

GracePointe **KiDS** MINISTRY



volunteer handbook



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our mission and vision

Our Vision: To eradicate hopelessness in Milwaukie and beyond with the relentless love of Jesus.

Mission: Parents/Guardians at GracePointe will be confident and connected, Volunteers will be excited and empowered and Kids will be growing spiritually and loving church.

How will we do that?

- Parents confident and connected means that parents have a sense that their kids are safe and being taught well. This happens when they arrive, on Sundays or at an event, and we have a smooth process from Check-in to check-out. We communicate well and often with parents. Our curriculum is thoroughly and intentionally planned and implemented and accessible to parents with the goal of empowering parents to disciple their children.
- Volunteers excited and empowered means we have listened well to them, communicated plans, schedules and curriculum well, they don't feel used or overworked, we address their concerns and follow through on ideas they have.
- Kids growing and loving church means we are intentional about our programs and curriculum to maximize their spiritual growth (thoughts, feelings and behavioral) and we want them to have fun in the process. This means doing fun things and doing meaningful things in a fun way. It also means helping kids learn to cooperate with each other and adults, but doing that in a kind and uplifting way.



safety policies & procedures

check-in/check-out

First time visitor's check-in:

Parents/guardians of children visiting GP for the first time are asked to complete and fill out an information form for each child left in our care. Blank forms are located at the check-in kiosk

The greeter will put in basic information into PCO and issue a sticker for parent and child, letting parents know they will be contacted via text/phone call if there are any issues during class. After the child has a sticker, welcome them into the room, and note any special instructions from the adult on the attendance form. Be sure to note if they have any allergies, and where the adult will be located during service.

Regular attendee check-in:

Guardian complete electronic check-in and secure child's label to child. Nursery and Preschool volunteers meet the parents and children at the classroom door, making sure to note any special instructions and parents' location on attendance sheet. Elementary student sits with grown up until dismissal and then meets teachers in lobby. Make sure each child has a name tag sticker on his/her back and parent has the parent sticker for pickup.

Check-out:

To ensure the safety of all children in GracePointe's care, the parent/guardian **MUST** present their parent sticker (or photo of their sticker on their phone) with a code that matches the code on the child's name tag, for the child to be released to them. Parents are encouraged to take a photo of their pick-up tag if they are picking up children in two different locations. If a parent has lost his/her name parent sticker, you can send the parent to the check-in kiosk so they can verify their identity. If the Greeter is unavailable, contact Children's Director for assistance via text or phone call if not readily available.

contacting parent/guardian

If a child is sick, inconsolable, or disruptive, it may be necessary to contact the parents/guardians.

To contact guardian, we can either send a text or phone call to the parents/guardians through the phone number on the student's tag, or through our PCO database.

Contact the Greeter or Children's Ministry director for back-up by texting or calling us using phone number listed in classroom, or sending the assistant to find us at kiosk.

confidentiality

Do not at any time share information about children to anyone other than their parent/guardian. If there was an incident while the children are in our care, we can share what happened with parents, but not the names of the other children involved. This information should be shared in private, away from other parents and/or students.

All classroom forms (apart from Ouch Reports), including Classroom Feedback Form and Incident Report, are considered confidential. You can include names of students and adults on the forms, but must be kept these forms private and internal only. Ministry staff will keep these forms in a locked file cabinet to ensure confidentiality is maintained. **Do not post photos of children online.**

two adult rule

There must always be 2 adults (18 years or older) in a classroom. Exceptions: One adult and one youth in a room if a door is open to a commonly used hallway such as nursery or preschool rooms.

We do not want to open a classroom until there are 2 volunteers in attendance, so it's very important to arrive on time for your scheduled time.

first aid/injury

There are first aid kits in each room, that are well stocked with band-aids and other minor injury supplies. Please make sure you know where it is in the room that you serve in. If your supplies are low, please communicate this via Classroom Feedback form or email.

For bumps and bruises, we have small ice packs available in the nursery refrigerator. Please contact Children's Ministry Director if you need one during class. Remember to return at the end of the class period.

If you should need to apply a band-aid or give some comfort for a bruise, please talk with the parent when they arrive to pick up their child. Make sure they know what happened and what was done to treat the injury. Also fill out an ouch report and give to the Children's Ministry Director and one copy to parent.

behavior guidelines

GracePointe Kids desires that children of all ages will begin to develop their passion for God's word. To aid this process GP has set basic behavior expectations for all children in GP classrooms. Below are our common behavior expectations for all age groups, knowing that some accommodations and modifications may be needed depending on age or abilities of child.



Be Safe

- Hands and feet to yourself always



Be Respectful

- Show respect to adults and fellow students
- Listen quietly when others are speaking
- Follow teacher's directions promptly
- Speak politely to others



Be Responsible

- Be good stewards of church property, classroom materials and supplies
- Be trustworthy and quick to obey



Be Kind

- Treat others as you would like to be treated!

