

FIVESTONE



Every **CHILD** Matters

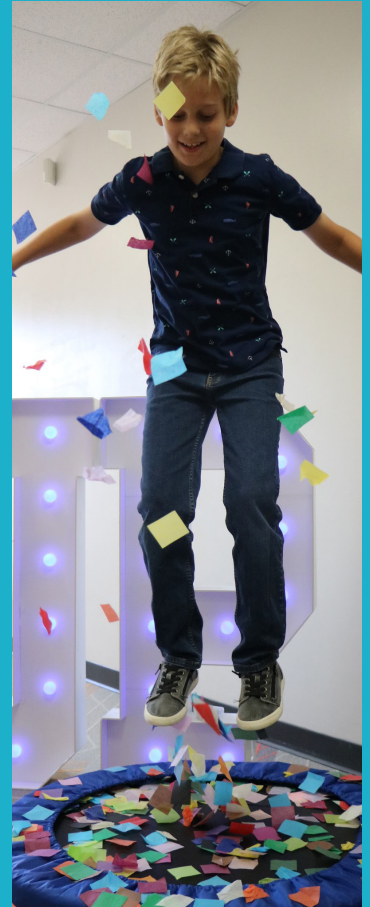
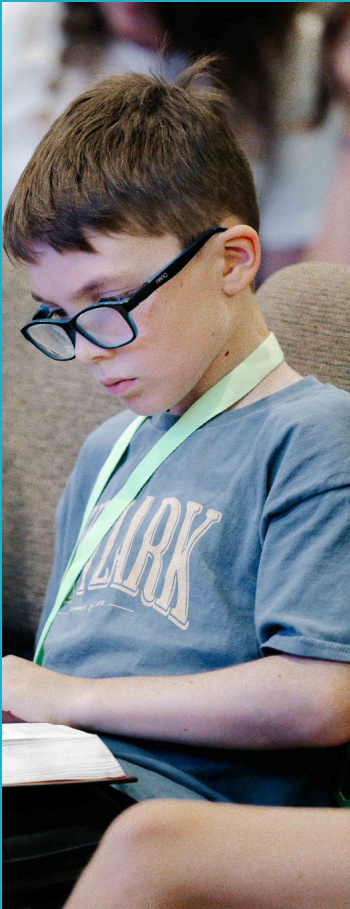
Volunteer Handbook

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This handbook is thorough, but cannot possibly be all-inclusive. If questions or circumstances arise that are not addressed within this handbook, please contact **the Family Pastor** .

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Values

FiveStone Community Church Values

The Five Stones

Our church is built on five foundational stones that we are called to emphasize as we minister to our community and our world: engaging people, experiencing worship, embracing God's Word, enriching the family, empowering purpose.



Connect

Connecting with
God & others



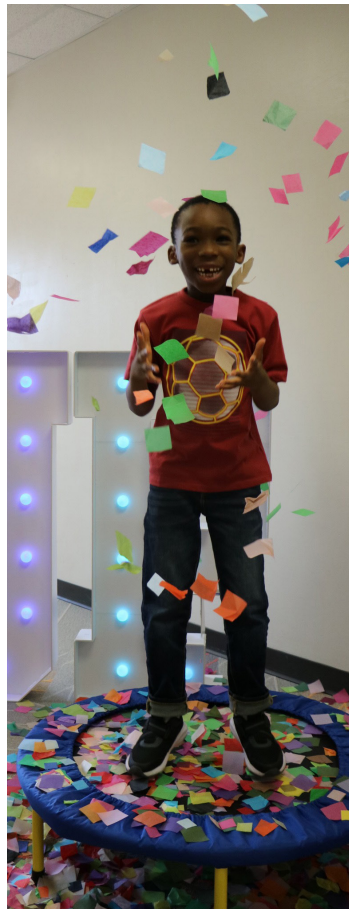
Grow

Growing to be more
like Jesus



Go

Going in service
locally & globally



FiveStone Kids Mission Statement

**FiveStone Kids exists to
help children in their very first steps
with their relationship with Jesus.**

FiveStone Kids Ministry Values

In addition to the ministry and vision of FiveStone Community Church, FiveStone Kids follows a set of values that guide every aspect of the kids ministry.

CHILDREN ARE IMPORTANT

Children are important to God. All throughout the Word, and demonstrated in Jesus' earthly ministry, we see that every child matters. In following the example of Jesus, every leader and volunteer within FiveStone Kids are passionate about demonstrating that children are important - to God, to the church, and to our amazing team of leaders who seek to faithfully lead them.

SAFE

We believe that spiritual growth happens best in an atmosphere of emotional and physical safety. We are committed to exceptional standards in these areas. (See additional section on safety policies and procedures.)

TRUTH-BASED

We believe that God's word is foundational and it is our heart to train every child to use it as their guide and authority in everything.

CHILD-CENTERED

Adults working with children should strive to gain a child's perspective. Whether adults are working with two year olds or sixth graders, their perspective needs to be age specific. By understanding the world in which children live, adults are able to relate to whom they are leading. In addition, all children are to be accepted, loved and valued.

RELATIONAL

We believe that life change happens best in the context of relationship. Passionate adults who exhibit Christ to children, their families, and each other will show kids how to do the same and impact generations to come. In addition, we will respect the privacy of the children and their families (or other leaders) by holding in confidence any information obtained while serving. We will always seek to maintain this commitment to privacy while we serve kids, unless legally compelled or obligated to do so otherwise.

ADVENTUROUS

We believe that children should have fun! This means that as adults, we must be creative, innovative, and adventurous in reaching them and holding their attention. We believe that children are more receptive to the lessons when they are presented in a creative way. And we know that when children are having fun, they are actively engaged in the lesson; when they are actively engaged in the lesson, they are learning; and when they are learning, they are growing.

