

# **Volunteer Handbook**



**CENTRAL KIDS**

**2024-2025**

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**Disclaimer: This handbook and the policies within are subject to change without notice.**

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# Introduction

We cannot begin to THANK YOU enough for being willing to volunteer in Central Kids and impact the lives of so many of our children. This handbook is intended to be your guide to being a Central Kids volunteer at Central Christian Church. It is our hope that this is the one resource you can turn to no matter what area you are serving in. In the coming year, with your help, one of our main priorities is to transform the way our families, church and kids see the ministry to the kids of Central, while still providing a secure and consistent environment. We hope that you see this evident throughout this handbook and are excited to join us in this great adventure called Central Kids.

At Central Christian Church, Central Kids is a place where kids:

- feel secure and safe
- experience God's Love
- develop Christian friendships that will last a lifetime
- have a fun and encouraging time
- get consistent Biblical teaching from caring adults

## Central Christian's Vision:

CCC seeks to be a body of disciples who bring glory to God in all things according to Scripture – worshipping Him, equipping His people, and evangelizing the world – as we eagerly anticipate the restoration of heaven and earth under one head, Christ the King.

## Central Christian's Mission:

A family that loves God, knows God, loves people, and makes disciples of all nations.

## Central Christian's Values:

### *Abiding*

No eternal fruit can be born apart from the work of Christ through His spirit in us as His people. We must abide in His love, abide in His grace, abide in His body, abide in His power.

- Prayer
- Consistency in the Word
- Rest in His righteousness
- Stillness
- Community
- Faith
- Scripture memorization

## *Being*

Holistically following Christ, adopting His purpose, heart, and view of the world/sin, and emulating His example in a self-sacrificing way as we adopt a likeness to Him in every way which leads us to and experience of, and a hope for, attaining the abundant life He promised.

- Bearing His name and image
- Bearing His reign in every sphere of life
- Bearing faithful witness
- Joining in the suffering of Jesus
- The “one another’s”
- Church discipline
- Hospitality
- Repentance
- Support and counsel
- Cultural understanding
- Biblical Worldview: Who are we? Where are we? What’s wrong?
- What is the remedy?

## *Knowing*

This is a multifaceted pursuit of growth in doctrinal and theological knowledge never divorced from the requirement of experience through walking in a manner worthy of the gospel empowered by the Spirit.

- Biblically centered preaching and teaching in worship gatherings, gospel life classes, House Churches, and ministries of CCC.
- Seeing maturity not based on intellect but on an ever-shrinking gap between what we know and what we do.
- Systematic, exegetical, and theological approach to discipleship from kids to adults. Understanding the outcomes for each.

## *Going*

The outworking fruit of being the people of God as we seek to see His redeeming work permeate every area of culture seeing to right that which has been made wrong by sin as we proclaim the good news! It is taking the “good news” and proclaiming it to the ends of the earth hastening the day of Christ’s return.

- Intentionally Missional
- Sacrificial
- Seek to break down the compartments of our lives, no sacred and secular divide.
- No less than 10% of our budget dedicated to missional activity.
- Train and develop missionaries; local and international.
- Equip people to address the challenges to faith.
- Adopt an “as you go” mentality.
- Everyone is a missionary.

# Discipleship Plan

Central Kids exists to “partner with families to build the next generation of Christ followers.” As part of this goal we have developed a guide, called our discipleship plan that we believe will be another step in partnering with the families involved in our ministry. This discipleship plan is set up with five distinct, but not independent steps, all of which we believe are necessary to developing our children into the next generation of fully devoted followers of Christ. All of these steps work together as a cycle in which a disciple of Christ begins to lead others into being a disciple of Christ. Each step is accompanied by a symbol, brief description of what this means, a verse of emphasis in this area in which we will make this a priority in our special events such as camps.



## Step 1 – Knowing Jesus

This is the first step to becoming a Christian in which a person knows Jesus Christ as their Lord and Savior and accepts His unconditional love.

*Emphasis Verse:* John 3:16



## Step 2 – Knowing Each Other

In this step we believe it is vitally important that a person builds strong Christian friendships and is a part of a growing, loving and caring Christian community.

*Emphasis Verse:* John 13:35



## Step 3 – Knowing God’s Word

This step focuses on the need to know and be immersed in the word of God. As part of this we believe it is vital to understand the Bible as God speaking directly to us.

*Emphasis Verse:* 2 Timothy 3:16-17



## Step 4 – Keeping God’s Rules

A very important part of being a fully devoted follower of Jesus Christ is living out what you know. This step involves being obedient and committed to what Jesus Christ has called us to do.

*Emphasis Verse:* Philippians 3:14



## Step 5 – Keep Sharing and Caring

One of the final steps to being a fully devoted follower of Jesus Christ is telling others about the love you know.

*Emphasis Verse:* Matthew 28:19-20



## **Weekend Programs**

### **Early Childhood (Infant to Pre-Kindergarten)**

Our early childhood program serves infants to Pre-K. In our nursery, all children are lovingly cared for and nurtured by trained staff and volunteers. All children will hear Bible stories and engage in fun age-appropriate activities that are all geared to help them gain an understanding that “God loves me,” “God made me,” and “Jesus wants to be my friend forever.”

### **Elementary (Kindergarten to 5th Grade)**

Our elementary age ministry is specifically designed to engage children from kindergarten to 5<sup>th</sup> Grade. Children in this ministry have the opportunity to participate in praise and worship with their parents and then branch off into their own space where they can engage in age-appropriate activities, small group time and an interactive Biblically based lesson. This ministry is designed with the goal of helping children to take the next step in discipleship and begin learning about God and the Bible on their own. They learn to make wise choices, God is always with them, God always loves them, and we can trust God no matter what.

### **Special Needs (Kindergarten and Up)**

Central Christian Church and the staff of Central Kids believe that every child is a special blessing from God. We affirm that every child is created in the image of God, to love and be loved by our creator. However, we also understand that some children have special needs that make our programming environment difficult for them. At this time, Central Christian Church has a weekly special needs program for elementary aged children during the 9:30 am service and a class for adults with special needs during the 11am GLC Hour. If while working in the elementary or younger rooms, you notice a child exhibiting behaviors that may correspond to special needs, inform your supervisor. We do want to assist our children with special needs as best as we can.

