

CHURCHKiDS



**POLICY
&
PROCEDURES
HANDBOOK**



From Our Heart to Yours,

At Church Kids, we want kids to experience a fun and safe environment every Sunday. We are dedicated to just that. But as most parents know, life happens. And that's why we want to equip you as a Team Member with tools that will make you feel confident and prepared walking into Church Kids to serve. We want you to walk with swag and feel like *"I got this!"*

So **thank you** for investing into the next generation by loving and protecting our Church Kids well. Each high five, snack served, coloring page distributed, diaper change, and band aid for a boo-boo helps kids feel cared for and seen. We cannot and do not want to do this without you. Your presence matters and we can't wait to see how God uses **you** to impact the life of a child at Church Kids.

We go together, not alone.

—Your Church Kids Leadership Team



CHILD HEALTH



CHILD HEALTH

Child Health Standard Operating Procedures

Objective: To protect the health and well being of our Church Kids while entrusted in our care.

Who Is Responsible: Church Kids Team

Child Health Topics Covered Below:

- Food/Drink
- Child Wellness
- Medical Indications On Name Tags
- Child Injury
- Outbreak
- Over the Counter/Prescription Medications
- Rescue Medications

Food & Drink

Champions Centre provides allergy sensitive options for our classrooms, like Goldfish and fruit snacks, and stays away from snacks with peanuts. Parents are allowed to bring in their child's own snacks, however, they need to provide it in a zip locked bag with the child's name written on the outside of the bag.

DISCLAIMER: Should parents choose to provide their child's own snack, our classroom teachers will do their best to keep an eye on the child to ensure they are eating the snack that was provided. However, kids can be very quick and sneaky at times and may sneak a snack when the teacher's back is turned.

Child Wellness

All children who are experiencing a fever of 100 or above, vomiting, diarrhea, or have started taking an antibiotic within the last 24 hours, may not enter the classroom. If a parent is persistent about dropping off their child, kindly explain that we are protecting the other children by preventing the spread of illness and that they are free to sit with their child in the lobby for service.

If the child has a skin rash that is suspected to be contagious, gather further information from the parents about the situation. If the parent communicates that a skin condition is due to something non-contagious (i.e. eczema, fragrance allergy, outdoor allergen, etc.) make your Church Kids Leadership Team aware so they can record it in Planning Center and add to the child's medical notes in their profile.

All Church Kids classrooms should have our Child Wellness Policy posted where it is visible at drop off. Reference this as a tool for parents upon drop-off if you suspect a child is sick. See Church Kids Wellness Policy on the next page.



WELLNESS POLICY

Thank you for entrusting us to care for and teach your children each week. We do everything we can to keep a healthy and safe environment for your child, but we need your help! Please help us by complying with the following health guidelines.

Your child should not be in Church Kids if they have any of the following symptoms:



- A fever of 100 or higher
- Must not have had fever reducing medication within the last 24 hours
- Diarrhea (more than twice in a 24hr period)
- Rash with fever
- Cold sores
- Sore throat
- Eye discharge (thick mucus or pus draining from the eye)
- Vomiting
- Severe cough
- Flu like symptoms (fever, dry cough, shortness of breath or difficulty breathing, chills or muscle pain)

To help prevent the spreading of germs, if one of our Church Kids Team Members notices your child experiencing any of the above symptoms **at drop off, we will contact you to come pick them up. Thank you for partnering with us to protect and create a healthy environment for your kids!**



CHURCHKiDS

Medical Indications On Name Tags

Printed name tag will indicate that there is a medical situation of which a parent/guardian has made us aware. A medical note on a name tag can include allergies, a special need, a medical condition, and more. This information is collected in Planning Center upon registering a child for the first time in Church Kids, which will include notes in their profile explaining that child's particular situation. Be sure to make yourself aware of that child's condition when they enter the room, and check their medical notes in Planning Center if you have further questions or contact your Church Kids Director.

Child Injury

In the event of an accident involving a serious injury in the classroom, all witnesses to the accident must give their account on an [Incident Report](#).

Serious injuries include, but are not limited to, severe bleeding that a band-aid cannot stop, head injury, broken bones, sprained ankle, etc. If there is blood or vomit, locate your First Aid kit and put on gloves while assisting the child. Contact the Facilities Team so they can clean the area with appropriate cleaners.

Upon injury, contact the child's parents/guardians and onsite Medical Team immediately. Your Church Kids Director will take over the situation. **Always** offer to call for an Ambulance and make a note of this when filling out the Incident Report. The Medical Team will fill out the Medical Form.

