



Policies and Procedures  
Handbook

## **JourneyKids Mission and Vision**

JourneyKids exists so that the children of Journey Church have multiple opportunities to see, hear, and respond to the gospel. The JourneyKids ministry, which occurs each Sunday morning, is more than just childcare. Serving in JourneyKids provides the opportunity to be a part of a child's spiritual journey. Our aim is to create safe environments where children will engage in creative lessons, and fun activities that center around Bible stories and Scripture.

While we strive to make JourneyKids an impactful hour of their week, we know that their time at home is even more valuable, so we provide resources and tools to equip, support, and come alongside parents to start God-conversations at home. Serving in JourneyKids provides the opportunity to be a part of a child's spiritual journey. Our prayer is that through the JourneyKids ministry, we will deploy children to be godly influences where they live and play.

### **Babies & Toddlers (Birth-23 months)**

In the Nursery and Toddler rooms, we strive to create a safe, clean, and friendly environment where the babies and toddlers sense God's love through caring volunteers, play, and other meaningful activities.

### **Pre-School (2-5 years)**

Children in the preschool classes are incredibly curious about the world and are learning new things extremely quickly! Through Bible Stories, creative activities, and worship, children discover that God made them, God loves them, and Jesus wants to be their friend forever.

### **Elementary (Grades 1-5)**

The JourneyKids elementary ministry focuses on building the foundation of faith so that children can become disciples of Jesus. Through music, Bible stories, videos, games, and activities, children in grades 1 - 5 come to know God more deeply while developing their faith. After a time of worship and Bible time, the children are split into smaller groups and, through various activities, will delve deeper into the truths of God's Word.

## **Injury & First Aid**

1. First aid kits are available in each classroom. We can (for liability reasons) administer ONLY Band-Aids and ice packs except in cases of life-threatening emergencies.
2. For any child with severe allergies requiring an EpiPen, please be sure to have parents supply this to the classroom volunteer or to one of the children's ministry team.
3. If there is any injury in a classroom, the volunteers should treat the injury if possible and alert the parent if necessary. An Incident Report form (available in all rooms) should be filled out and signed by both volunteer and parent. This form is then given to the children's minister to file appropriately.
4. If an injury needing immediate medical attention occurs, alert the children's minister who will call 911 and our medical responders team.

## **Wellness Policy**

Children must be symptom-free from the following illnesses without medication for 24 hours before entering the classroom:

1. Fever of 100° or higher
2. Vomiting or diarrhea
3. Conjunctivitis (Pink Eye or other eye infection)
4. Rash
5. Nasal drainage which is green or yellow
6. Sore throat
7. Open sores
8. Cold
9. Excessive coughing
10. Lice

### **We do not recognize teething as being a cause of fever or diarrhea.**

If children are not feeling well or any of these symptoms arise during their time in JourneyKids, their parent/guardian will receive a text in the service and they will be asked to leave the JourneyKids area.

## **Medications**

1. For children with severe allergies requiring an EpiPen, a parent should provide the volunteer with the EpiPen in case of emergency.
2. We are unable to administer any other medication to children. If a child requires medication please make arrangements so that the parent can personally administer what is required.

## **Safety & Security**

We believe that it is of utmost importance that our children be nurtured in a responsible and safe environment. We also desire that our volunteers be protected from any false allegations of misconduct.

1. Each volunteer in our ministry is required to complete a criminal background check before serving.
2. Each volunteer in our ministry is responsible for all policies and procedures in this guide.
3. Every classroom and hallway is under video surveillance.
4. We hold volunteer training twice a year to ensure our volunteers understand and follow our policies and to enable them to nurture our children.
5. We have a detailed procedure for picking up a child, described in the volunteer section of this manual.
6. There is a “Two-person” rule (18 years and older) in place for all classrooms. There should always be two volunteers present while children are in the room. This is to protect the children from possible abuse as well as the adults from false accusations. If there is a situation in which there is only one adult for a brief period of time, the door to the room should remain open and the children’s minister should be made aware so someone can come stand in the room. In addition, husband/wife serving teams will serve with a 3rd volunteer.
7. Volunteers are not to have the lights off in the classrooms for an extended period of time. Classrooms have dimmer switches to lower lights.
8. If there is a safety concern for any child or a child discloses sensitive information, please tell the children’s minister immediately.
9. Volunteers will need to check in with the Check in Team upon arrival to receive their volunteer label and sign in.