We ask that parents of children with special needs to contact the Central Kids office to set up a time to talk with a staff member about their child’s unique needs so we can determine the best environment and the needs of each child. This will give us an opportunity to put together an appropriate plan of action as we partner with these families. We also ask that the first time a child with special needs attends Central Kids weekend programming the parent(s) stays with their child to help the child, volunteers and staff get acquainted with their child’s needs.

## **Weekday Programs**

### **Gospel Adventure Club**

Gospel Adventure Club uses an international, Bible-centered children's and youth study and our ministry providing local churches with weekly clubs, programs and training for students in preschool through fifth grade. Our goal is to reach kids, and their families, with the gospel of Christ and train them to serve Him.

GAC provides the curriculum, lessons, and games that are structured by age group.

To support the GAC program, the nursery provides staff for the Swimmer’s club (a branch of GAC for ages 3-5) and childcare for children 2 and under.

# Volunteer Opportunities

It is our desire that you enjoy the position for which you have volunteered. As part of this desire, we have developed job descriptions for each volunteer role we have in Central Kids. As a general guideline we ask that all volunteers be regular attendees of the church. We require that all volunteers in Central Kids over the age of 18 complete a background check before serving. We also ask that all volunteers attend a training once a year to be up to date on all policies and procedures within our ministries.

Below we have included a list of all the positions that we utilize in our Central Kids programming. As part of your training/volunteer orientation you will receive a copy of the full job description that we have developed.

## List of Volunteer Opportunities

**Check-In Counter** – Early Childhood and Elementary

**Check-In Greeter/Attendant** – Elementary

**Lead Teacher** – Early Childhood, Elementary, and Special Needs

**Small Group Helpers** – Early Childhood and Elementary

**Buddy** – Special Needs

## Volunteer Scheduling

We use Planning Center Online Services to schedule and communicate with all volunteers that serve in the Children's Ministry. Upon signing up to volunteer and completion of the Background check, you will receive a welcome Email from Planning Center. You will then be asked to create a secure login and password combination, which you will need in order to view the service materials on your serve weekend.

Prior to your scheduled service, you will receive an Invitation to Serve email **the week before you are scheduled to serve**. Through this email you can:

- View the service: By clicking this link in the email you may view the songs, lesson materials, room information, and all activities scheduled for that morning's service.
- **Accept the Invitation:** Giving confirmation of your upcoming attendance.
- **Decline the Invitation:** Giving notice of your absence.

**'Accepting' or 'Declining' the invitation to serve in a timely manner is very important, as it gives our staff time to find replacements if needed.**

## Securing a Substitute

It is the responsibility of each team member to secure a substitute when unable to serve. This will not only help the Central Kids staff but will also help our volunteers to get to know one another.

Volunteer team members are to refer to the provided schedule and arrange to switch with another volunteer from another week. Please inform the Early Childhood Manager of any schedule changes for the Pre-K or younger. Please inform the Children's Director of any schedule changes for the kindergarten or older.

# **Policies for all Volunteers**

## **Registration**

To help ensure the safety and security of all those involved, we require that every child and volunteer be completely registered before participating in any Central Kids program. The registration process is as follows:

A family must complete a short interview of names, addresses, birthdates, phone numbers, and medical info at the Central Kids Check-In Counter in the Main Lobby of Central Christian Church. This may be completed at the same time as check-in (see below) for those who are new to Central Kids.

## **Check-In**

Central Kids check-in will take place at the Check-In Counter in the Main Lobby.

Families who are registered will need to enter the ten digits of the home phone number they provided at registration at one of the touch screen kiosks located in the Main Lobby.

Families will then be asked to select the children whom they are checking in by touching the appropriate names on the screen.

Once the appropriate names are selected a personalized identification 3 badges will be printed for each child, which one must be worn by that child at all times, one stays with the parent, and one goes on the sticker board.

The system will print out a unique identification receipt for each child that must be kept by the parent or guardian who checked them in. This receipt must be presented at check-out in order to pick up the appropriate children.

Once each child has a personalized identification badge, the parents should then escort them to the appropriate locations to drop them off for preschool, toddlers or infants. Elementary will go into the Worship Center and participate in Praising, Baptisms, Communion and Tithing. If there are questions about these locations, please ask one of the volunteers at the Check-In Counter.

## **Check-Out**

To pick up children, parents should return to the location at which the children were dropped off unless they have been notified otherwise. Central Court for Elementary K-3<sup>rd</sup> and Summit Room for 4<sup>th</sup> and 5<sup>th</sup>.

The child's parents or permanent guardian will then present the unique identification receipt they were given at check-in to the volunteer or staff member working in this area.

The volunteer or staff member will then make sure that the child is appropriately checked out.


Parents or permanent guardians are the only ones allowed to pick up children and therefore should have their unique identification receipt with them at all times.

# Security

The safety of the children involved in our ministry is one of Central Kids highest priorities. We have taken some extra precautions to help protect God's greatest resource...our children. Due to this concern for safety, Central Kids has instituted some very strict requirements for the registration, check-in and check-out of every child involved in Central Kids.

To help ensure the safety and security of all those involved, we require that every child be completely registered before participating in any Central Kids program. As part of this policy all parents or guardians are expected to always have up-to-date emergency contact information on record with the Central Kids office. Parents and guardians are also asked to immediately notify Central Kids if there are any changes in a child's registration information or any situation that may affect the security and safety of a child.

Upon Check-In each child will receive a personalized identification badge that they must wear at all times. This badge will look similar to this:

<b>Joey</b> Doe   01/01/15	
<hr/>	
9:30 AM Service   <b>CK Pre-K Red</b>	
Parents: John & Jane Doe	
ALLERGIES: Gluten Free	
<hr/>	
PGR #001   <b>SEFR</b>	03/03/23

Children without this identification will not be allowed to participate in the Central Kids program. As a volunteer it is one of your primary responsibilities to make sure those children in your area have the appropriate tag before checking them in. Parents or guardians will also be given a unique identification receipt that must be presented at check-out in order to pick up their child. This receipt will look similar to this:

<b>**Pickup Tag – Pgr #001**</b>
<hr/>
<b>Joey Doe</b>
Checked in by: John & Jane Doe
9:30 AM Service   <b>CK Pre-K Red</b>
<hr/>
<b>SEFR</b>   checked in 03/03/23 9:30 AM

In the event that either form of identification is lost, a Central Kids staff member will need to be contacted to help resolve the issue and this will involve needing proper identification from the parent or guardian such as a photo ID. It is also important to note that only a child's parents or permanent guardian will be allowed to pick him or her up. This means that we will not release any child to a sibling,

grandparent, relative or friend unless prior arrangements are made. This is to ensure the safety of all our children and to make sure we can relay any needed information directly to the parent or guardian. This must be noted on the parents' unique identification receipt.