When correction is needed,

DO NOT:

- Hit, spank, swat, pinch, grab, etc.
- Lose your temper
- Humiliate, belittle or shame (this includes putting names on board)
- Shout, yell or argue
- Be aggressive

INSTEAD:

- Have age-appropriate expectations and be consistent
- Clearly communicate expectations, classroom procedures and routines with children and review consistently with students
- Encourage and redirect bad behavior
- Be patient and kind, expect the best

If a child refuses to cooperate or listen to instruction, we have a three warning rule. If the child continues their poor choices then we will contact the parent and have them join their child in class to partner with teachers and students to help improve behaviors.

three warning rule:

1. First warning will be a loving but firm verbal warning with redirection if needed.

2. If the child continues to have a behavioral issue, then we say a 2nd verbal warning along with *redirection (redirect to correct behavior. you can give the child options, but be clear they must choose a different behavior and activity)*. If the child is overstimulated, or unable to control their actions, you can have the child move to a quiet area of the classroom to calm down, but always have the child be within observation of volunteer. You can call Jen or Lauren for support at any time.

3. After two verbal warnings and redirections, the child still refuses to cooperate or is unable to control their behavior, we will contact the guardian to come join their child in the class. To do so, you can send the teacher assistant to call Children's Director for support. Be sure to fill out an Incident Report at the end of class, including as much information about the behaviors as possible and give to Children's Director.

bathroom/ diapering policy

nursery

- Diapers are only to be changed on the changing stations
- Always wear disposable gloves when changing any type of diaper
- Use diapers and materials the parents have supplied. If they have not brought a diaper bag with supplies use supplies provided by the church.
- Remove the child from the diapering station and thoroughly wipe down the changing pads used with sanitizing wipes.
- Wash your hands (wash hands after each diaper change) New gloves should be worn with each diaper change.

elementary wing

-The bathrooms located in the elementary wing hallway is for children only. All adults should use the restrooms in the upstairs hall (across from the library) or in the hall by the Venue Room (through the breeze way). This is to protect both our children and volunteers!

- Children can go to the restroom with one teacher in the hallway in between the classroom and bathroom, watching the child safely reach the bathroom and come back into the class when done.
- If a child needs assistance, an adult can stand at the entrance to the bathroom with the door open and coach the child.
- If the child needs more assistance, or in the case of an accident, please contact parent/guardian or Jen/Lauren to reach parent.

early childhood/preschool

Younger Preschool RESTROOM POLICY:

- Children should use the restroom in the 2s and 3s room. Should they require help adult can go in with door remaining open at all times, be sure that you can be seen by another adult in the classroom.
- If a child has a dirty diaper, please contact the parent/guardian to come to the classroom to change the diaper.

Older Preschool RESTROOM POLICY:

- Walk the child into the Younger Preschool room to use restroom.
- Should a child require assistance, an adult can go into the restroom with door remaining open. Be sure that the adult in the restroom can be seen by another adult in the classroom.
- Wash your hands if you must help a child in the restroom.

well child policy

In order to stop the spread of disease we ask that children be kept home if they have any of the following:

- Fever (now or in the past 24 hours)
- Vomiting or diarrhea in the past 24 hours
- Sore throat or cold
- Eye drainage or infection
- Thick green, yellow or constant nasal drainage
- Any unexplained rash or open sores
- Persistent cough
- Lice

Children should be free of any of these symptoms for 24 hours without medication before returning to their classroom.

If a child becomes sick while in our care their parent/guardian should be notified to come and pick up the child.

Volunteers will not give or apply any medications to children. Medications are not to be left in the classroom, they should be kept with the parents with the exceptions of EPI pens and inhalers needed for allergies and asthma.

EPI pen/inhaler

Parents should leave written instructions for the volunteers with how and when they should be used. Note should be signed and dated by parent/guardian requesting the use of such medications in cases of emergency.

emergencies

medical emergencies

More serious injury involving: broken bones, convulsions, fainting, unconsciousness, or other serious bodily injuries that are potentially life threatening, should be treated as follows:

- do not move the injured child and do not leave them alone
- call 911
- send an adult outside to meet the rescue vehicle.
- contact children's ministry directors as soon as you can do so safely. They will contact the parent, as well as send staff support to you and your classroom.
- The staff member will defer to the parents for the details on doctor or hospital preferences
- If a child is to be transported to a hospital and the parents can not be located in time, the staff member will accompany the child to the hospital.

The Children's Ministry Director or a pastor will follow-up with the parents as needed.

All volunteers and staff involved in the emergency should fill out an Incident Report of immediately following the emergency.

church wide emergencies

Take classroom Attendance Sheet. It is important to be sure that you take this sheet to be sure all children from your room are accounted for outside the building. keep children with you and do not release to parents until everyone is out of the building and accounted for.

