be required to undergo a background check. All information related to background checks will be held in strictest confidence.
3. Key leadership positions require that an interview process be followed.
4. Luckily, the service times at Springwell are designed with volunteers in mind. No matter which service you are serving in, there is always plenty of time for you to attend the other. This allows every volunteer a chance to refresh, recharge, and grow spiritually. We want you to be poured into from the adult services so that you can pour into Springwell Kidz.
5. Since community is one of our key values at Springwell Church, it is vital that Springwell Family Ministry volunteers join, and regularly attend, one of our many growth groups.
6. Volunteers should also attend all new and on-going training opportunities offered by the church.

## Change of Personal Information

It is important that Springwell Church has up-to-date, complete, and accurate information about each of the people who serve in the Family Ministry. Please notify your ministry leader and the church office immediately if there is a change involving your name, address, phone number, marital status, etc. You can do this by logging on to Planning Center Online at [www.planningcenteronline.com](http://www.planningcenteronline.com), entering your password and editing your profile. Keeping your personal information updated serves several purposes. In the most practical sense, it allows the church and/or your ministry

leader to contact you, to notify or remind you of meetings, and to let you know about changes in schedules. It also allows other workers to contact you if they are ill or injured and need to find a substitute to fill their ministry position temporarily.

## **Background Checks**

Volunteers at Springwell Church who work with children and youth (and other vulnerable groups) must submit to a background screening procedure. The primary types of background checks Springwell Family Ministry currently use include Verified First through ACS, and a criminal background check through the South Carolina State Law Enforcement Division (SLED).

A U.S. Criminal Record Indicator database check searches electronic criminal files and record databases of government agencies, including sexual offenders' registries. Manual records of some records may also be needed in states or counties that don't keep electronic records. A SLED check verifies an individual's criminal history in the state of South Carolina.

The results of all screening procedures are kept in strictest confidence. Most of these procedures include certain rights for you as a volunteer, such as disclosure of the results and the opportunity to dispute the results. A separate packet with all background check forms included will be given to you at your orientation.

# SAFETY & SECURITY

## General Safety Standards & Emergency Procedures

Springwell Family Ministry strives to ensure an environment where children and their families feel safe and secure. The staff, leadership, and volunteers of Springwell Kidz serve on the front lines of ensuring the safety of those to whom we minister.

### General Guidelines

In general, as a volunteer, you should strive to:

- Serve using good and common-sense safety practices.
- Refrain from unsafe acts that might endanger yourself, the people you serve, or those who minister with you.
- Use any safety devices provided for your protection. For example, use rubber gloves when changing diapers in the nursery.
- Report any unsafe situations or acts to your ministry leader immediately.
- Never be alone with a child behind closed doors.
- When changing a diaper, there should be another adult in the room and the door to the classroom should remain open.
- When escorting a child to the bathroom, the bathroom door should remain open.

In addition, please note the safety procedures for the following specific areas.

### Fire Prevention

- Turn off electrical equipment when not in use.

- Notify your ministry leader of any equipment that has cracked or exposed wiring, is causing a shock or emitting sparks, or appears to be a potential fire hazard.

## **Fire Emergency**

- Familiarize yourself with the locations of fire exits, alarms, and extinguishers in the Family Ministry Building.
- If you see smoke or fire, pull the fire alarm to alert people in the building. If it is a small fire, use a nearby fire extinguisher.
- If an evacuation is called for, use the closest unaffected exit. Guide the group with whom you are working to walk in a single file line and proceed quickly and calmly. Do not run.
- If you and your group encounter smoke, stay low.
- Move as far away from the building as possible for your safety, and make room for emergency vehicles.
- Only if time permits before evacuating the building, secure confidential information, turn out lights, shut off equipment, and close doors.
- Do not let the children in your group go until permission is given by the service leader. At which time, all children's tags need to be checked with their adult's tags.
- Meet near the playground. If not possible, go to the front lawn.

## **Power Failures**

- Remain where you are. Emergency lights will activate within a minute. By law, emergency lights are located in strategic areas of the Family Ministry Building.

- If you exit the building during a power failure, do not re-enter until power is restored.

## **Small Group Evacuation**

- Before evacuating, count the number of children in your group. Call roll again when you arrive safely in the evacuation zone.
- Once evacuated, please wait for further instructions from a member of the staff.
- Please stay with your group at all times. Do not leave to get your own children, to obtain first aid or for any other reason. First Aid will be brought to the evacuation zone.
- Release children only to their adults and only after you have been given the okay to dismiss by a member of the Staff. Do not dismiss any children, including Elementary age, to go on their own. Do not allow their adults to take their child during the process of your evacuation. Remind the adults they can walk with you but you cannot release a child until you have arrived to the evacuation zone and have been authorized to release children.

## **Incidents**

- In the case of any non-accident or injury incident that is a cause for concern, please inform a coach, coordinator, or staff member right away. This may include behavior that indicates possible abuse, inappropriate talk or touch from one child to another or any other incident that a adult or staff member needs to know.
- Please complete an incident report form, which can be given to you by your coach, coordinator, or staff member.