## Volunteer Identification

As another layer of security Central Kids also issues Central Kids shirts with our logo to each staff member and volunteer so parents know who is authorized to work with the children. **We ask that our employees and volunteers wear their appropriate colored shirts while working/serving in Central Kids.** These shirt colors are Green for check-in/security and CK Staff, Blue for Early Childhood volunteers, and Red for Elementary and Special Needs Volunteers. If you do not have a shirt, please ask a Central Kids leader.

## Dress Code for Volunteers

Central Kids shirts are required, we ask that you dress in a manner that is appropriate for church and serving others. While shorts are allowed, please be mindful of the length. Keep in mind that we set an example for regular attendees and more importantly visitors look to us as the representatives of the church. So please try to dress so that everyone will feel comfortable with you caring for their children. Also be aware that blue jeans in reasonable condition are acceptable.

## Dress Code for Students

We ask that parents exercise good judgment in dressing their children for any Central Kids program. Children should wear comfortable, appropriate fitting and modest clothing. When dressing your children keep in mind that:

- Children should be able to play indoors or out without fear of destroying clothes.
- There will be messy crafts from time to time.
- Themed wear should be appropriate and not include offensive material.

Children will not be allowed to participate in a Central Kids program if they are wearing clothing containing explicit language, drug or alcohol paraphernalia, or inappropriate images. In severe and extremely rare cases in which a child's clothing is offensive or inappropriate the Central Kids staff may ask the parents to change the child's clothing before they are allowed to participate in a Central Kids program. This course of action will always be handled in a way that is not embarrassing or demeaning.

# Emergency Action Plan

The plans outlined below are of the utmost importance and it is asked that any staff member or volunteer in Central Kids know them and follow them exactly in the case of an emergency. These plans are also outlined in every Central Kids location.

**NOTE:** No child is to be released to a parent until an “all clear” is given in any emergency situation.

## Medical Assistance

The Central Kids Ministry acknowledges that being prepared for a medical emergency is a vital part of the care of children and their families within our ministry. As such, the Central Kids staff is equipped with CPR certifications and knowledge that may be needed if such an emergency arises.

Our standard procedure on medical issues is that if the person is faint, pale, has fainted, or had symptoms that might possibly hint toward heart or stroke, we immediately call 911. In the event that emergency medical personnel are contacted, the Central Kids staff will allow them to provide appropriate care for the child who is injured or ill.

## Medical Emergency

The main objective is to get emergency medical help while providing immediate care for the emergency.

### **What to do:**

In the event that a medical emergency would arise Central Kids is committed to putting the well-being of the child first. This means that immediate first aid will be administered unless the parent has advised otherwise.

### **Parent Contact:**

The first step in any medical emergency is to make every effort to contact the parents or guardian of the child involved. Also Central Kids Staff including the Children’s Director are to be contacted immediately. In the event that the parent or legal guardian can be contacted they will be consulted on what type of medical action they wish to take. However, Central Kids staff or volunteers will never administer drugs or medicine of any kind unless the parent has given explicit written permission.

In the event that a parent or legal guardian cannot be contacted, then the Central Kids staff will take appropriate actions to make sure that the child’s well-being is put first. This could range from simple first-aid to the need to call 911 to elicit the help of trained medical professionals. For this reason it is imperative that Central Kids has all of the appropriate medical information on each child in its care and it is the responsibility of the parent or legal guardian to make sure that this is kept up-to-date.

## Fire/Bomb Threat

**The main objective is to evacuate the building through the nearest exit.**

### **What to do:**

Central Kids Staff and Volunteers will evacuate the building immediately when the fire alarms are activated. Evacuation should take place to the nearest exit per the evacuation maps that are located in the classrooms. Central Kids Volunteers will take their attendance roster and two-way radio as they leave the classroom making sure they have the appropriate number of students as indicated on the roster. This will also be used in order to call roll when they get to a safe location, **which is the Pavilion**. Once at a safe location Central Kids Volunteers will relay that their particular class is safe and the location of that group to the Children's Director. Then they are to wait for an "all clear" to head back to classrooms which will also be done over Central Kids two-way radios.

**NOTE:** No child is to be released to a parent until an "all clear" is given, especially while moving the children to shelter.

## Suspicious or Aggressive Intruder

The main objectives are to place a protective barrier around areas where children are present and to train people to identify suspicious intruders before they become aggressive intruders. If we have a case of an aggressive intruder we need to go into defensive mode of protecting other areas of the building by going into lock down, calling 911, and trying to buy time until emergency backup arrives.

### **What to do:**

In the event of a suspicious or aggressive intruder this must be reported to the Children's Director and Administrative Pastor(s) as quickly and discretely as possible. For this reason every classroom, the Check-In Counter, Check-Point volunteers and all Central Kids staff will carry two-way radios. So as not to disrupt or scare our children and make a tense situation worse, Central Kids Staff and Volunteers will know of a suspicious intruder through an "all call" to classrooms and in education hallways through the PA system that will state **"CODE RED or Lock Down."** This call will also be relayed via Central Kids two-way radios which every classroom must have.

Once this call is given every classroom and ministry area containing children will be locked from the outside as quickly as possible. These doors will be locked as follows:

- **B Hallway (if children are present)** – locked by Children's Floater /teachers have magnets to pull
- **A Hallway** – locked by Children's Director, Nursery Shift Leaders or Early Childhood Manager
- **Central Court** – locked by Children's Director
- **Nursery** – locked by Early Childhood Director or Nursery Shift Leaders
- **The Summit** – locked by Pre-Teen Teacher, Check-Point Volunteer, or Children's Director
- **Crown Room** – locked by Special Needs Director
- **Chapel** – Locked by Children's Director

Teachers should immediately move children out of sight but the goal will be to exit the building to anywhere that is safe, maybe playground or maybe across street to a business.