First Aid kits are located in all classrooms, including ice packs, bandages, and more.

Outbreak

In the event of an outbreak within a Church Kids Classroom (i.e. Measles, Thrush, Lice, Hand, Foot, Mouth, etc...) immediately make your Church Kids Leadership Team aware of the situation so they can contact the Church Kids Director. Should an outbreak occur, the child will immediately be removed from class and away from other children to prevent further spread. Parents/Guardians will be contacted to pick up the child immediately. An email will be sent out to all parents whose child(ren) were exposed in the classroom that day explaining the situation and giving them things to look out for.

An [Incident Report](#) will need to be filled out by the Church Kids Director.

Over the Counter/Prescription Medications

Champions Centre does not administer over-the-counter or prescription medications to children. The **ONLY** exception to this policy is over-the-counter or prescribed diaper cream at the parent/guardian's request.

Parent Inquiry for Over-the-Counter or Prescription Medications

- Let the parent/guardian know that we **do not** administer medication to children while they are in our care, unless it is a diaper cream ointment.
- Tell the parent that they are free to keep the medication with them and come back to administer the medication in the hallway at the appropriate time.

Rescue Medications

Champions Centre asks all parents/guardians to keep rescue medications with them. If the medication is needed for any reason in class the parents will be contacted immediately so a guardian can administer the medication themselves. If a parent/guardian makes it known that a child has had an allergic reaction requiring a rescue medication in the last 12 hours, the parent/guardian **must** attend class with their child.

Church Kids can be provided a pink wristband which indicates to teachers that the child has an allergy. Pink wristbands are available at all Church Kids Check-In Desks when parents/guardians are checking their child(ren) in for class. There should also be a medical note on the child's name tag.

At events, like a conference or camp, we can accept rescue medications if a Medical Liability Release Waiver is filled out by a guardian and approved by a Church Kids Director. Those waivers will be available per event.

Accepting **Approved Rescue Medications for Camps or Conferences**

- Check the child's name tag for medications. If the child name's tag does not indicate any medications, contact your Church Kids Director or Church Kids Leadership Team. This information will need to be updated in the database so their name tag reflects the information.
- Check the medication for a prescription label. The medication must be refused in the event it does not have a prescription label.

- Check that the name on the medication's prescription label matches the name on the child's name tag and the class roster. The medication must be refused in the event it does not match.
- Check that the expiration date on the medication's prescription label has not passed. The medication must be refused in the event it is expired.
- Make sure the parent/guardian's mobile phone number on the child's name tag is correct should we need to reach them at any point during the service.
- Locate your First Aid Kit medication bag and place the rescue medication in it.
- Follow the instructions located in the rescue medication bag should the medication need to be administered.
- At the end of service, return the rescue medication to the approved parent/guardian that is picking up the child.



CHILD SAFETY



CHILD SAFETY

Child Safety Standard Operating Procedures

Objective: To create safe environments for our Church Kids in our classroom experiences.

Who Is Responsible: Church Kids Team

Child Safety Topics Covered Below:

- Check In & Drop Off
- Back Up Check-In System
- Pick Up: No Tag, No Pick Up
- Information Privacy
- Diaper Changing and Potty Policies
- Discipline and Correction
- Physical Contact
- Unsafe Behaviors
- Abuse Reporting
- Missing Child
- Building Evacuation
- Earthquake Response
- Lockdown Response

Check In & Drop Off

All parents/guardians are required to check in children who are planning to attend a Church Kids Classroom Experience. For our First Time Guests, the Church Kids Check In Desk Team will get them added to the database.

Here are the steps to checking in a child to a classroom:

- Head straight to the Church Kids Check In kiosks located in the lobby and enter the last 4 digits of the phone number.
- Select the child(rens) name(s) and check them in for appropriate service time
- A Name Tag and Pick-Up slip will print for each individual child upon checking them in.
- The child must wear the name tag for the entire service experience.
- The parent/guardian then must walk the child(ren) to their appropriate class.
- Should a child's name not be in the database or parents/guardians are having issues using kiosks, they should go directly to the Church Kids Check In Desk for assistance.

Back Up Check-In System

In the event that the Church Kids Check-In System is not working, a manual paper check-in process will be used until the check-in system is online again. All classrooms will be notified in this event and should be prepared to accept children with handwritten Church Kids name tags and handwritten pick up slips. Parents/Guardians will still be required to present a pick up slip at time of pick up.