## **Security Stickers**

1. All children entering the JourneyKids area must wear a security sticker and can enter classrooms beginning 30 minutes prior to service start times.
2. Once a child is checked-in to JourneyKids, they may not leave the area until a parent or guardian (with corresponding security sticker) comes to check the child out of JourneyKids.
3. Parents must provide the corresponding part of the security sticker with a matching number to one of the room’s volunteers when picking up the child.
4. If a parent is needed during service, one of the room’s volunteers will notify the check-in desk volunteer or the children’s minister who will

text the parent to alert the parent/guardian.

## **Restrooms**

1. Parents are encouraged to take their toilet-trained child to the restroom before dropping him/her off in class.
2. Journey Kids will strive to have additional volunteers available so that two volunteers take preschool children to the bathroom while two volunteers remain in the classroom.
3. Children should attempt to use the restroom on their own before help is given. Flushable wipes will be provided for the children to use on their own.
4. Grades 1st-5th will have bathroom buddies while the leader stands in the hallway in eye sight of classrooms.

## **Diapering**

5. Only Staff members/JourneyKids Leadership Team or the parent of a child are allowed to change diapers. This must be done in the presence of another adult volunteer.
6. All diapers should be checked/changed using gloves for stool diapers by staff before children are picked up by parents.
7. Children requiring ointments/diaper creams will have parents paged to change the child's diaper.
8. Staff are expected to always prepare the area ahead of time, attend to a child when on the changing table, and never leave a child alone even to reach down to get a diaper.

## **Emergencies**

Although every precaution is taken to avoid emergencies, we understand that they do occur on occasion. In any emergency, our goal is to maintain the safety of our children and volunteers.

## **Evacuation**

In the event of an emergency requiring evacuation to maintain safety, the Children's Ministry evacuation plan is as follows:

1. Line up children and make sure to have an attendance sheet. Children who cannot walk will be carried. Preschool aged children have emergency straps for children to hold onto to keep the class together.
2. Walk outside of the classroom to the Emergency Exit door and proceed as far from the building as possible.
3. Use the attendance sheet to check for all children.
4. Wait for permission from the Children's Minister to dismiss children to parents.

Evacuation routes should be posted in the classroom. If it is missing, request a copy from the children's minister.

## **Tornado**

1. In the event of a Tornado (or warning) children will gather, with their teachers/volunteers, in the appropriate place based on their location in the building. Details for each classroom's tornado plan and all other emergency evacuation information is posted in each classroom. Line students up to the most inside wall of the classroom closest to the hallway.
2. Please wait for permission from the Children's Minister to dismiss children to parents.
3. In all circumstances, please use the attendance roster to verify the location of all JourneyKids.

## **Storm (Power Outage)**

Flashlights are provided in all rooms to be used in case of a power outage. Flash lights are located with the First Aid Kit in each room.

## **Intruder**

In the event that there is an intruder, JourneyKids will lock-down. Volunteers will be notified to follow the procedures set in place. Keep the children in your care as calm and quiet as possible.

- Soft Lock Down- Volunteers will secure entryways and continue JourneyKids activities within classrooms. No one should leave the secured room until given the all-clear.
- Lock-Down- Volunteers will secure entryways, turn off lights, and move children out of view. Block doors with tables and use chairs for an added layer of protection. No one should leave the secured room until a first responder opens the room.

## **Classrooms**

JourneyKids has classes available for the following ages:

Shore Room: 0-1yr

River Room: 1yr

Bridge Room: 2 years old

Meadow Room: 3-4 year olds who are potty trained

Evergreen Room: 5 years - Kindergarten

Summit: 1st - 5th grade

\*Classrooms open 30 minutes before each service.

# **Volunteers**

## **Scheduling**

1. JourneyKid volunteers are scheduled through Planning Center.
2. Once the schedule is set, any changes should be made by switching with a team member. Volunteers are encouraged to find their replacement and must notify the Team Leader and a Children's Minister as soon as possible. Team members' contact information will be provided.
3. In case of an emergency causing the volunteer to be late or unable to serve, it is imperative that the volunteer call or text the Children's Minister or Children's Ministry Assistant as soon as possible.
4. Volunteers can locate their upcoming serve schedule by logging into Planning Center Online and finding "My Schedule". Emails with serve dates will also be sent to every volunteer as they are scheduled.
5. Please confirm your scheduled plan and block out dates you are not available.