It is important to try and keep children as calm as possible if this event arises. In this situation teachers are asked to only use the two-way radios when absolutely necessary. Once in a safe place Central Kids Volunteers will wait for an "all clear" to resume normal activities which will also be done over the PA system and relayed via Central Kids two-way security radios.

**NOTE:** No child is to be released to a parent until an “all clear” is given, especially while moving the children to shelter.

## **Tornado/Severe Weather/Environmental Threat**

The main objective is to get the children in our care into the tornado/severe weather shelters. In an environmental threat the doors to these areas will also be sealed off by the appropriate CCC staff member:

### **Where to Go:**

For anyone in the education wing of the church including A Hallway, B Hallway, C Hallway, Central Court, The Summit, Crown Room, Nursery or Chapel the tornado/severe weather shelter is designated as the **Basement under Central Court Stage**. This area can be accessed near the entrance to The Summit.

For anyone in the Worship Center or rooms surrounding it the tornado/severe weather shelter is designated as, in this order, the **Back Hallway behind Offices/Storage Under Stairs/Office Restrooms and Restrooms in Worship Center Lobby**.

The Nursery Hallway in Coat Rack Area should be used only in the case of overflow.  
The Locker Rooms in the Gym can be used as a shelter if this becomes necessary.

### **What to do:**

Central Kids Staff and Volunteers will only go to the shelters when an “all call” to the classrooms in the education hallways through the PA system has been given to announce need for shelter. **This call will also be relayed via Central Kids two-way radios which every classroom must have.** There have been Emergency supplies placed in all shelter areas and Shelter route maps are posted in most classrooms. Central Kids Volunteers will take their attendance roster as they leave the classroom making sure they have the appropriate number of students as indicated on the roster. This will also be used in order to call roll when they get to the shelter. Once in the shelter Central Kids Volunteers will wait for an “all clear” to head back to the classrooms which will also be done over the PA system and relayed via Central Kids two-way radios.

**NOTE:** No child is to be released to a parent until an “all clear” is given, especially while moving the children to shelter.

## **Inclement Weather**

We want all our children to be safe, so we urge you to keep informed of possible cancellations due to bad weather. For all cancellations, please call the Central Kids office at 316-688-4400 ext 1309, contact the church office at 316-688-4400 or check the church website at [www.ccc.org](http://www.ccc.org). In addition, if we have your cell phone carrier and number on file we send a bulk text. We will try to get the word out to the media but there are no guarantees that they will announce any closures in a timely fashion.

In the event that inclement weather occurs while your children are in our care Central Kids staff and volunteers have been instructed in how to deal with these emergencies. See the “Emergency Action Plan” beginning on page 25.



# Child Wellness

In any area that involves children, sickness can become a large dilemma, as it gets passed from child to child and eventually family to family. For the safety and well-being of all of our children and families, we have established a wellness policy that will help you determine when a child should and should not be brought to a Central Kids program.

The following list of symptoms will determine if a child should NOT be admitted to a Central Kids program:

- Persistent coughing
- Persistent sneezing
- Unusual fatigue and irritability
- Rash (except diaper rash)
- Swollen glands
- Head lice (while any nits are present)
- Vomiting
- Any discolored nasal discharge
- Complaints of stomachache
- Inflamed throat or swollen glands

If a child shows signs of any of these symptoms within 24 hours prior to attendance they should not come or while in our care, the child will be isolated from the others and a parent or guardian will be contacted. In the case of children with allergies who might exhibit some of the above-mentioned symptoms, exceptions will only be made with a note from the doctor.

Our desire is to protect all children and volunteers from exposure to illness. We appreciate your cooperation in maintaining a healthy ministry environment.

## Medication

The Central Kids staff and volunteers **DO NOT** administer medication. Medication is to be administered by parents and should be left at home. For the protection of other children, medication should not be put in bottles or sippy cups. Children requiring medication to be administered in case of an emergency, (Epi Pen, etc.) must have a Medication Authorization Form on file. Parents will be notified immediately in the event that medication is needed to be administered. If you as a volunteer notice that a child has brought any type of medication with them please confiscate the medication and contact a Central Kids staff member immediately.

## Child Discipline

First and foremost, staff and volunteers in Central Kids are NEVER to physically discipline a child at church. It is our belief that this type of discipline, also known as corporal punishment, is to be left up to the individual family.

Any disciplinary actions taken by staff or volunteers are not meant to be punishment, but rather are meant to be a time of teaching. This type of discipline is intended to have a two-fold effect: first, to

immediately stop the inappropriate behavior; second, to help the child find another, more appropriate way to conduct him or herself. Here are just a few examples of the procedures we advocate in correcting behavior:

- **Prevent Problems Before They Occur.** The best way to avoid trouble is to stop it before it happens!
- **Set Clear Limits.** Use the word "no" as little as possible, but instead, give the child information. For example, "We don't bite Timmy."
- **Redirect Behavior.** Try offering the child another activity.
- **Offer A Choice.** When you say, "You may play with the truck or the car. Which one do you want?" you are giving the child a choice.
- **Acknowledge Feelings.** Try to show the child that you understand.
- **Talk Through Problems.** Here is a good example: "Ryan wants the truck. Timmy wants the truck. What can we do? Here is another truck. Which one would you like Ryan?"

If you have tried redirection and talking through the problem without success, then it is time to call in a Central Kids staff member. It is the responsibility of the Central Kids staff to talk with the parents about behavioral issues.

A Few Tips to Keep in Mind:

- Acknowledge a child's good behavior.
- Talk about the action and not the child's personality.
- Remember that seventy percent of communication is non-verbal.
- When addressing a child's behavior, always lower your voice.
- Realize that a child's behavior may simply be a cry for your attention.
- Avoid hurrying a child. A hurried child is usually a frustrated child.
- Pray!

Once a volunteer and a Central Kids worker have tried to deal with the child's inappropriate behavior for a reasonable amount of time, the child will be taken just outside the classroom and asked to state the offense and the appropriate behavior. The child will be warned that if the inappropriate behavior continues, parents or guardians will be contacted. If the inappropriate behavior continues, the parents will be called and the child will have to leave for that one program. In some cases it may be appropriate to ask the parent to sit with their child in class to ensure corrected behavior, but this course of action will be at the discretion of a Central Kids staff member. Ultimately a child will not be allowed to disrupt a class continually. In time, and after much positive effort, a child may be removed from a classroom due to inappropriate behavior, but only after the Children's Director approves this measure. It is a last resort, but it will be used when absolutely necessary.

