

... MAY
... deeds AND
... Heaven MATTHEW 5:16

TRUE NORTH KIDS

VOLUNTEER HANDBOOK





Table of Contents

Our Team	01
Welcome	02
Our Hearts Fire	03
Leader Expectations	04
• Requirements	
• Honor Code	
Serving Expectations	05
• Scheduling	
• Wellness	
Sunday Workflow	
• Upon arrival	06
• While serving	
• Before leaving	
General Info	
• Name tags	07
• Child drop off	07
• Paging a parent	07
• Class rosters	08
• Child pickup	08
Policies	
• Discipline	09
• Appropriate affection	10
• Restrooms	11
• Accidents/ Incidents	11
• Cell phone/ photos	12
• Allergies	12
• Suspected abuse/ neglect	12
• Weapons	13
• Emergency procedures	13
Thank You	14

Matt Short

FAMILY PASTOR
matts@tnc.church



Our
True North
Kids
Team

Kathryn Kingsley

KIDS DIRECTOR
kathrynk@tnc.church



Mya Abbott

FAMILY MINISTRIES
COORDINATOR
mya@tnc.church



WELCOME!



Welcome to the True North KIDS Crew!

Thank you so much for joining True North KIDS! We cannot begin to tell you how thankful and excited we are for you to join our family!

Every weekend we love on over a hundred children from birth through fifth grade in an exciting and active environment. True North KIDS meets during adult service times, and our KIDS spaces are filled with worship, games, and great Bible stories that teach God's character and who He is. We want to help children navigate their own relationship with Jesus, and we are ecstatic that you can be a part of it! Bring your gifts, talents, and faithfulness to partner with us in making a real change in our kids hearts. We want to empower the future generation to impact the Kingdom of God. Your investment of time and energy is valuable and we are thankful for you!

Serving with you,
True North KIDS Ministry Team



Our heart's **fire**

Discover God.

Build Relationships.

Have Fun.

IN TRUE NORTH KIDS, OUR **HEART** IS:

- to inspire children to learn about God and know Him personally (Matthew 19:14).
- to actively build healthy, well God honoring relationships and community (John 15:12, Proverbs 17:17)
- to unlock their imagination in their pursuit of God (Matthew 22:37, 2 Corinthians 5:7)
- committed to equipping parents to disciple their children, knowing that they are the primary example in their child's life (Psalm 127:3-5)
- to cultivate a heart of prayer and worship (Jeremiah 29:13, Psalms 149:3)
- guide children on a path toward Jesus (3 John 1:4, Proverbs 22:6)
- to show kids that loving God is fun by creating an engaging, fun atmosphere through our lessons, activities, and volunteers (Proverbs 3:3)

Leader EXPECTATIONS Requirements



- Complete a background check if 18 years or older prior to shadowing. We reserve the right to determine whether or not you are eligible to serve in True North KIDS based on the results.
- Complete the TNC KIDS onboarding process.
- You must be at least 12 years to serve independently in True North
- KIDS. Only those over 16 years old will effect volunteer/child ratios.
- Under 12 years old may serve as a Junior Volunteer (JV) alongside an adult to supervise them.
- All of our Leaders need a profile picture on their Planning Center account so staff can identify them.
- We're not looking for babysitters. We are looking for individuals who are eager to lead kids towards Jesus.

Leader Honor Code

- While serving the body of Christ as a Leader at True North KIDS, you pledge to dress, act, and talk in a manner that honors God and is a good example to the children around you. -Matthew 18:6
- In order to lead kids towards Jesus you must have a relationship with Him. We HIGHLY encourage you to start our discipleship pathway. - Romans 12:2
- The safety of our children is of utmost importance. We expect when you come to serve at True North KIDS you are not cognitively impaired in any fashion, such as alcohol, drugs, etc. -2 Timothy 4:5
- You believe the Bible is the Word of God. It is fully true, even if it doesn't affirm your life choices. -John 1:1, 2 Timothy 3:16
- You are aspiring to live a life holy unto God, pursuing habits and lifestyle choices that honor Him. Does your life/choice glorify God? -1 Corinthians 6:19-20, 2 Corinthians 7:1

Serving Expectations



SCHEDULING

- Scheduling is done on Planning Center Services. Please ACCEPT or DECLINE serving requests as soon as possible to allow us time to fill that spot.
- If you've "ACCEPTED" and are no longer able to serve that week: we ask that you attempt to find your own replacement.
- Please fill in your block-out dates for the upcoming month on Planning Center.
- Successful and effective children's ministry depends on building solid relationships. The consistency of a weekly relationship helps facilitate strong connections. It is not a requirement, but we highly encourage serving at least 2 times per month.
- Email is our best method of communication with such a large team. Expect an email with the upcoming month's schedule as well as weekly reminders when you are serving.
- You can also text us at 701-760-4116

WELLNESS

- To ensure the health and wellness of others:

Please be respectful and think of others. If you would not attend work or school please stay home, rest, and get well.