Ask parents go with you to the designated evacuation point and then release once all children have been accounted for.

evacuation plan by classroom

- **NURSERY:** In the event of emergency, the Greeters and extra staff will come to the nursery to help evacuate babies if needed. Evacuate to the west side parking lot.

- **PRESCHOOL CLASSES:** Using the jump rope in the classrooms, children should hold onto it as they are being evacuated to insure all children make it out of the building safely. Evacuate to the west side parking lot.

- **ELEMENTARY CLASSES:** Instruct children to form an orderly line and walk together out of the building. Evacuate to the east side parking lot.

Once out of the building to your assigned evacuation point, use your attendance sheet to check off that you have all the kids. Report to Children's Directors that all children from your room have been accounted for, or if not, who is missing. You can then release kids to parents/guardians at this time using the normal check-out procedure (matching tags).

lockdown

Causes for Lockdown:

Unknown, suspicious person in the building or on church property

Active shooter in the building

If you feel unsafe for any reason, lock your door.

What to do:

Lock your door

Turn off lights, close the blinds

Move children away from windows and doors

Keep children quiet and calm

Have your phone available but on silent

When it is safe to open doors, Children's Ministry Director or Pastor will come and knock on your classroom door. If you're unsure who is knocking, text emergency phone numbers on attendance clip board for confirmation.

child abuse- recognition & prevention

We hope that we will not encounter child abuse at GracePointe, but it is important to understand what the signs might be and to know what to do if you encounter it.

You may suspect child abuse for several reasons. A child may open up to you about the abuse. Or you may notice the signs of abuse:

- Abrupt changes in the child's behavior
- Behavior unknown to the parent or guardian
- Secrecy
- Use of language above the child's developmental understanding
- Fearful behavior
- Injuries that do not fit the explanation given

support a child who reports abuse to you by:

1. Listening carefully to what they have to say
2. Not pressing for additional details. A trained professional will interview the child.
3. Promptly reporting to the Children's Director/s and/or Pastor. You will be asked to fill out a suspected abuse form.
4. Not discussing the suspected abuse with other workers, parents, ect. All information regarding the child should be kept confidential with the Children's Ministry Director, Pastor and the proper authorities.
5. The incident of suspected abuse will be reported to a Pastor and Lead Elder and will be promptly reported to the proper authorities.

protecting yourself from a false claim:

We not only want to protect our children from abuse while they are in our care but we want to protect volunteers from false claims.

Therefore we remind you that

NEVER use physical punishment of any kind to correct a child or youth

NEVER touch a child in their private areas. Limit touches to high 5's, fist bumps or the head or shoulder area only.

Only engage in brief, child initiated hugs. Do not initiate hugs or sitting on laps.

Ensure that you have at least 2 adults in every room. Never allow yourself to be one-on-one with a child

Follow the restroom policies outlined in the previous section.

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Classroom Feedback Form

Volunteer Name:

Date :

Class:

Anything you loved this week? Lesson, activity, schedule?

Any behavior issues/concerns?

Anything you would like US (Lauren & Jen) to know? Would you like one of us to call you this week?

Equipment or supplies that need attention, repairs, replenishing? Circle all that apply

DVD PLAYER/TV/CD PLAYER

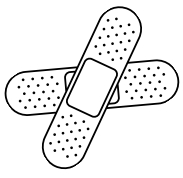
DIAPERS/WIPES/GLOVES

TABLES/CHAIRS

CRAFT SUPPLIES/GLUE/PAPER

GAMPE SUPPLIES: _____

OTHER: _____



Ouch & Incident Report

Child's Name: _____ Date: _____

Names of Volunteers in Class: _____

Reporting Volunteer: _____

Description of Injury/Incident:

Time of Incident: _____

Treatment/Course of Action:

Any witnesses to incident/injury? If so, list names:

Suspected Child Abuse Report Form

Victim's Name: _____ DOB: _____

.....

REPORTER' S INFORMATION

Reporter's Name: _____

Street Address: _____

City/state/zip: _____

Home Number: _____

Work Number: _____

.....

Incident date, time and location: _____

Nature of suspected abuse (circle one or more)

Physical Sexual Emotional Neglect

Please describe the event that led you to suspect child abuse had occurred and include, if relevant, name of other witnesses.

volunteer handbook acknowledgment

The GP Kids Ministry Volunteer Handbook for Nursery to 5th grade contains important information about GracePointe Church Children's Ministry. I understand that I should consult the Children's Ministry Directors and/or Next Generation Pastor if I have any questions that are not answered in this handbook.

My signature below acknowledges that I have received and read this entire handbook. My signature also indicates that I agree to serve faithfully and to comply with and adhere to the policies, procedures and volunteer expectations outlined in the handbook.

please sign after reading

date:

signature of volunteer



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