Violent behavior from a child towards others or him or herself will not be tolerated and the parents will be notified immediately. This type of behavior includes but is not limited to malicious pulling of hair, hitting, kicking, fighting and biting. Our goal is to maintain the safety of all of our children and this type of behavior is not safe for any of those involved.

## Child Protection

The church has established a suspected child abuse policy to protect your children from the potential of child abuse and in summary it states as follows:

Our Church defends the sanctity of human life at every stage, seeks to protect persons from injustice, and does not hesitate to condemn all that afflicts the human person. The Church is firmly committed to the care of families and their children. We consider abuse or neglect of children as contrary to Christian morality and as an offense against the dignity of the human person.

1. One such damaging violation occurs when children are physically, mentally, emotionally, sexually, etc., abused or neglected. In such a case, Central Christian Church will have as its primary concern the alleged victim's safety and well-being. It will be committed to pastoral care for the alleged victim, the family, and for the accused. The actions described below are meant to ensure the safety of all, and to protect the rights of all, including the right to a good name for the accused. With these pastoral concerns in mind, the following steps will be the official policy of Central Christian Church.
2. Abusive or neglectful behavior in any form is outside the scope of employment for all persons at the Church. The Church strongly supports the state as it tries to deal with this social and moral evil. We intend to comply with all civil laws, and we also expect those serving with us to do so. All employees, affiliates and volunteers of the Church must comply with state and local laws as well as with Church policy and guidelines about child abuse.
3. This policy statement is meant to emphasize our deep pastoral concern for the victim and the family of the victim; to safeguard against fraudulent claims that may ruin the reputation of innocent persons; and to assist in the reconciliation of the offender and his or her family.
4. This document is intended to present guidelines that will thwart child abuse, mitigate harm to others, and provide guidance to church personnel in responding to allegations.

**NOTE:** To see this policy in its entirety please contact the Central Kids office.

## Feeding & Snacks

**We are a peanut and tree nut free facility.** Cheerios are provided in the infant rooms. Crackers and/or Cheerios that have been processed in a peanut and tree nut free facility are provided as a standard snack in the 1-year-old room. Animal crackers and/or pretzels that have been processed in a peanut and tree nut free facility are provided as a standard snack in the 2-year-old through Elementary classrooms. If a child requires a gluten free option, those are also provided upon request to the Nursery Manager. Parents are asked to provide an alternate snack for children unable to have the provided snacks. During special events, snacks other than the approved peanut free and tree nut free snacks may be provided. Allergy alert posters will be posted at classroom doors and check-in locations with the appropriate allergy and nutrition information.

As a volunteer please be cautious of children who try to bring in their own snacks. If you see a child with a snack that was not provided by Central Kids, please confiscate this snack and hold it for the child until he or she is picked up.

# Check-In, Drop Off and Check-In Cut Off Times:

As a volunteer we ask that you help us to communicate these times to the families of Central Christian. We also ask that you help us to enforce these standards by not accepting children after the time check-in has closed. Under no circumstances can you accept a child who has not been checked in and who does not have the proper identification.

## **Sunday – 9:30 Service**

(Parents can check-in children staying for multiple services as well)

Check-In Begins: 9:00 am                      Drop Off Begins: 9:15 am

Check-In Closes: 9:45 am

## **Sunday - 11:00 Service GLE**

Check-in begins: 10:45 am                      Drop Off Begins 10:45 am

Check-In & Drop Off Closes: 11am

# Volunteer to Children Ratios

These ratios have been developed as a guide for the Central Kids staff to follow to ensure that your children receive the best experience possible. These are communicated with our families so that they understand the priority we place on their children having a great experience and the need we have for volunteers. These ratios have also been implemented to insure that your experience as a volunteer is as rewarding as possible.

Grade/Age	Teacher to Child Ratio	Number of Volunteers Needed Per Service
Infants YELLOW	1 to 2	6
Toddler ORANGE	1 to 4	6
Toddler BLUE	1 to 6	6
Preschool GREEN	1 to 6	6
Preschool RED	1 to 6	6
Kindergarten	1 to 8	6
1 <sup>st</sup> Grade	1 to 10	6
2 <sup>nd</sup> Grade	1 to 10	6
3 <sup>rd</sup> Grade	1 to 10	6
4 <sup>th</sup> Grade	1 to 10	6
5 <sup>th</sup> Grade	1 to 10	6
<b>Total Needed</b>		<b>66</b>

In the event that a teacher to child ratio is exceeded Central Kids reserves the right to close a specific age group and admit no more children for that service. If an age group is closed, we are more than happy to reopen that group if additional volunteers arrive.

# **Parent Behavior**

The parents of children involved in Central Kids of Central Christian Church are expected to treat all volunteers and staff in a respectful and mature manner. Any parent who treats a volunteer or staff member in a disrespectful and immature manner will be asked to remove their children from the Central Kids program of Central Christian Church until a meeting can be arranged with the Children's Director and the issue is resolved in an appropriate manner. Volunteers are asked to direct parents who have a concern with any volunteer or staff member of Central Kids directly to the Children's Director so that the concern can be addressed in an appropriate manner. Parents if you come to pick them up then you must pick them up. Our volunteers' kids are in there and it looks like there are still kids but remind parents we pick up at 11:00-11:10 and 12:00-12:10

## **Communication with Parents**

We believe strongly that open and consistent communication is one of the main keys to the success of Central Kids. This is especially true for the families involved with Central Kids. We ask that volunteers only communicate information to parents that has been published or confirmed by a Central Kids staff member. If a parent has a question or concern that you do not feel comfortable addressing, please direct them to the appropriate staff member. You may also let parents know that we will publish a list of upcoming events, which will be on the Central Kids website, to help keep parents informed about our programs.

# Playground Rules

We are blessed to be able to share facilities with our academy. One of the benefits of sharing facilities is the ability to use the playground equipment located on the south side of the building. **However, these playgrounds are only to be used upon authorization from Central Kids staff.** The Central Kids team works very hard to provide quality programming for our families and only in rare situations are the playgrounds a part of this programming. We have intentionally designed our programming, crafts, and activities to fulfill our mission to “partner with families to build the next generation of Christ Followers.” So please do not use the playground areas without prior consent from a staff member.