## **General**

1. Volunteers must be knowledgeable about and adhere to all the applicable policies and procedures in this manual.
2. Personal belongings should remain off of the floor and out of reach of the children.
3. Please keep your phone on vibrate and out of reach of all children. We would request that you refrain from using your cell phone except in an emergency.
4. Any special treats or activities involving food outside the scheduled curriculum must be approved by the children's ministry team.
5. JourneyKids Rooms must adhere to the following volunteer/children ratios:  
Nursery - 1:3  
1-2 year olds - 1:4  
2 - Kindergarten- 1:5  
1st - 5th grade - 1:8
6. Please close doors 15 minutes after class begins.
7. Only volunteers 16 years and older are permitted to pick up and hold children. Junior volunteers can serve in the Bridge, Meadow and Evergreen.
8. Each classroom is under video surveillance.

## **Check-In Team**

### **Check- In**

1. Greet all families as they approach the check in table.
2. Provide Parent/Guardian with a security sticker for each child.
3. Print the labels for the children of the volunteers serving that Sunday.
4. Print volunteer labels for that Sunday, making sure all volunteers are accounted for.

### **First Time Guests**

1. All first-time attendees are required to fill out a new Child Registration account at the check in desk or by scanning the QR code at the check in desk.
2. After the account is created, then provide the parent/guardian with a security sticker for each child.
3. Explain to the parent/guardian how the security sticker works.
4. Provide someone (Children's Minister, Greeter, other Check-in Volunteer) to escort them to the child's classroom.
5. Give the family a new here gift bag.

### **Arrival/Departure**

Arrive at the check-in table 30 minutes prior to the service you are scheduled for (8:45 for 9:15 service, 10:30 for the 11:00 service). It is especially important that check-in volunteers are on time in order to help check in children belonging to other volunteers and teachers.

## **JourneyKids Classes**

### **Arrival and Setup**

1. Volunteers should arrive 30 minutes prior to the service you are scheduled for (8:45A for the 9:15A service, 10:30A for the 11:00A service) or sooner. **Please be on time!** Arriving on time is necessary to ensure quality spiritual education for JourneyKids and is essential to the flow of JourneyKids. Please keep in mind that tardiness is like a domino effect, affecting volunteers, children, and families.
2. Check in at the check-in desk.
3. Review the lesson again, all lessons are provided in Planning Center under files for that Sunday.

## **Class Time**

1. Every child should have a security sticker. If you find that a child is missing their sticker, notify a children's minister.
2. One volunteer should welcome children and take attendance while the other two volunteers engage the arriving children.
3. Be aware of children with allergies. Any allergies will be listed on the nametags. It is the classroom greeter's responsibility to ensure parents leave an Epi Pen if needed.
4. Volunteers are encouraged to sit on the floor with the children when interacting with them. Being on their eye level helps gain and maintain their attention. Children in preschool should be encouraged to sit next to the volunteer on the floor and not in their lap.
5. Caregivers and children will only leave the classroom to use the restroom. Otherwise everyone must remain in the room at all times.
6. Enjoy being with the kids! Remember that this is not babysitting but ministering to each child and guiding them closer to the Lord.
7. Close doors 15 minutes after the service begins.

## **Dismissal Procedures**

1. When a parent arrives, ask for the child's security sticker before releasing the child. This is imperative; you cannot release a child without having seen the security sticker first. Parents may keep possession of their sticker so that they can pick up other children using the same tag.
2. Take the name tag off the child before returning to parents so everyone knows that child has been securely picked up.
3. After all children are dismissed from the last service, follow the sanitation checklist provided in each room before leaving.
4. PLEASE make sure that all trash is placed outside the classroom door after the last service for pick-up as well as spraying all toys and surfaces.

## **Snacks**

1. If a child has any allergies, it will be listed on their security sticker..
2. Label with masking tape any child's sippy cup/bottle in the Shore and River room if not pre-labeled by parents.
3. Children in the Shore or River room may require food/bottle during service; this must be provided by parents with instructions. It is the volunteer's responsibility to ask for these instructions.
4. JourneyKids does NOT provide snacks for children while in JourneyKids.

## Contact Information

Children's Minister:

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