SundayWorkflow

UPON ARRIVAL

- It takes many True North KIDS Leaders to make a service run smoothly, so your attendance, punctuality, and involvement are very valuable to us. We appreciate your commitment!
- Please check in 30 minutes before service time and then join us for our True North Kids Huddle located in the kids area.
- It is **IMPORTANT** to understand that kids will **NOT** be able to check in if you are late or fail to check in as a "volunteer" in the system.
- Pick up your name tag at volunteer check in. You **MUST** be wearing your name tag before going to your space.
- Once you are in your classroom please check the communication whiteboard and review **the opening list in your space (depending on your service time)**.

WHILE SERVING

- Please choose a volunteer to be in charge of checking kids in and out each service.
- We cannot leave kids unattended. You may **NOT** leave a space unless another Leader is there to replace you. If you need help in the classroom grab a float.

BEFORE LEAVING

- Check the closing list located in each classroom.
- Disinfect toys in the designated bin before you leave (all services).
- Pick up and put away toys (all services).
- Plug in iPad, turn off lights, and TV (last service only).



General Info



NAME TAGS

Kevin	8Y2M
McCallister	(888) 777-2821
6:00am	Lake Avenue
3rd	NO PHOTOS
Afraid of being left alone	

- All children must have a name tag.
- **Only release a child to someone over 16 years old with a matching sticker code** (Code to page parent)
- Room and time checked in
- Photo permission
- Allergies or special notes

CHILD DROP OFF

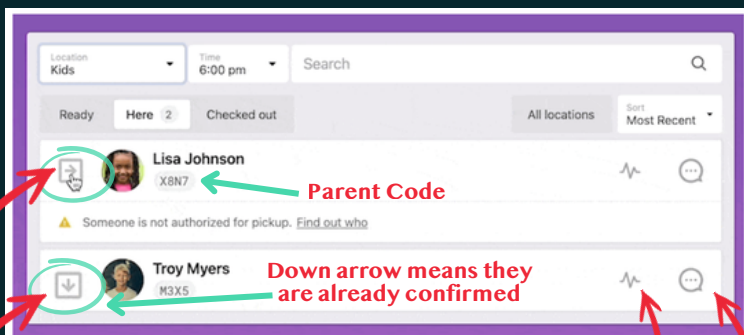
- There needs to be one Leader manning drop off.
- Children may only be dropped off or picked up by someone over 16 years old.
- For the safety of our kids, parents must drop off kids at the door and may not come into the KIDS spaces unless cleared by a staff member.
- Check in kids on the roster (see Class Roster section).

PAGING A PARENT

- If a child is crying uncontrollably, pray over them and try singing, rocking, reading, or blowing bubbles to see what will calm them. If the child does not calm down after 10 minutes, message a parent (see Class Roster section).
- We may also page a parent for discipline issues, accidents, or if an illness is recognized.
- If a parent has not responded to your page please contact the check in team to show code in service.

General Info

CLASS ROSTERS



- Class rosters are found on the iPad by the main door.
- Confirm each child on the roster as they enter the room by clicking the right facing arrow next to their name.
- Any special notes for the child are found here
- If a parent is needed, you can message from the app here
- Parent codes are listed under each child once they are confirmed.
- Check out children by clicking the down arrow next to their name.



CHILD PICK UP

- There needs to be one Leader manning pick up.
- For pick up, they MUST have a matching sticker CODE to the child's name tag. If not, refer them to the Check In Crew.
- Check each child out on the roster as they leave (see above).

POLICIES

DISCIPLINE

- It is of utmost importance for True North KIDS Leaders to make every effort possible to ensure the safety and well-being of everyone in our area. Please be proactive informing staff of any cases in which that is being compromised. We do this by:
 - Using positive verbal correction and affirmation when the child exhibits good behavior. Please avoid using words or tones of voice that may frighten a child or may make them feel shameful. While in our care, we will never send a child to the corner, place them in time-out, or physically discipline.
 - Give the child clear expectations for what is appropriate behavior while at True North KIDS. We want to give kids the tools they need to succeed.
 - If children continue to disobey and disrupt the learning environment, separate them by engaging them in another activity and let staff know. They will decide when to contact the parents.
- In the event of "foul language," give verbal correction. Those words or phrases don't honor God or others and are not allowed in this space.

FIGHTING

In the event of physical aggression between children, we will do the following:

- First occurrence of the day: We will pull kids aside and verbally go over expectations of what is acceptable behavior in our class room.
- Second occurrence of the day: We will page a parent from the roster and bring the child outside of classroom to wait for parent and communicate with team advocate. Volunteers will notify staff so they can document the incident to their True North KIDS file.
- In the event of injury to either party, Leaders MUST fill out an incident report and follow the same procedure as "second occurrence".



POLICIES

Showing Affection

- True North KIDS is committed to creating and promoting a positive, nurturing environment for our children's ministry that protects our children from abuse and our Leaders from misunderstandings.
- Love and affection are a large part of True North KIDS. There are many ways to demonstrate affection while maintaining positive and safe boundaries with children and youth.
- The following guidelines are to be carefully followed by all KIDS Crew Leaders, as well as staff, working around or with children.