## **First Aid**

- First-aid supplies are located in the Children's Pastor's Office and in the rooms. Volunteers should become familiar with these locations.

## **Notifying a Adult**

If an adult is needed for any reason to pick up his or her child while attending either Springwell, or Springwell Kidz, you should notify your coach, coordinator, or a staff member.

## **Lockdown Procedures**

- **PRESCHOOL VOLUNTEERS:** Ensure blinds and doors are closed to rooms and lights are off - turn it into a quiet game for preschoolers.
- **ELEMENTARY VOLUNTEERS:** Bring all children into small group rooms with no windows - turn it into a quiet game for elementary children.
- No staff member or volunteer should move to another building during lockdown.
- Preschool Small group doors and Auditorium doors should be locked at all times and propped for entry.
- Elementary Auditorium entrances should be locked at all times and propped for entry.
- All side and back doors in the Family Ministry Building should be locked at all times.

# SERVICE ENVIRONMENT

## **Attendance & Absences**

One of the core values for us here in Springwell Kidz is consistency. We believe this is an important element for both kids and volunteers alike. That is why attendance is important.

It is vitally important to the success of this ministry that you make a commitment to serve during your scheduled times and attend scheduled trainings. This is not only in the best interests of the children that you serve, but also for you.

We understand that some absences will be necessary, so we ask that you do your best to give us as much heads up as possible. The easiest way to do this is by putting in your unavailable date as a blockout on Planning Center Online. Also, we encourage you to find your own replacement when possible. This can be someone that serves on weeks opposite of yours, a parent that is willing to substitute for you, or a close family member or friend who attends Springwell and would be willing to undergo a background check to serve.

If you aren't able to find a substitute, then your ministry leader will attempt to "trade" your scheduled service time with someone else who is serving that month. This is to make sure that no one is being asked to serve outside of their commitment on a consistent basis.

# GENERAL GUIDELINES

## Volunteer Guidelines

- All volunteers are required to wear a printed nametag or volunteer lanyard as well as the current serving shirt while in a children's environment.
- Only approved volunteers, with background checks, are allowed in children's environment for any reason.
- Curriculum is available on Planning Center for you to review during the week. It is vital that you are prepared when you enter a classroom. Preparation occurs long before Sunday morning.
- On the week you are scheduled to serve, you will receive an email from Planning Center that is referred to as a Planning Center Invite. If you are having trouble receiving this email, please let your team lead or a staff member know and we will help you with that. You can also receive the invite via text or the app. The purpose of the invite is to be a reminder and confirmation of the existing volunteer schedule. When you receive this email, please "accept" the invite by Tuesday evening so that we have confirmation that you have received the reminder and will be serving on the day you are scheduled. Please do not use the Planning Center Invite as a means to decline a serving opportunity the week of your scheduled date. Rather, contact your team lead directly to notify us in advance.
- If you are unable to serve on your Sunday, please do your best to switch with someone else. Once you switch, please notify the Ministry Leader.
- Please block out any days in Planning Center that you will not be available to serve by the first day of that month.

- Echo Dots will be used as a communication tool in small group spaces. Instructions can be found in curriculum and posted in small group spaces.

## **Well Child Policy**

In order to promote health and wellness in all children, Springwell Family Ministry is for well children only. Therefore, if a child has any of the following symptoms, please do not admit him/her to the classroom:

- Any degree of fever
- Vomiting
- Diarrhea
- Unexplained or contagious skin rash
- Chronic cough
- Runny nose (yellow/green discharge)
- Eye/ Ear infections
- Pink Eye
- Parasites (nits, lice, mites, ring worm, etc.)

If a child enters a small group space, and one of the above symptoms are found, have a coach, coordinator, or staff member contact the adult that brought them. A service coordinator or staff member will tactfully explain why they are being contacted and invite the child back when he/she is well.

We are not authorized to administer any over the counter or prescription medications. In the event that a child needs more attention that we can provide, their family will be notified.

## **Arrival Procedures**

- Please arrive 30 minutes prior to your scheduled service time.
- This allows ample time for last minute changes to the morning and time for a team huddle and prayer time.
- Please meet in your designated area for a team huddle 30 minutes before service time.

- First Impressions: FMB Auditorium
- Nursery: Babies Room
- Preschool: Clubhouse
- Elementary: Large Group Space

## **Nursery Check-In/Check-Out Procedures**

- A child must have his or her name sticker on his or her back and on his or her diaper bag. The adult will keep their security sticker.
- Please ask adults for specific instructions (eating, sleeping, etc)
- If you need an adult during a service, use the pager number and ask your coordinator, or a staff member, to put the number on the screen in the worship center.
- Any known allergies will also be listed on the child's sticker.
- During pick up, remove the sticker from the child's back and diaper bag.
- Physically place the adult's sticker and child's sticker together and verify that the security number matches.
- If the adult has additional children to pick up, you may return the stickers to them. Otherwise, just throw them away.
- Every person picking up a child must be over the age of 18 even if they are a relative.