The primary role of every adult on the playground is to supervise and assist children in order to ensure children’s safety. Adults are required to monitor the playground area at all times, enforcing all playground rules.

## PLAYGROUND #1 (Up to age 2)

- FOR TODDLERS ONLY!

## PLAYGROUND #2 (Ages 2 to 6)

- No running is allowed on the cement.
- No throwing of sand or rocks is allowed.
- Rubber-soled shoes **MUST** be worn for climbing on the equipment.
- Swings: children must face the building and sit on their bottoms. No swinging sideways or jumping out of the swing is allowed.
- Tube slide: Children must only climb UP the stair, ladder, and cargo climbers and DOWN the slides.
- No climbing up the slide is allowed.
- No more than one child at a time is allowed on each slide.
- No more than one child at a time is allowed on the chinning bar.
- No children are allowed on the ladder if a child is on the chinning bar.

## PLAYGROUND #3 (Ages 2 to 6)

- No running is allowed on the cement.
- No throwing of sand or rocks is allowed.
- Rubber-soled shoes **MUST** be worn for climbing on the equipment.
- Tricycles are to be ridden on the cement only.
- Teachers need to be near the fire poles and Rainbow Bridge.
- No children are allowed in the wooden shed.
- No more than one child at a time is allowed on the slides, Rainbow Bridge, and fire poles.
- No walking up the slide is allowed.
- Dome Climber: Ages 2 ½ to 6 must be teacher supervised.

#### PLAYGROUND #4 OR CCA PLAYGROUND (Kindergarten to 5<sup>th</sup> Grade)

- Groups will be kept in line and orderly going to and from play area.
- When entering the building, students will stop outside the door and stand quietly until the teacher leads them in.
- No running is allowed on the cement.
- No throwing of sand or rocks is allowed.
- Rubber-soled shoes **MUST** be worn for climbing on the equipment.
- Swings: students must sit on their bottoms. No swinging sideways or jumping out of the swing is allowed.
- Teachers need to be near the fire poles.
- Students are not allowed to wrestle or roll on the ground.
- Students are not to engage in aggressive play (i.e. games where children pile upon each other, tag where there is struggle involved and attempt made to break free from captor, pushing and shoving.) Body contact is permissible only during a supervised game where it is an appropriate part of the game.

# Policies for Early Childhood Volunteers

## Early Childhood Team Arrival/Preparation

The Early Childhood Team consists of both paid staff and volunteers. It is very important that all team members arrive early in order to receive children as families arrive.

1. Please arrive in your assigned classroom 30 minutes prior to service.
2. When you arrive, please be sure to:
  - Check in at the Check-In Counter in the main lobby. (Place one tag on the classroom clipboard and wear the other as a name tag.)
  - Refer to the classroom schedule for room preparation.
  - WASH HANDS.
  - Pray for your ministry today.
3. During the transition of team members between services make sure information about each child is thoroughly communicated.
4. Children of team members are not permitted in the nursery. Volunteers should check their children in to their classroom prior to arriving in their assigned room. Only students 12 years old and 6<sup>th</sup> grade and above who have been approved by the Children's Ministry are permitted.

**NOTE:** Team members should not leave until each room has a proper adult/child ratio.

## Arrival of Children

We want the arrival of children to be a smooth transition from parent/guardian to team member. All children are to be checked in at the Check-In Counter in the main lobby before entering the classroom. Children are accepted in the classroom 15 minutes prior to service.

1. Before entering the classroom, each child must have:
  - A name tag on his/her back.
  - All personal items labeled. (Use sharpies, painters' tape and labels for labeling each child's personal items.)
  - An identification receipt to be placed on the appropriate classroom clipboard for use in specific care information and dismissal of the child.

**(Infants YELLOW & Toddler ORANGE only: Parents may fill out a Child Information Form for additional special instructions.)**

2. Children are to be taken to the classroom within the nursery by a counter team member. Parents/guardians are not encouraged to take children to the classroom or to stay with children unless serving as a volunteer. (First time visitors may stay with a child upon approval of the Nursery Manager or Shift Leader.)

**NOTE:** There must always be 2 team members per room for each service.



In order to keep our children safe by maintaining proper ratios, it may be necessary to call on extra team members from time to time. When extra help is needed in the nursery or preschool classroom the paging system will post the number 999, to indicate the need for extra volunteers to report to the nursery counter. Please help us keep our children safe by responding.

## Dismissal of Children

The safety and security of each child is of the utmost importance. Please adhere to all procedures during child pickup.

### Early Childhood:

1. The Nursery Counter Team will be responsible for returning children to families by:
  - Collecting clipboards for the appropriate service near the end of each service and taking them to the nursery counter for dismissal of children.
  - Checking the parent/guardian receipt to the receipt on the classroom clipboard.
  - Crossing off the child's receipt using a sharpie marker.
  - Using the intercom to call to the classroom for the child or go to the classroom door and ask for the child.

**NOTE:** In the event that the parent/guardian has lost the receipt, a Children's Ministry staff member will need to be contacted before the child can be dismissed.

2. The Room Charge or Nursery Team Member will assist with dismissal by:
  - Having children ready for dismissal. (Be sure to have all diaper changes completed, shoes on and personal items gathered and returned to the diaper bag.)
  - Being stationed at the classroom door to give children to the counter team for dismissal and receive children during arrival. (To limit the anxiety of the children at dismissal time the Nursery Counter Team should not need to enter the classroom.)

## Promotion/Placement

Children are placed in classes according to their date of birth.

Infants to Toddler ORANGE (1 Year Olds): Infants are promoted developmentally. When a child is walking steadily, he/she will be placed in the Toddler ORANGE-A classroom.

Toddler BLUE (2 Year Olds): Child must be 2 by 8/31/24. DOB between 9/1/2021 - 8/31/2022

Preschool GREEN (3 Year Olds): Child must be 3 by 8/31/24. DOB between 9/1/2020 - 8/31/2021

Preschool RED (4 Year Olds): Child must be 4 by 8/31/24. DOB between 9/1/2019 - 8/31/2020

## When to Contact Families

We want parents/guardians to feel comfortable leaving their child in our care. It is very common for a child to experience separation anxiety. Encourage parents to go to the worship service, but assure them we will page them if the child does not calm down within 10-15 minutes. Families are not encouraged to stay with their child.