Pick Up: No Tag, No Pick Up

At Champions Centre, we have a strict “no tag, no pick up policy”. If the parent/guardian does not have the pick up slip that matches the child’s name tag they will not be allowed to pick up the child(ren). Parents/Guardians **MUST** know the child’s name in order to pick them up.

- In this case; a parent/guardian needs to go to the Church Kids Check In Desk to go through the security procedure of retrieving a new pick up slip. ID is required for this process so we can identify the appropriate guardian for the child.
- At pick up, the pick up slip must be presented. Personnel picking up child(ren) **must** be 18 years or older.
- Once a child is picked, both name tag and pick up slip should be thrown away to help protect the child's information.

- Parents/Guardians need to pick up child(ren) 15 minutes after service is done. If a parent/guardian is continually late for picking up child(ren) this will need to be addressed and corrected by a Church Kids Director. For children whose parent/guardian is serving in another area, the Team Leader will escort the child(ren) to parent/guardian.

Information Privacy

Never give out a child's personal information. If someone comes to a room asking if a particular child is present, inform them that you are unable to give out that information, unless they can provide a pick up tag.

Diaper Changing Policy: Nursery

- Only female adult team members may change diapers.
- Always wear disposable gloves when changing any type of diaper.
- If the diaper is soiled, change immediately.
- Once the diaper is changed, dispose of it in the diaper trash can located next to the changing table. Make sure to spray the changing table down with Lysol spray in between each diaper change.

Potty Policy: Preschool

- Before moving to our preschool classrooms, children must be toilet trained.
- Two teachers must be present when helping a preschool child to the restroom. One adult escorts the child to the restroom, with another adult in sight at all times.
- Child enters the restroom with the adult on the other side of the door.
- If children need help with pulling their pants up, bring them into the doorway where the other teachers can see you, but the child still has their privacy.
- **Under no circumstance** should an adult be left with a child without their pants on out of view of other adults.
- If children need help in the restroom for wiping, then contact the parent/guardian to assist.
- Always flush the toilet after each use. This should help prevent the overflow of toilets during service.

Potty Policy: Elementary

- Always use the buddy system by escorting two or more children to the restroom at a time, accompanied by two teachers.

- At this age, kids are expected to be able to use the restroom independently.
- Kids must wash their hands before returning to the classroom.

Discipline and Correction

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

Discipline Do's and Don'ts

DO	DON'T
Utilize "Cool-off Time" – offer the child a space so they can remove themselves from their frustration for a short period. It shows care instead of anger.	Put a child in "Time Out" – this can be a shaming form of discipline for a child if you don't know the background they are coming from.
Ask questions – This helps you gain more understanding of the situation. Examples: (Lower Preschool) "Can you tell me what happened?" (Upper Preschool) "How was he/she being unfair?" (Lower Elem.) "What makes you think that?" (Upper Elem.) "What are some ways we can fix this?"	Assume/Accuse – you cannot assume you know the reason a child is doing something. Additionally, accusing a child of having a motive they didn't have can be very threatening to them. Avoid asking, "Why did you . . . ?" It can come across as accusatory.
Affirm their hurt. Let them know that you understand they are upset, and help them work through it.	Ignore their feelings. It is not wrong for a child to feel angry, but they can learn self-control.
Offer a replacement for the behavior. Examples: "We can't bite our friends, but we can chew on this." "Let's jog in place at our seat instead of running around the room!" "How about we tell an adult next time he says something rude instead of hitting him?"	Say, "Don't do that." Kids get tired of hearing it and will begin to tune you out.
Think, observe, and then react. Think about why they may be acting this way? Is something about our content upsetting? Is another child provoking it? Do they need attention? Assessing this beforehand can help guide you to have the correct reaction.	React, then think. You may chastise the child for something that was provoked or is actually a physical or emotional cry for help.

Answer their “why’s.” There is no harm in telling a child why they cannot do something/are in trouble. They genuinely may not know.	Say, “Because I said so.” If you don’t answer their “why’s” and they don’t know why they are in trouble, they are just going to keep doing that behavior.
Ask for help. Sometimes children just react better to a different face/voice. Don’t be afraid to have someone else try and work with the child if they are not responding well to you.	Force a child to respond to you. Oftentimes this will cause them to shut down further.
Communicate with parents immediately.	Forget to tell parents of a incident that happened in class.
Praise good behavior. Many children just want attention. If you give their good behaviors more attention than their bad ones, they will change their method.	Focus on the negative. It will just encourage that behavior.

Church Kids Volunteers should enforce classroom rules.