## **Elementary/Preschool Child Check-In**

- All children must be checked in by an adult at one of the kiosks and receive a nametag.
- Greet families at the door and ensure that children have been assigned to the correct group

- If you suspect that a child is in the wrong age group, or you are concerned with the amount of children in your class, admit them to your room and then contact the coordinator, who will work out the details and alert the adults if the child needs to be moved.

## **Elementary/Preschool Child Check-Out**

- Elementary pick up will occur at the entrance into the Elementary Auditorium.
- Preschool Room leaders greet adults at the door. All classroom volunteers must oversee the departure of children.
- During pick up, remove the sticker from the child's back.
- Physically place the adult's sticker and child's sticker together and verify that the security number matches.
- If the adult has additional children to pick up, you may return the stickers to them. Otherwise, just throw them away.
- Every person picking up a child must be over the age of 18 even if it's a relative.
- Never allow access to a child until the Security Tag match has been made.
- If an adult does not have their Security Tag, ask them if they can find it, or they will need to move to the side while you call a staff member.
- If anyone ever pushes their way in at any time, or takes a child without permission, call for help immediately.
- On occasion, a child or adult loses his/her tag. If this happens, please notify a staff member. They will be able to match the child to their adult using their ID.

## **Bathroom Policies**

- Never allow yourself to be in a bathroom with a child alone with the door closed.
- If a child can go on their own, let them (just stand by the door ready to help if needed)
- If a child needs help or hasn't finished up after some time, talk to them from nearby the door.
- If your assistance is required, prop the door open, quickly go in and assist the child and then exit the bathroom and stand nearby the door.

## **Nursery/Preschool Diaper Procedures**

- Always check and change diapers with a Springwell Kidz sticker on the diaper before the end of a service.
- Always wear gloves when changing diapers.
- Change the paper after each child.
- Please refer to the printed procedures posted at every diaper changing station for further details.

## **General Nursery Guidelines**

- Please refrain from wearing strong perfumes or fragrances when you volunteer. Many children have allergies or negative reactions to these agents.
- Only approved volunteers with a background check are allowed to stay in the nursery during services.
- Nursery will have the month's basic truth, and with the basic truth the nursery volunteer will pray over that child as they rock them, change them, or feed them.
- Toddler room will have a curriculum; they will teach

one lesson from it each Sunday.

- If a child is bitten by another child, never tell the adults which child bit theirs.
- Extra diapers, wipes, changing table paper, gloves, trash bags, Clorox wipes, snacks, cups, and paper towels are located in each room.
- Tape and Sharpies are on counters in rooms if you need to label sippy cups, bottles, etc.

## **Paging Adults**

- If you should need to call a child's adult at any time during a service, contact the coordinator.
- Coordinators will take the Security Tag number found on their nametag and will give it to a staff member.

## **Visiting Adults**

- Unauthorized adults are never allowed into a small group space.
- If an adult is interested in observing, they must register and/or be approved by a staff member.
- Twenty minutes after service begins, only authorized adults are permitted in the family ministry building (volunteers and adults with nametags).
- Any adult/teenager seen in the hallways without proper identification must be asked to leave the building (also contact a ministry director).

# ENDING YOUR SERVICE

## Resignation

Volunteers who desire to leave their ministry positions should attempt to give at least two weeks' notice (preferably both verbally and in writing) of their intent to resign. This allows ministry leaders time to recruit new volunteers to fill vacant positions.

If you are experiencing some dissatisfaction or discontentment in your ministry position that is leading you to resign, be sure to discuss your concerns with your ministry leader. Ideally, talk with your ministry leader before circumstances reach the point where you feel that resigning is your only option. Your ministry leader may be able to change some conditions in the ministry in which you are serving to make your duties more enjoyable.

If you are convinced that changes in your current position will not help, perhaps an entirely different position would be better suited to your gifts, abilities, and passions. Before you resign from your ministry position, consider other options. Finding the right fit in ministry can bring you a great sense of personal satisfaction, and it can be very rewarding to fulfill the purpose for which God created and gifted you.

## **Termination/Dismissal**

Dismissal from volunteer ministry positions in Springwell Family Ministry is a rare occurrence. However, it may occur if a volunteer commits a serious offense or has violated important church values. Some offenses may warrant dismissal, particularly if the volunteer does not express remorse or a willingness to change. These include but are not limited to:

- Theft. This includes the removal of church property or the property of another individual from church facilities without prior authorization.
- Drugs/Alcohol. Possession, use, sale, purchase, or distribution on church property of alcohol or any illegal drugs or illegally possessed drugs. Also, reporting to serve in a ministry or program after having ingested alcohol or illegal drugs or illegally possessed drugs, in a condition that adversely affects the volunteer's ability to safely and effectively perform his or her job functions, or which would harm others.
- Falsifying or altering church records.
- Sabotaging or willfully damaging church equipment or the property of others.
- Defaming, assaulting, or threatening to assault.
- Fighting or provoking a fight on church premises.
- Carrying concealed weapons on church property.

# NOTES



**[www.springwell.org](http://www.springwell.org)**