Our Weekly Programs

Nursery & Toodlers -Sundays at 9:00am and 11:00am

During the Sunday morning services, we offer childcare for ages 2 and under.

KIDS-Sundays at 9:00am and 11:00am

Our children's ministry meets for fun, kid-friendly worship services during the Sunday morning services, for all ages up to 6th grade.

Wednesday Night KIDS - Wednesday Nights at 6:30pm-8:00pm

Our children's programming during FiveStone University sessions, focusing on teaching, Bible knowledge, and worship on Wednesday nights.

DIVE - Wednesday Nights at 6:30pm-8:00pm

Preteen ministry (4th-6th grade) on Wednesday nights that focuses on diving deeper into the Word of God, developing Bible knowledge, and diving deeper into relationship with one another.



Discipling Kids

Do you know the last thing that Jesus said to His followers while he was on earth? Some people call it The Great Commission:

“Go and make disciples.” Duplicate yourselves. Go and make more of you. Take your faith and pass it on to someone else. When we talk about helping kids begin to own their faith, we’re really just talking about discipleship. So what is discipleship? Here are three thoughts . . .

Discipleship Is About Living, Not Learning

Rather than only asking, “What can we teach a kid about God?” we ask, “How can we help a kid live out their faith?” It’s not just about teaching them about Jesus — it’s about modeling what faith in Jesus looks like. That’s why relationships are such a key part of our ministry. Because discipleship isn’t taught in a classroom — it’s modeled in everyday life.

Discipleship Happens In Community

In the Gospels, you don’t really see Jesus doing one-on-one discipleship. That’s because discipleship happens best in a community of people. That’s why we focus so much energy on getting kids plugged into consistent small groups, why we emphasize the role of parents and families, and why we surround kids with tons of Jesus followers. Because discipleship takes all of us!

Discipleship Is A Process

Discipleship is never really complete because learning to live out our faith is a life-long process. And because we know discipleship takes time, we want to put people in the lives of kids who are in it for the long-haul. That’s why our small group leaders don’t bail on their groups after a few months, but stick with them for several years — because it’s a process.

Relationships With Kids

Without a relationship, it’s impossible to influence a kid’s faith in a significant way. That’s why it’s so important for small group leaders to build strong relationships with the kids they lead. You can’t make a kid own their faith, but you can build a relationship with that child that allows you to love them and influence their faith.

Choose to love and embrace the kids God has entrusted to you. Leverage your relationship to lead kids, rather than relying on your position. We want each child to see their small group leader not as just an authority figure they have to obey, but someone they trust and want to follow.

Wonder Ink

Faith begins with Wonder

THE GOSPEL DEFINES OUR IDENTITY

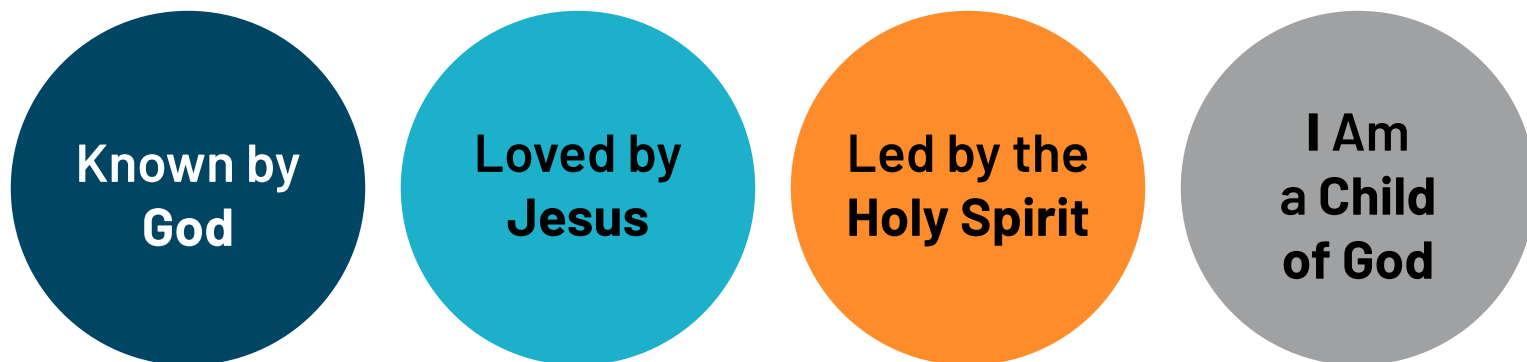
Let's help kids fall so in love with Jesus that they never want to spend a day without Him.

What if Sunday morning was just the starting point? Wonder Ink sparks curiosity and guides children on a journey of faith through the wonder of God.

Wonder is where it all begins. Ink is God's truth written on our hearts.

HOW DOES IT WORK?

Wonder Ink is based on four core values:



The weekly lessons are enriched with these values—giving kids space to fully discover their place in God's Big Story and resulting in an understanding of how their lives can tell the world of His wonder.

This curriculum takes kids through the entire Bible in three years. Each year encompasses major Bible stories grouped into themed series, balancing each year with Old Testament and New Testament stories, and connecting the Bible as a whole. It even includes special Christmas and Easter series that clearly connect the Old Testament to the New Testament in God's Big Story!

Rooted in the biblical truth that our identity is found in God's Big Story—where Jesus is Lord and the Holy Spirit is present—Wonder Ink makes room for the big (and sometimes hard) questions kids have while leaving no doubt about who God is or who we are in Him.

**Invite children to experience the wonder
of God every day in every way.**



GOD KNOWS ME.

God, the Creator of all, knows me. He has always known me. He has had me in mind from the very beginning. He made me, and I am His masterpiece. He made me in His own image to do the amazing things He has prepared for me to do.

I am **KNOWN** by the Creator and that means I **BELONG**. I get to be part of His family.

Psalms 139:13-14 NIV

JESUS LOVES ME.

Jesus' perfect life, death, resurrection, and promised return are God's love story.