- Preschool children will receive a verbal warning, if it happens again, they are removed from the situation. If it happens again, the parent/guardian will be called.
- Elementary children: Talk to the child, try and figure out what’s going on. If it happens again, move the child. If it happens again, the parent/guardian will be called.
 - Suggestion: During the Welcome Video, call out “Honor Up, Honor Down, Honor All Around”. Break this down into steps of what is expected during class. (i.e. No talking when teacher is talking.)

Physical Contact

Church Kids Directors and Leadership Team should be continually mindful of the way they interact with the children. Consider the impression a parent/guardian would get if they were to witness your interaction with their child. Limit physical interactions to high-fives, fist pounds, quick side hugs, and appropriate care for infants. Additionally, under no circumstances should a child ever be taken out of a room by only one individual. It is **mandatory** for two individuals to be with a child.

Unsafe Behaviors

If a child in our care is exhibiting behaviors that are unsafe (i.e. hitting, biting, bullying, climbing on furniture, etc.), a Church Kids Leadership Member should attempt to help diffuse the situation. If they are unsuccessful, security may need to be contacted to help resolve the matter. If a child is exhibiting an extreme behavior that is directly harmful to themselves or others, contact security immediately and direct the other children away from the child as much as possible. If a child escapes from a classroom, an adult should immediately inform security and follow the child while communicating to security where

the child is headed. Church Kids Team Members should not attempt to stop a child unless they are a danger to themselves or others. Security is responsible for stopping them otherwise. The most important thing is to ensure we keep the kids safe. If need be, a Team Leader or Church Kids Director may need to physically stop the child so they are safe. An [Incident Report](#) will need to be filled out.

Abuse Reporting

Every person is legally bound by the state of Washington to report all signs/suspicious of child abuse. If you have reason to believe a child in the Church's care is a victim of abuse or neglect, immediately report the matter to the Church Kids Director. They will notify the Pastoral Team.

Missing Child

- Remain calm, children are often just playing somewhere else. Contact your Team Leader. Stay with the Children you are watching. Begin to gather the following information: male/female, age, general description (race, hair color/style, clothing, etc.), last known location, general interests (if known), and any immediate concerns.
- Contact the Security Team. In the correspondence, include the above information and your current location. Security Team Member will come to your location, so please wait for them.
- Other information that will be needed is: known complications, medications, parental/guardian issues, history of running away/missing, known friends, photos, parents/guardians names and contact information, general mood the child was in.
- On the off chance that we are unable to locate the child immediately, be prepared to fill out a report with the parent(s) alongside the security team. You may also need to meet with your local police department to assist in locating the child.

Building Evacuation

- In the event of a catastrophic event, such as fire, earthquake, etc. the classrooms will be evacuated as soon as it is safe to do so.)
- Classroom Evacuation:
 - Before evacuating, do a head count and make sure that every child's name is on the sign in sheet.
 - Routes are posted inside each classroom and central meeting locations are designated. Every age group will evacuate and head to a designated area outside of the building to collectively meet (ie: field, parking lot, etc.)

- o Take your sign-in sheet and red First-Aid Kit with you.
- o Do another head count as soon as you arrive at the meeting location.
- Babies: Place in evacuation cribs (four babies per crib) or carry only two per volunteer. (Evacuation Cribs can be found in the Nursery Classroom.
- Walkers & 2's: Safely secure in buggy.

No children are to be picked up during an evacuation. Release children only to their parents/guardians (aged 18+) and only after you have been given the okay to dismiss by a member of Champions Centre Student Ministry Staff. Remind parents they can walk with you, but you cannot release a child until you have arrived at the evacuation zone and have been authorized by a Student Ministry Staff Member to release children.

Earthquake Response

- In the event of an earthquake, the Team Leader will direct children to sit underneath the tables in each classroom and away from any windows, until it is safe to evacuate the classroom. Flashlights, First Aid Kits, and evacuation ropes are located in each classroom's emergency kit.
- Note: When it is safe to evacuate the building, the children will be taken to the designated meeting location where parents will be able to pick them up. No matter which route the classroom is assigned to use, head to your location's designated area outside of the building to collectively meet (ie: field, parking lot, etc.)

Lockdown Response

- If there is a threat inside of the building, then the Church Kids Team will proceed to lock down the classroom and create as much space as possible between the threat and children.
- Lock classroom doors and shut and lock hallway doors (if applicable). If an additional closet or restroom is in the classroom, gather all kids in it and shut the door.
- Stay away from the windows and out of sight until the Security Team tells the team that the threat has been contained.