### Contact parents/guardians:

- When there is an emergency.
- According to their specific instructions, nursing, fussing, etc.
- If the child becomes sick.
- If the child does not calm down after 15 minutes.

**NOTE:** In the nursery, children are to be returned to the parent/guardian by a counter team member.

Pager System: To use the pager system, enter the child's pager number and push "Enter."

## Reporting Accidents

If a child is injured, please communicate the incident to the appropriate Children's Ministry staff member and complete the appropriate forms.

1. The team member with oversight of the child should complete a, "Church Office Notification Injury Report" to be given to the Early Childhood Manager(s).
2. The team member with oversight of the child should complete a "Parent Notification" form to be given to the parent.
3. In the nursery, the Nursery Manager should communicate the incident to the parent/guardian.
4. When communicating with parents, the identity of other children involved in the incident should not be revealed.

## Early Childhood Restroom Policy

For the protection of our children and our volunteers, it is important to follow these procedures when helping a child in the restroom.

**NOTE: *ONLY women are to assist children in the restroom.***

Children ages 3 and under- Assist children using the restroom with the top ½ of the door open or the door propped open.

- Encourage children to do as much as possible for themselves.
- If it is necessary to assist a child, use gloves for the protection of both the child and the volunteer.
- Do not allow other children to "watch" while another child is using the restroom.
- Older children in the nursery facilities, not requiring assistance, should use the bathroom one at a time with the door fully closed.
- 

## Potty Accidents

In rare situations we have children who have a potty accident during our programming. In these situations, our desire is to make the child and parents as comfortable as possible in an already uncomfortable situation. To help with this we will take the following steps:

**This policy only applies to children who are Preschool GREEN or older.**

1. Take the child directly to the nursery and contact a Central Kids staff member.
  - a. Page the child's parent or guardian for them to come and help with the situation.
  - b. If the child is old enough to change him or herself, they may begin doing so alone in a private bathroom.
2. Clothing will be provided as needed by the Central Kids staff.
  - a. Wait a minimum of five minutes for parent to arrive at the nursery.
  - b. Assist the parent or guardian if needed.
3. If a minimum of five minutes has elapsed and it is necessary to change the child without a parent or guardian present another volunteer or staff must assist.
  - a. In this situation the child should be taken into a classroom bathroom with the top part of the doorway open
  - b. The child should be asked to clean him or herself as much as possible.
  - c. The child should then be given a clean change of clothing.

**NOTE: The diaper changing policy still applies for children who are Toddler BLUE or younger.**

## Diaper Changing

Please make sure that all children go home with a dry diaper. This communicates to every parent/guardian our care for his or her child. Please follow these procedures to help prevent disease transmission between children and for your safety too. Each child's safety is of the utmost importance.

**Please note men serving in the nursery do not change diapers.** *However, we welcome female volunteers to help staff change diapers.*

1. Wash your hands.
2. Put on gloves.
3. Place clean wax paper sheet on changing pad.
4. Place baby on changing pad.
5. Remove soiled diaper and place in plastic bag.
6. Clean diaper area with wipes.
7. Put wipes in plastic bag.
8. Follow parents' instructions (as per doctor's written order) regarding care of diaper area (powder, ointment, etc.).
9. Put clean diaper on baby.
10. Remove wax paper from changing pad and put in plastic bag.
11. Remove gloves without touching the exterior surfaces and put in plastic bag.
12. Dispose of plastic bag in trash.
13. Sanitize the changing pad with disinfectant wipes after **each** diaper change.
14. Wash your hands.

**NOTE:** Each diaper change requires a new pair of gloves.

Once a child has promoted into the Pre-School ministry the ministry space provided for this age is not equipped with diaper changing facilities. In the case that a child in this area is not potty trained and is in need of a diaper change the parents will be contacted to assist the child. Once the child has been changed, they are welcome to return to the Central Kids program.

## Hand Washing

One of the best ways to prevent the passing of germs is by washing hands. It's important to teach children and model for them frequent hand washing. Have children wash hands in the bathroom sink or use hand sanitizer. All children and Volunteer hands should be washed:

- Before and after eating.
- Before handling food for snack time.
- Before and after changing diapers.
- After helping a child in the bathroom.
- After wiping and blowing noses.

## Toy Cleaning/Safety

Maintaining a clean nursery is a high priority and assures parents that we value safety and their child's well-being. Toys and surfaces should be cleaned after each session. Volunteers are not expected to do so, but if you find yourself wanting to help out, please follow the instructions below:

### Nursery:

1. Throughout the class time toys may need to be cleaned. Use disinfectant wipes to clean toys and return them to the play area only after they have dried.
2. If a toy is found to be broken, please remove it from the play area and let the Nursery Manager know.
3. Change crib sheets after a child has slept in a crib and replace it with a clean sheet before placing another child in the crib. Sanitize the crib mattress using disinfectant.
4. Mark the spot of any serious spill or accident with a paper towel and contact maintenance.
5. Clean all used toys at the end of the session using disinfectant spray and a rag, please spray the rag, NOT the toys. Toys that can be washed in the washing machine can be placed with the dirty laundry.
6. Spray ALL surfaces except toys; tabletops, counters, bouncers, etc., with disinfectant spray and wipe down with cleaning rags or disinfectant wipes. **(Please do not use spray cleaner on the cribs or rocking chairs, use disinfectant wipes only.)**

**NOTE:** Cleaning supplies are available under each classroom sink.

# Infants YELLOW & Toddler ORANGE Policies:

## Feeding

Children should be given bottles, juice cups and snacks according to the parent's or guardian's specific instructions. **Babies are not to be spoon fed.**

1. Refer to the child's name tag/receipt or child information form for any allergy alerts or special instructions before giving anything by mouth. All items should be labeled with the child's name.
2. Bottles that need to be heated can be done so with warm water or a bottle warmer. Please **DO NOT** use the microwave to heat bottles. When heating bottles, be careful to not overheat. Shake the bottle thoroughly and re-check before feeding. (Babies are not to be spoon fed.)
3. Notify the Nursery Manager or counter help if a nursing baby is needing fed by their mother.
4. Nursery snacks or parent/guardian provided snacks can be given according to the parent's/guardian's instructions. Always wash your hands and the child's hands before snacks.