Jesus came to fulfill God's promises to His children. Through Jesus, I have salvation.

Jesus loves me no matter what. His love for me has no beginning and no end, and I get to love Him back. Jesus is God's love in person. God's love is big and generous, and it is for me! Jesus is the way to God's love. Choosing to follow Jesus means choosing God's love and God's way.

I am **LOVED** by Jesus, and I get to share His **LOVE** too.

John 13:34, 35 NIV

THE HOLY SPIRIT LEADS ME.

God gives me the gift of His Holy Spirit when I choose to live for Jesus. The Holy Spirit invites me to live in God's Kingdom—now and not yet.

When I accept Jesus as my Savior, I receive the Holy Spirit as a gift, and He lives inside me. When I let the Holy Spirit lead, He strengthens me, and I grow in belief. As I learn that God's way is the best way, my faith grows too. The Holy Spirit helps me be more like Jesus—the me I was made to be.

Because I am **LED** by the Holy Spirit, I can **FOLLOW** Him.

Romans 8:14, 15a NIV

I AM A CHILD OF GOD.

God's amazing story changes my own.

Because God knows me, Jesus loves me, and the Holy Spirit leads me, I get to be a wonder-filled reflection of God to the world. I get to know who I truly am and who I was made to be.

The Bible tells me that I am fearfully and wonderfully made, knit together by a loving God who knows all about me and loves every inch of me. He delights in me, and I will celebrate His wonder!

I am a **WONDER**. I get to **BE** part of God's story, and my life **TELLS** of God's wonder.

1 Peter 2:9 NIV

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Ministry Descriptions

Ministry Descriptions

FiveStone Kids uses ministry descriptions so that both volunteers and the church know what is mutually expected, and so that the volunteer can be held accountable to fulfill the responsibilities of the ministry position.

- A ministry position description summarizes your duties and responsibilities and gives you important information about your area of service. Please read and study it carefully and discuss it with your team leader if you have any questions.
- Please note that the church reserves the right to revise and update ministry descriptions from time to time, as it deems necessary and appropriate. Of course, if you're currently in a position, you'll certainly be informed about any changes.



Commitment

In addition to living a godly life, you are expected to demonstrate faithfulness in your ministry through prayer, preparation, participation, and punctuality. You can do this by:

- Giving at least one week's notice if you will be absent. More information regarding absence under "Absences".
- Making a long term commitment.
- Be flexible if there is a need in another room or area of the ministry to help out on your scheduled Sunday or Wednesday.
- Participating in occasional training meetings.

Invitation & Placement

FiveStone generally follows these guidelines when it comes to inviting volunteers to service in the ministries and programs of the church.

- Potential volunteers must be a member of FiveStone before they can serve as a leader with children.
- Potential volunteers will be interviewed informally, and a ministry position that matches the volunteer will be found. The church desires to place volunteers according to their skills, talents, experiences, and spiritual gifts so that volunteers find meaningful ministry opportunities that enrich their lives.
- First Serve Opportunity – Every volunteer is given a "first serve" opportunity to try an area to determine if that area is a good fit for the volunteer. After this first encounter, the Family Pastor will contact the volunteer to discuss their experience and evaluate whether any other ministry position should be explored.
- Potential volunteers who desire to work with children will be required to undergo a criminal background check. All information related to background checks will be held in strictest confidence.

At-Will Volunteer

Your time spent working with our children is completely voluntary. This means you may spend as much or as little time as you like with the children. This also means that either you or the pastoral staff may terminate your time spent working with the children for any reason. However, if you choose to stop volunteering, please give a reasonable notice (2-4 weeks) to the Family Pastor so they will be able to find a replacement.

Grievance Process

With an attitude of love and care, speak directly to the person who has offended you. Try to explain the facts as well as your feelings about the situation in a calm manner that is free from accusation or blame. Often, you can diffuse the situation and clear up conflicts during this step because you communicate to the other party that you truly desire to work out the situation.

However, if the other person doesn't agree regarding the offense, or you can't work out your differences privately, bring the matter to the Family Pastor's attention. Make sure they understand that the problem is affecting your service. The Family Pastor should arrange a meeting between you and the other party, and he will convene a meeting with all of the parties to discuss the grievance and work toward a resolution.

Check-In/Greeter

You are the first impression of FiveStone Kids. Make kids and families feel welcomed and cared for as soon as they walk through the door.

Responsibilities

- Commit to a monthly rhythm to volunteer (and let us know if your plans change).
- Show up with energy and be ready to smile.
- Check-in at the check-in desk or on your Church Center App as a volunteer.
- Ensure check-in stations are cleaned, prepared, and stocked.
- Create a safe and welcoming environment for families.
- Interact with kids and parents.
- Walk new families through the process step by step and guide them to rooms and explain anything they need to know.
- Help train new volunteers.
- Attend Volunteer trainings.

Sunday Responsibilities

9 Am Responsibilities:

- Arrive by **8:45 am**.
- Set up iPad and wireless printer and do a test print to make sure it is working. Turn on computers and printers.
- Close the hallway doors at **9:15 am**.
- Check the Family room for supplies and cleanliness.
- Check the Worship clipboards and refresh as needed (prior to the 9 am service).
- Get name badges for volunteers into rooms.

11 Am Responsibilities:

- Be ready to attend the **10:25 am** prayer.
- Open hallway doors to receive kids when notified by the Family Pastor or Sunday Coordinator.
- Close the hallway doors at **11:15 am**.
- Check on all small groups and ensure leaders do not need anything and be available in the hallway should a leader need assistance.
- Tell all small groups when the invitation music has begun so small groups will know to begin wrapping up.
- Shut down computers, iPad and printers before you leave.