Forms of affection at TNC

APPROPRIATE

- Brief hugs (ask first)
- Pats on the shoulder or back
- Handshakes
- "High-fives"
- Verbal praise
- Arms around shoulders
- Holding hands while walking with small children
- Sitting beside small children
- Kneeling or bending down for hugs with small children
- Holding hands during prayer

INAPPROPRIATE

- Inappropriate or lengthy embraces
- Kissing children
- Holding children over three years old on the lap
- Men should always refrain from having children in their lap
- Touching legs of children
- Wrestling with children
- Tickling children
- Piggyback rides
- Hugs from behind
- Any type of massage given by a child to an adult
- Any type of massage given by an adult to a child
- Any form of unwanted affection
- Comments or compliments (spoken, written, or electronic) that relate to physique or body development. Examples would be, "You sure are developing," or "You look really good in those jeans."



POLICIES

RESTROOM

- If the child needs assistance: **There must be two Leaders present.** A float can assist with this.
- **One MUST be female**
- The two Leaders may not be part of the same family.
- Both MUST be at least 16 years old to assist in the bathroom.
- If you need an additional volunteer to make this happen, **ask a float for assistance.**
- If the child is old enough to use the bathroom independently, one Leader may escort them to the restroom and **wait OUTSIDE.**
- Diapers will be changed as needed. Use your judgement. After you change a diaper, you **MUST** put a **"I've been changed" sticker** on the child to notify the parent.
- There is a sign on the Toddler and Infant room doors advising parents to inform Leaders if they do NOT want their child's diaper changed.

ACCIDENTS/INCIDENTS

- If an accident arises, (head trauma, blood, allergic reaction, fights, bites) please fill out the incident report.
- In the event of a blood spill, contact a staff member and they will alert the parent.
- When tending to a blood spill or bodily fluids:
 - ALWAYS wear disposable gloves.
 - Please clean up the fluids immediately with soap and water.
 - Wash hands with soap and warm water.

POLICIES



CELL PHONES/ PHOTOS

- Out of respect and protection for our children and families, it is important to put away anything that may cause a distraction while in the classroom; **this includes cell phones**, I-pods, cameras, and any other similar devices.
- It is also important that you **refrain from taking pictures of children on any personal devices**. No pictures should be taken, stored on devices, or posted to any website or social media outlet. This is to protect our children and our families

ALLERGIES

- Please **do NOT bring any outside food into the class room**.
- Hot drinks ARE allowed in KIDS spaces, but need to have a lid and placed out of reach of children.
- Children with allergies should have notes on their nametags indicating so (see nametag section).
- If a child is having an allergic reaction for any reason, notify staff immediately.
- In the event a child consumes one of their allergens, contact staff immediately to alert parents even before an allergic reaction takes place.

ABUSE OR NEGLECT

- As a True North KIDS volunteer, we are called to assist children with their growth and development; we want the best for all children. If you observe behaviors and/or signs that may indicate a child being maltreated physically, emotionally and/or sexually, **notify a staff member immediately**.
- If you have reasonable cause to believe that any person who has contact with children during their time within True North KIDS has impure motives and/or shows signs that they have the capacity to harm children in any way, **report your suspicions to a staff member immediately**.
- If you suspect that any adult is attempting to build relationship with a child for an impure purpose or for the purpose of harming them, **notify a staff member immediately**.

POLICIES

WEAPONS

- All staff and KIDS Crew are **prohibited from carrying a weapon during the course of serving in the True North KIDS areas** as well as any church-sponsored events. This applies even if you are licensed to carry a handgun.
- Prohibited weapons include any form of weapon or explosive restricted under local, state or federal regulation. This includes all firearms, illegal knives or other weapons covered by the law. We also ask that legal, chemical-dispensing devices such as pepper sprays that are sold commercially for personal protection are not brought into any of our children's ministry areas.
- Exceptions are only allowed if the church has given consent to carry a weapon while performing specific tasks on its behalf. This includes police officers or guards who are performing security services for the church.
- Direct any questions to a staff member before serving in True North KIDS.
- Report possible violations of this policy to a staff member.

EMERGENCY PROCEDURES

In case of intruder:

- Immediately alert Leaders by calling out, **"Hey leaders! It's time for karaoke!"**
- We are using this phrase as to not alarm the intruder that we are alerting other Leaders in the room.
- After shouting, **"Hey leaders! It's time for karaoke!" spread the word throughout the room, immediately shut your door and attempt to secure your area.**

Fire Safety

- If the fire alarm goes off, children should be gathered in a line by the fire escape (located on the posted escape route), then exit accordingly and head to the designated meet up point.
- Count all children to make sure your number matches the attendance roster, and take it with you. Electronic rosters will be passed out at the meet up point if not already in your space.
- The same check-in/check-out procedures will be used to reunite kids with parents.

Tornado Safety

- All Leaders and children must report to the designated shelter area.
- Take cover on knees with hands over back of head. Sing, pray, etc. to distract kids.





Thank
YOU

UPDATED FALL 2026