**NOTE:** Cheerios and crackers are provided in the infant rooms. Pretzels or cookies that have been processed in a peanut and tree nut free facility are provided as a standard snack in the Toddler and Preschool rooms. A gluten free cookie option is also available for those who need it. Parents are asked to provide an alternate snack for children unable to have the provided pretzels or cookies.

Classrooms providing an alternate snack should post an "Allergy Alert" poster at the check in counter to make parents/guardians aware and make the counter team aware so they can communicate the information.

## Enrichment

Children are a gift from God, and we want their first experiences in church to be positive. We want to lovingly care for each child and interact with each one to reflect the love of Jesus. Work as a team to meet all their needs.

1. Use every opportunity to sing and play with children.
2. Use appropriate conversation directed to each child.
3. Provide a change of scenery within the nursery environment.
4. Interact with children one on one.

**NOTE:** Beginning in the Toddler ORANGE and up, age-appropriate curriculum will be used.

## **Toddler BLUE / Preschool GREEN & RED Policies:**

### **Snacks**

Before serving snacks always refer to the “Allergy Alert” information on the child’s name tag or classroom receipt. Pretzels or cookies that have been processed in a peanut and tree nut free facility are provided as a standard snack in the Blue to Red rooms. A gluten free cookie option is also available for those who need it. Parents are asked to provide an alternate snack for children unable to have the provided pretzels or cookies.

**NOTE:** Classrooms providing an alternate snack should post the “Allergy Alert” poster at the classroom door.

1. Be sure to wash your hands before serving the snack.
2. Have children wash their hands in the classroom sink or with hand sanitizer.
3. Encourage good manners, “please” and “thank you.”
4. Always pray with children before eating.

### **Curriculum**

Specific curriculum and supplies are chosen and provided by the Central Kids staff. Our Toddler ORANGE and BLUE, along with Preschool GREEN and RED classrooms begin each service with fun age-appropriate activity centers. In Teaching Time, children will sing songs and learn relevant Bible teaching through creative storytelling, puppets and drama. We finish by having the small group leaders reinforce the Bible lesson with relevant age-appropriate applications.

# **Policies for Elementary Volunteers**

## **Check-In Procedures for Children and Volunteers**

- Children are to have their printed tags given to the attendants at the Elementary Sticker Station check-in area BEFORE service. This area is located in the Lobby in front of the worship center. Children will proceed to service with their parents and then their parents will take them to Central Court to be dropped off to their teachers once communion has ended.
- Volunteers are to have their printed tags given to the attendants at the Elementary Sticker Station check-in area BEFORE service. Once the last song prior to communion has come to an end, volunteers are to proceed directly to Central Court to begin accepting children as communion commences.
  - Once in Central Court, volunteers will find their clipboards located on the stand next to where their class congregates. If the teacher is present, they are responsible for the clipboard. If a helper is present without a teacher, they are responsible for the clipboard.

## **Restroom Usage**

When a child needs to go to the restroom, volunteers are to take at least one other child along with them. Children can use the restroom on their own with adult supervision outside of the restroom.

1. Do not allow the children to "watch" while another child is using the restroom.
2. Do not send very young children into the restroom with older children. Take them in age-appropriate groups.
3. Children in grades 4-5 may be sent in pairs to the restroom without adult supervision. Teachers should monitor this situation closely.
4. In bathroom emergencies contact a Central Kids staff member. Use disposable gloves when handling soiled clothing. Soiled clothing should be placed (un-rinsed) in a plastic bag and labeled with the child's name (for further instructions, see our "Potty Accidents" Policy on page 25).

## **Toy Cleaning/Safety**

Once or twice a month, toys will be cleaned by a staff member or volunteer during weekday hours. There will not be a need for volunteers to clean toys after the children's use, but keeping things tidy for an easier clean up after the morning is always appreciated.

## **What Is Allowable to Bring**

Parents are not to allow children of any age to bring toys and playthings from home as they are often left behind or taken from the child owner by another child. If an item is brought, it should remain with the parent or kept by a volunteer until pick up. We also ask that parents try to label items such as Bibles to help guarantee the return of their property.

# **Policies for Special Needs**

## **Special Needs Volunteer**

### **Qualifications**

- Attends CCC Regularly
- 14 Years Old and In Highschool or Older
- Heart for Children
- Dependable
- Teachable
- Patient
- Flexible
- Sees the child before their disability

### **Expectations**

- Maintain a growing personal relationship with Christ.
- Pray regularly for the children in the Special Needs area.
- Communicate celebrations, concerns, and questions regularly with the director, teachers, and parents.

## **Teacher Specifics**

### **Responsibilities**

- Facilitate the class and the scheduled activities.
- Teach the Bible story and lesson.
- Work as a team with the buddies.
- Be willing to provide hands-on help when needed.

## **Buddy Specifics**

### **Responsibilities**

- Be a friend to the children – someone that they will look forward to seeing on Sundays.
- Provide necessary assistance for activities. This might include physical assistance, assistance with self-help skills etc.
- Use appropriate behavior management techniques learned in training. DO NOT restrain or provide physical behavior management.
- Learn how the child communicates and assist in his or her communication with others. Encourage social interactions between children.



## Special Needs Restroom Policies

We understand that the restroom needs of our children in the Special Needs area will be different than those of children in other areas. There will be information provided for the needs of each child available to you. Children over the age of 5 years old will **not** be changed by volunteers unless authorized by their parents.

- Parents will be asked to take their child to the restroom before dropping off.
- Children over the age of 5 will not be changed by volunteers unless authorized by parents.
- Only female volunteers should handle restroom needs. Two female volunteers should be present when a child needs a diaper, or clothes changed.
- Alert the director to call the parents if needed.
- All children's restroom needs should be treated with dignity and respect without unnecessary attention drawn.

## Discipline

Children with special needs may require different strategies for behavior management for behaviors than their regularly developing peers. Training will be offered for strategies for behavior management for children with special needs. They may respond well to redirection, simple but firm verbal commands ("no hitting", "nice hands"), or visual cue cards. When a child is exhibiting unsafe or physically aggressive behaviors, safety support volunteers will step in to assist. No child should ever be disciplined physically, but it is often necessary to physically help a child with special needs to stay safe.

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