Both Service Responsibilities:

- Take attendance and place in the Family Pastor's basket behind desk.
- Make 5-10 worship bags on the clip boards and place in bin.
- Make sure desk is neat, clean and free of clutter.
- Any Sunday prep that the Family Pastor needs (laminating, cutting or putting activities together).
- Restock supplies.

Wednesday Night Responsibilities

- Get your meal and be by ready by **6:00 pm**.
- Check-in all kids (even the DIVE group).
- Close the hallway doors at **6:45 pm**.
- Turn off computers/iPads before you leave.

Nursery Team Member

Help babies know God's love and meet God's family

Responsibilities

- Commit to a monthly rhythm to volunteer (and let us know if your plans change).
- Check-in at the check-in desk or on your Church Center App as a volunteer.
- Our goal is to show the love of Christ to parents and children by providing Christ-like love and care from drop-off until pick-up.
- Encourage one another as nursery workers (ex: notes, kind words of encouragement, prayer with one another, etc).
- Mentor and train new volunteers.
- Attend ministry trainings.
- Follow practices and procedures as outlined in the Fivestone Kids Handbook.

Sunday Responsibilities

- 9 am small group leaders- be in your room at **8:45 am**.
 - *If no child shows up by 9:30 am, feel free to join the church family in worship.*
- 11 am small group leaders- be ready for prayer time that starts at **10:30 am** (unless you have a baby in the nursery).
- Upon arrival, make sure the nursery is stocked with items needed: diapers, wipes, snacks, etc. If items are needed and cannot be found, contact the nursery coordinator or the Family Pastor to help with restocking.
- Pray over your nursery families and their children during the service, and read a Bible story to the children.
- Check diapers at least once during service.
- Engage with babies-help children with story time, snack time, play time when needed.
- Give bottles/feed babies as instructed by parents on the baby check-in sheet.
- Fill out parent sheet, to send home with each child.

Wednesday Night Responsibilities

- Arrival time- get your meal and be in your room **6:10 pm**.
- Connect relationally with the children in your group.
- Pray over your nursery families and their children during the night, and read a Bible Story to the children.
- Check diapers at least once during service.
- Engage with babies-help children with story time, snack time, play time when needed.
- Give bottles/feed babies as instructed by parents on the baby check-in sheet.
- Fill out parent sheet, to send home with each child.

At The End Of The Service

- Security Tags checking
 - Volunteers at the doors of each classroom will match the security code on the sticker of the child to the security code of the Parent Pick-Up Receipt. This happens every time a parent enters or exits the environment with a child.
- Remove crib sheets after each child who uses them.
- Clean the cribs with spray cleaner and towels or disinfecting wipes.
- Disinfect toys and put away.
- Empty diaper genie into the trash can.

Toddler Team Member

Help toddlers know God's love and meet God's family

Responsibilities

- Commit to a monthly rhythm to volunteer (and let us know if your plans change).
- Check-in at the check-in desk or on your Church Center App as a volunteer.
- Create a safe and welcoming environment for children to learn.
- Come prepared each week by reviewing planned curriculum.
- Connect relationally with the children in your group.
- Communicate and partner with parents of children in your group.
- Encourage one another as preschool volunteers.
- Mentor and train new volunteers.
- Attend ministry trainings.
- Follow practices and procedures as outlined in the Fivestone Kids Handbook.

Sunday Responsibilities

- 9 am small group leaders be in your room at **8:45 am**.
 - *If no child shows up by 9:30, feel free to join the church family in worship.*
- 11 am small group leaders- be ready for prayer time that starts at **10:30 am**.
- Check diapers at least once during service.
- Upon arrival, make sure the room is stocked with items needed (diapers, wipes, snacks, etc). If items are needed and cannot be found, contact the nursery coordinator or the Family Pastor to help with restocking.
- Engage with toddlers-help children with story time, snack time, play time when needed.
- Lead children in your group through weekly lesson and various elements of curriculum.

Wednesday Night Responsibilities

- Arrival time- get your meal and be in your room by **6:10 pm**.
- Help your group with any meal needs. Clean up after meal time.
- Connect relationally with the children in your group.
- Check diapers at least once during service.

At The End Of The Service

- Security Tags checking
 - Volunteers at the doors of each classroom will match the security code on the sticker of the child to the security code of the Parent Pick-Up Receipt. This happens every time a parent enters or exits the environment with a child.
- Clean the tables with spray cleaner and towels or disinfecting wipes.
- Sweep the floor if excessive mess was made.
- Disinfect toys and put away in bin.
- Return the curriculum bin to the supply room.

Preschool Team Member

Help preschoolers know God's love and meet God's family

Responsibilities

- Commit to a monthly rhythm to volunteer (and let us know if your plans change).
- Check-in at the check-in desk or on your Church Center App as a volunteer.
- Create a safe and welcoming environment for children to learn.
- Come prepared each week by reviewing planned curriculum.
- Communicate and partner with parents of children in your group.
- Encourage one another as preschool volunteers.
- Mentor and train new volunteers.
- Attend ministry trainings.
- Follow practices and procedures as outlined in the Fivestone Kids Handbook.

Sunday Responsibilities

- Arrival time- be ready for prayer time that starts at **10:30 am**.
- Check diapers/pull-ups at least once during service or have child go to the bathroom.
- Connect relationally with the children in your group.
- Lead children in your group through weekly elements of curriculum.

Wednesday Night Responsibilities

- Arrival time- get your meal and be in your room by **6:10 pm**.
- Help your group with any meal needs. Clean up after meal time.
- Connect relationally with the children in your group.
- Lead children in your group through weekly elements of curriculum.
- Guide your group to and from Worship Time.

At The End Of The Service

Security Tags checking

- Volunteers at the doors of each classroom will match the security code on the sticker of the child to the security code of the Parent Pick-Up Receipt. This happens every time a parent enters or exits the environment with a child.
- Clean the tables with spray cleaner and towels or disinfecting wipes.
- Sweep the floor if excessive mess was made.
- Have children put toys away in bins.
- Follow the instructions to turn off computer and TV in room.
- Take down any pictures or tape used for activities and throw away.
- Return the curriculum bin to the supply room.

Elementary Team Leader

Connect relationally with your group and help them understand the three basic truths

Responsibilities

- Commit to a monthly rhythm to volunteer (and let us know if your plans change).
- Check-in at the check-in desk or on your Church Center App as a volunteer.
- Create a safe and welcoming environment for children to learn.
- Come prepared each week by reviewing planned curriculum.
- Connect relationally with the children in your group.
- Communicate and partner with parents of children in your group.
- Encourage one another as elementary volunteers.
- Mentor/Train new volunteers.
- Attend ministry trainings.
- Follow practices and procedures as outlined in the Fivestone Kids Handbook.

Sunday Responsibilities

- Arrival time- be ready for prayer time that starts at **10:30 am**.
- Guide your group to and from Worship Time.
- Connect relationally with the children in your group.
- Lead children in your group through weekly lesson and various elements of curriculum.

Wednesday Night Responsibilities

- Arrival time- get your meal and be in your room by **6:10 pm**.
- Help your group with any meal needs. Clean up after meal time.
- Connect relationally with the children in your group.
- Lead children in your group through weekly elements of curriculum.
- Guide your group to and from Worship Time.

At The End Of The Service

Security Tags checking

- Volunteers at the doors of each classroom will match the security code on the sticker of the child to the security code of the Parent Pick-Up Receipt. This happens every time a parent enters or exits the environment with a child.
- Clean the tables with spray cleaner and towels or disinfecting wipes.
- Sweep the floor if excessive mess was made.
- Have children put toys away in bins.
- Follow the instructions to turn off computer and TV in room.
- Take down any pictures or tape used for activities and throw away.
- Return the curriculum bin to the supply room.

Room Assistant- Student

Students in 5th grade through 12th grade may volunteer in FiveStone Kids under the supervision of church staff or adult volunteers.

Responsibilities

- Commit to a monthly rhythm to volunteer (and let us know if your plans change).
- Create a safe and welcoming environment for children to learn.
- Come prepared each week by reviewing planned curriculum.
- Connect relationally with the children in your group.
- Communicate and partner with parents of children in your group.
- Attend ministry trainings.
- Follow practices and procedures as outlined in the Fivestone Kids Handbook.

Student volunteers must adhere to the following guidelines:

- Check-in via the self check-in kiosks at least 30 minutes before service begins.
- Follow the direction of the small group leaders at all time.
- **You are not to allowed to go inside a bathroom with a child. You must remain outside the door. If the child needs help, call for the adult leader immediately.**
- You must stay in the area you are assigned until the service is over and most of the children have checked out. Check with the Small Group Leader to see what needs to be done before you leave.
- No electronic or handheld games, phones or devices are allowed to be in use in the classroom.
- Although you may serve with your friends, please understand that you are not volunteering in order to socialize.
- It is important that the Student Volunteer's parent(s) understands and clears the student to volunteer in FiveStone Kids environment.

Tech Team

Create a smooth and distraction-free large group experience that enhances the message and sets up small groups for success.

Responsibilities

- Commit to a monthly rhythm to volunteer (and let us know if your plans change).
- Check-in at the check-in desk or on your Church Center App as a volunteer.
- Come early by **10:25 am** to rehearse cues and transitions with the Bible storyteller, host, and worship team.
- Get classroom TVs set up for the morning.
- Know the systems and equipment needed to create a smooth, distraction-free experience.
- Stay engaged during the whole large group experience, and proactively support the Bible storytellers, hosts, and worship teams as much as possible.
- Keep improving by asking for feedback and learning what's new about the programs you work with.
- Periodically, check that all hardware and software is functioning correctly. Do system updates if there is a update to installed.

FiveStone Friends

Help kids with special needs by guiding them through the Bible story and activities in a way that best fits their needs and abilities to provide a space for them to grow in faith and friendship.

Responsibilities

- Check-in at the check-in desk or on your Church Center App as a volunteer.
- Know, support, and celebrate the small group leaders in the room you are serving in.
- Prepare ahead of time by reading through the curriculum so you can anticipate their unique needs.
- Create a safe environment for your group by showing up consistently to build their trust, and showing up mentally so each kid feels safe, understood, and accepted.
- Create an inclusive environment by engaging a variety of senses and learning styles.
- Help visitors or new attendees who are struggling adapt to new surroundings.
- Adapt the materials and activities as needed to suit each child's needs and abilities.
- Honor the parent by seeking their counsel, advice, and requests to help them feel more comfortable and confident and to help you care for their kid even better.
- Ensure all policies and procedures are being met with excellence—like allergy rules or bathroom policies.

Supply Team

Set up small groups for success by coordinating and creating group supplies.

Responsibilities

- Review monthly lesson plans and evaluate monthly supplies that may be needed for the entire month
- Evaluate existing supply inventory against what is needed for the month and get what is needed to Family Pastor to order.
- Prepare individual activity and supplies for each small group each Sunday, during the week before.
- Set up the rooms for any activities outside of the bin (ie tape on floor, items taped to walls, etc).
- Put away unused supplies from previous services.
- Monitor existing supply levels of regularly used items and let the Family Pastor know if more needs to be ordered.
- Check stock levels of every room's cabinet to make sure they are stocked with
 - glue
 - pens/pencils
 - markers
 - scissors
 - staplers

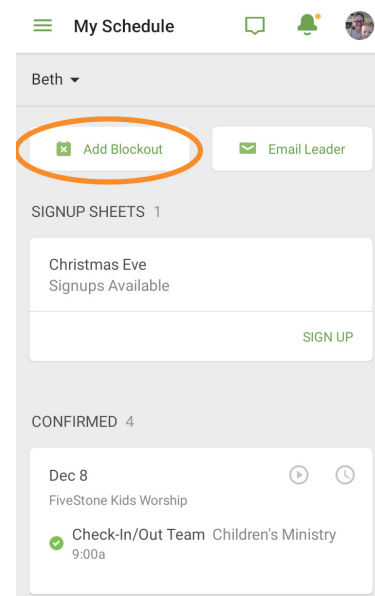
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Policies

Scheduling

- Every month is scheduled at least 1 week before the month begins.
- You will receive an email 2 weeks before the end of the month to go to Planning Center and add blackout dates (the Sundays you are not available to serve).
- Every volunteer should download the services app. For iOS users you can download from the app store, Android users can download from Google Play, or you can go to <https://www.planningcenter.com/apps>. This app:
 - Will let you put in your blackouts.
 - Show you where you are scheduled for the month.
 - Email your leader.
- Once the schedule is done:
 - You will receive an email from Planning Center to accept or decline dates you have been scheduled.
 - An email from the Volunteer Coordinator with information about the month and an excel spreadsheet schedule attached to it.
- You can also find this on the FiveStone Kids Volunteer webpage at: <https://fivestonechurch.com/volunteers/>, under either Sunday Plans or Wednesday Plans. This page is password protected, which is: [fskvolunteer](#).



Lesson Plans

Our goal is that every teacher is ready for the time you are teaching, so you can welcome each child into their class, know what you might need to tailor to the needs of your class, and so you can confidently deliver the truths of that week's lesson.

- The entire month of lessons are posted the week before each new month begins, on the FiveStone Kids Volunteer webpage at: <https://fivestonechurch.com/volunteers/>, under either Sunday Plans or Wednesday Plans. This page is password protected, which is: [fskvolunteer](#).
- You will find your class lesson under the class you teach and then by date.

Check-In Late Policy

Check-in will close 30 minutes after service begins. This helps to minimize disruptions and further enable the FiveStone Kids team to create dynamic experiences designed to connect kids to Jesus. If parents are running late, and arrive after Check-in has closed, they are welcome to enjoy the remainder of the main service with their children in the main worship center, family room or lobby areas.

Worker Policy

- All workers are required to wear ID badges that identify them as a FiveStone Small Group Leader.
- Only workers that have been through a criminal background check or approved teens are allowed to serve.
- No one should be in a classroom or nursery, unless they are on the schedule without getting permission from the Family Pastor.
- It is our desire and goal of the ministry that there is a minimum two adults present in every class.
- No cell phone use, unless it is part of the lesson or an emergency.
- Don't fellowship with other leaders during class. Take a real interest in the kids and minister to them. The kids will pay attention if you pay attention to them.

Dress Code

- Each Volunteer will receive a Fivestone Kids volunteer t-shirt that they can wear while serving if desired.
- A modest dress code is required. The question should be asked, "Can I bend over and sit on the floor without revealing myself?"

Absences

Planned Absence - If you know you are going to be absent for a vacation, job conflict, or personal reasons:

- Block dates in Planning Center prior to the month's scheduling period.
- Schedule a substitute with another current Fivestone Kids volunteer (you can find this information on the Volunteer website). Then inform Volunteer Coordinator, Beth Stratton, of the change. If you are unable to find a substitute, contact her.
- Let the Volunteer Coordinator know of the change two weeks in advance or as soon as possible.

Unplanned Absence - If a sudden, unexpected situation should arise:

- Try to find a substitute to take your place and inform Beth Stratton of the change.
- If you are unable to reach someone, call or text Beth at 972-467-3201.

Small Group Room Clean Up

- Wipe down all the tables after an art project or snack.
- Keep all manipulative/puzzle pieces or parts of a toy together after use.
- Place all items that came in your curriculum bins back in the bin at the end of the service (including little people, manipulatives, stuffed animals, extra crafts, extra or unused activity pages, etc.).
- Encourage the children to help clean up the room: all toys in proper places with their pieces together, chairs pushed under table.

Nursery Policy

- Activities should be age appropriate. Music, books and interaction with babies are encouraged!
- Infants should not be left in one area/piece of equipment or activity for long periods of time.
- **DO NOT** stand and hold more than 1 baby at a time.
- When placing babies in cribs they are to be placed on their backs (unless instructed otherwise by the child's parent/guardian).
- **DO NOT** under any circumstances give any food to the baby other than the approved puffs/ cheerios/animal crackers that are in the room.
- If parents bring specific food for their child, **DO NOT** share it with other children. We don't want to share germs!
- No one (other than infants/toddlers) under the age of 13 is allowed in the nursery.

Diaper Policy

- All diapers should be checked once each hour or more often if needed.
- A record of diaper changes should be recorded on the parent information sheet. Parents should receive this form when they pick-up.
- Only adult female workers over 16 are to change diapers.
- Workers must wear gloves when changing diapers and wash their hands between changes.
- Workers must have everything ready on the changing table, before putting the child on the changing table. *Never leave the child unattended on the changing table*, this includes the distraction of pulling out or putting things back into their diaper bag. Changing should be done on a clean disposable changing pad on the changing table.
- FiveStone will keep a supply of wipes, diapers, and clothes on hand for emergencies.

Bathroom Policy

- An adult must accompany a child to the hall restroom. While the child is using the facility, the adult must wait outside for the child. No teen is allowed to go inside a bathroom with a child. You must remain outside the door. If the child needs help, call for the adult leader immediately.
- When helping a preschooler in the restroom, always leave the door open enough that other workers can see in. Never shut the restroom door or be alone with a child.
- Don't allow other children to watch while a child is going to the restroom.
- In case of bathroom emergencies, ask the Sunday Coordinator to help. Use disposable gloves when handling soiled clothing. It should be put into a bag and given to the child's parents.

PLEASE NOTE:
**Never be alone with
a child in the stall of
a restroom with the
door closed.**

Miscellaneous

- Report repair and maintenance needs (including wasp nests on playground) to the Sunday Coordinator or Family Pastor.
- No children are allowed in playground area without adult supervision.

Sickness Policies

- Any child or small group leader with any of the following symptoms will not be allowed to participate with the other children. If a child should develop any of these symptoms while in a program, the parent/guardian should be notified, and the child should be picked up in a prompt manner.
 - Fever over 99 (Fever that is associated with illness, not teething)
 - Vomiting or diarrhea in the last 24 hours.
 - Skin rashes or eruptions of unknown origin, including but not limited to: impetigo, measles, chicken pox, etc.
 - Persistent coughing associated with respiratory infection, including cold, bronchitis, etc.
 - Runny nose with a yellow- or green-colored discharge or drainage.
 - Conjunctivitis (pink eye) or colored discharge or drainage from the eye.
- If a child checks in and one of the above symptoms are found, page the parent and notify Family Pastor immediately. They will tactfully explain why they are being paged and invite the child back when he/she is well.
- In the event of a contagious disease (chicken pox, etc.) parents will be notified.
- Parasites, any form of lice, mites or ringworm. While these aren't common, when present are VERY contagious.
 - In the case of lice being found, gather all textiles (clothing, dolls, stuffed animals) and place in plastic bags for sanitation.
- If children are on an antibiotic, he/she must be on it for at least 24 hours before coming to nursery.
- Children that need medication administered (inhalers, insulin, epi-pen, etc.) must have a Permission form to Administer form signed by a parent/guardian on file. Without this signed form the parent/guardian is the only one allowed to administer any form of medicine to the child.

Incidents and Accidents

- Incident reports (at the check in-desk) should be completed in the event that an accident has occurred.
- Parents/guardians should sign the Incident Report when they pick up their child. Incident reports will be kept on file.
- A first aid kit is provided in each room in case of accidents.
- Cold packs are kept in the refrigerator in Kitchen if necessary.

Incidents

- When a biting, scratching, or hitting incident occurs, follow these procedures:
 - Immediately give your attention to the hurt child. Calm the child and do not overreact.
 - Clean the area with soap and water and apply a cold compress (located in the refrigerator in the kitchen). Be careful if the skin is broken.
 - Then firmly with love at eye level, tell the child who caused the injury that biting/hitting/scratching hurts and that we are to be kind to one another.
- The child who caused the injury will be closely supervised to prevent further incidents. Notify the Family Pastor.
- Inform the parents of the incident. However, never release the name of the child who is biting, scratching, or hitting. If the injured child's parent presses for this information, refer them to the Family Pastor.
- These types of problems are handled on an individual basis. The staff will attempt to work with the child and the parent but the safety of all our children is our first concern. We must consider what is best for all the children.



Accidents

- Typically, an injury can be treated with a little TLC and a Band-Aid or ice pack, but we must be prepared for everything. Please contact the Check-in Desk. Whenever an accident occurs, make sure that an Accident Report Form is filled out. These are available at the Check-in Desk.
- Please talk with the parent upon their arrival and let them know of the situation. The Family Pastor will follow up with the parent if necessary, the following week.
- **Remember that we are not authorized to dispense any over the counter or prescription medication.** In the event a child needs more attention than we can provide, the parent will be paged or located and notified.
- Serious injuries involving broken bones, convulsions, fainting, unconsciousness, or other serious bodily injury should be treated as follows:
 - Keep calm and keep children and the injured person as calm as possible. Speak to the child assuring them that they will be fine.
 - Do not move the injured child or leave them alone.
 - Send a fellow teacher to find Family Pastor or Sunday Coordinator to page the person on security duty that day and contact the parents and advise them of the child's situation- they will defer to the parents for details on doctor or hospital preference.
 - If the child is to be transported to a hospital and a parent cannot be located in time, a staff member will accompany the child to the hospital.
 - The Family Pastor will follow up with the parent as needed.
 - All volunteers and staff members involved in the emergency should write out a report of what happened immediately following the emergency. These sheets are found at the Check-In Desk.

Every **CHILD** Matters



Classroom Procedures

Classroom Discipline

FiveStone Kids sets boundaries for children within the classroom environment through gentle, non-shaming procedures and parent/guardian partnership. Any additional discipline needed outside of these guidelines is left as the responsibility of the parent/guardian of the child. If the child is unwilling to cooperate with the FiveStone Kids boundaries of behavior, find the Family Pastor to discuss the most appropriate way to approach the parent at pick up.

Do's	Don'ts
Utilize "Cool-off Time" – offer the child a space so they can remove themselves from their frustration for a short period. It shows care instead of anger.	Put a child in "Time Out" – this can be a shaming form of discipline for a child if you don't know the background they are coming from.
Ask questions – This helps you gain more understanding of the situation. Examples: "Can you tell me what happened?" (Lower Preschool) "How was he/she being unfair?" (Upper Preschool) "What makes you think that?" (Lower Elem.) "What are some ways we can fix this?" (Upper Elem.)	Assume/Accuse – you cannot assume you know the reason a child is doing something. Additionally, accusing a child of having a motive they didn't have can be very threatening to them. Avoid asking, "Why did you...?". It can come across as accusatory.
Affirm their hurt. Let them know that you understand they are upset and help them work through it.	Ignore their feelings. It is not wrong for a child to feel angry, but they can learn self-control.
Offer a replacement for the behavior. Examples: "We can't bite our friends, but we can chew on this." "Let's jog in place at our seat instead of running around the room!" "How about we tell an adult next time he says something rude instead of hitting him?"	Say, "Don't do that." Kids get tired of hearing it and will begin to tune you out.
Think, observe, and then react. Think about why they may be acting this way? Is something about our content upsetting? Is another child provoking it? Do they need attention? Assessing this beforehand can help guide you to have the correct reaction.	React then think. You may chastise the child for something that was provoked or is actually a physical or emotional cry for help.
Answer their "why's" There is no harm in telling a child why they cannot do something/are in trouble. They genuinely may not know.	Say, "Because I said so." If you don't answer their "why's" and they don't know why they are in trouble, they are just going to keep doing that behavior.
Ask for help. Sometimes children just react better to a different face/voice. Don't be afraid to have someone else try and work with the child if they are not responding well to you.	Force a child to respond to you. Oftentimes this will cause them to shut down further.
Ask for help. Sometimes children just react better to a different face/voice. Don't be afraid to have someone else try and work with the child if they are not responding well to you.	Force a child to respond to you. Oftentimes this will cause them to shut down further.
Communicate with parents immediately.	Let the problem build until it's non-repairable.
Praise good behavior. MANY children just want attention. If you give their good behaviors more attention than their bad ones, they will change their method.	Focus on the negative. It will just encourage that behavior.

Appropriate Touch

Appropriate touch is a part of a healthy ministry. The following are the guidelines for when, where, and how to use appropriate touch.

- An arm around a shoulder
- Walking hand in hand
- Carrying small children (or having them sit on a lap)
- Short congratulatory or greeting hugs
- Brief, assuring pat on the back or shoulder
- Handshake and high-fives

Leader Tip

Touching and hugging should be done in the presence of another adult in an open classroom. Never tickle or tease children.

Inappropriate Touch

Never do the following:

- Touch a child in anger or disgust.
- Touch a child in a manner that may be construed as sexually suggestive.
- Touch a child between the bellybutton and the knee.
- Touch a child's private parts (except during diaper changes).
- Tickle a child.

Child Abuse

All volunteers are to be familiar with the definitions and descriptions of child abuse. As defined by The National Committee for Prevention of Child Abuse¹

Physical Abuse: Non-accidental injury, which may include beatings, violent shaking, human bites, strangulation, suffocation, poisoning, or burns. The results may be bruises and welts, broken bones, scars, permanent disfigurement, long-lasting psychological damage, serious internal injuries, brain damage, or death.

Neglect: The failure to provide for a child with basic needs, including food, clothing, education, shelter, medical care, 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 lack in providing love, support, or guidance.

How to Report Suspected Child Abuse

If a volunteer suspects child abuse of a child in FiveStone Kids, follow the following steps:

- Report the suspected abuse immediately to the Family Pastor or any other FiveStone Pastor.
- Please note the following:
 - a. Do not interview the child regarding suspected abuse. The interview process will be handled by trained personnel.
 - b. Do not discuss the suspected abuse. All information regarding the suspected abuse is

¹Paula Juadees and Leslie Mitchell. Physical Child Abuse. National Committee for the Prevention of Child Abuse. 1992. 3.

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- Volunteers reporting suspected child abuse may be asked to help complete a Suspected Child Abuse Form with a paid FiveStone staff member. Confidentiality will be maintained where possible.
 - Once a suspected child abuse case has been reported to FiveStone by a volunteer, steps will be taken to report to the designated reporting agency. Do not report the incident on your own.

Preventing Allegations of Child Abuse

The following precautions are in place to prevent allegations of child abuse:

- All volunteers, including substitutes, must complete the FiveStone Kids Application process. During the application process, applicants may observe but not participate in children's activities. You will be notified in advance if a potential volunteer will be observing in your class.
- Every group of children must have a minimum two volunteers present at all times. At least one volunteer must be an adult.
- Volunteers may never take one child alone to the restroom.
- Use proper judgment when having physical contact with a child...No lap sitting.
- All activities outside the normally planned FiveStone Kids calendar must be approved by the Family Pastor.
- At no time may a volunteer take a child or children on any activity alone.
- You have the right to question anyone who enters the classroom without proper I.D. Anyone who wishes to visit on a frequent basis must complete the FiveStone Kids application process.

Emergency Procedures

Fire

1. Stay calm.
2. Line up all children at the door with one leader at each end. Count children. (Infant nursery should place 2-5 children per crib and wheel them out. Toddler rooms can use the 'line-up' ropes in the cabinets.
3. Check bathroom for children. Make sure all children have their shoes.
4. Start evacuating after all children are accounted for. Use a calm, but stern voice to direct the children.
5. Follow primary evacuation route to rally area outside. Bring the attendance sheet and count children again. Begin check-out process only when all children are accounted for and with proper security tags and numbers matched, as normally expected. Do not allow parents to take children until they have checked out properly and you have taken the child's tag.

***If a parent wants to take their child during any part of the evacuation process, please explain to them that for safety and security reasons, we need to completely evacuate all children to the gathering area and account for them before they can be checked out. Invite parents to help with the evacuation process if they have an issue with this.*

Do Not

- Move toward smoke or obvious fire.
- Attempt to fight the fire unless you are properly trained and can do so safely.
- Take your class to one of the two points of refuge

Severe Weather Procedure

1. Stay calm.
2. Take cover. Keep children away from windows and move to interior rooms or walls. Calmly instruct children to cover their head and neck with their arms.
3. Once danger is past, count children and prepare to evacuate. Check for injuries.
4. Follow Fire Emergency Procedures Steps 2 through 4. Watch for hazards.

***If a parent wants to take their child during any part of the evacuation process, please explain to them that for safety and security reasons, we need to completely evacuate all children to the gathering area and account for them before they can be checked out. Invite parents to help with the evacuation process if they have an issue with this.*

Lock-down Procedure

1. Stay calm.
2. Close your classroom door. It should lock automatically. If you and/or the children are not in a room, take cover in a nearby room with a lockable door.
3. Make sure all children are accounted for. Use your attendance sheet if possible.
4. Be quiet. If possible, turn out the lights and sit on the floor next to an interior wall, away from windows and doors.
5. Remain in locked room until an "all clear" is given by the Security Team or the Pastor Team.

FIVESTONE
kids

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