Christ Church Kids

Children’s Ministry Policies & Procedures Training Manual
Introduction

Congratulations! You are part of a wonderful group of people who are volunteering to care for one of God’s most precious gifts, our children. Thank you so much for your service to Him, to the children, and to our church. You will enjoy this time of playing, rocking, reading, singing, teaching, praying, cleaning, holding and caring for the littlest ones in church.

Your role is vital to the life of a church. Providing a setting to which parents feel secure entrusting their little ones is crucial to ensuring ongoing family attendance and participation at Christ Church. Being comfortable and confident with their children’s care enhances the worship experience so that you are playing a role both in giving God glory and in allowing His message to work in parents’ lives.

You are God’s agent in the children’s lives, as well, by demonstrating God’s love through your words and deeds. Our number one goal is to provide quality care but, because we are a church and not a sitting service, our number two goal is to demonstrate God’s love. We want to begin to shape lives from the very earliest days to understand who they are in God’s world and in His plan.

These are weighty matters—but do not let your heart be troubled! This manual will be your handy reference for all you need to know to do your job, but the power to do your job will not come from this manual, but from a heart that is committed to Christ and from actions bathed in prayer. Please pray for God to assist you in this important service.

Please remember that it is necessary to adhere to all the policies and procedures found in this manual, even if it may seem tedious at times.

Thank you for joining our team!
Claire Marsh (904) 451-5343 Children’s Ministry Director
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Each one should use whatever gift he has received to serve others, faithfully administering God’s grace in its various forms . . . If anyone serves, he should do it with the strength God provides, so that in all things God may be praised through Jesus Christ.
I Peter 4:10 & 11
Sunday Morning Schedules
If you are serving during the 10:30 worship service....

Please arrive by:  
10:00 am

You will be done at:  
12:00 pm

Please be on time for your shift so that workers are already in place as the children arrive. If the worship service runs long, please stay until it has ended.

Infant (0-1) Nursery
We do not “schedule” activities for our littlest ones. Our volunteers do have two practical goals of changing every baby’s diaper once during the course of the morning (more often, if necessary) and praying for each baby and their family in the nursery.

Toddler 1’s Nursery
The younger toddlers have a little bit more of a routine on Sunday morning. There is a 3-5 minute curriculum taught by trained teachers which can be read during snack time. There are four total lessons taught; repeating one story for one month. The idea is that through repetition they will be able to learn and understand simple biblical truths. A toddler should not be forced or expected to sit still and participate. They learn well just be being in the same room with the activity and do not need to take an active part in it.

Toddler 2’s Nursery
This room is very similar to the 1’s nursery. They continue to review the same four stories as well as nine more foundational stories.

Toddler 3-4’s Nursery
The older toddlers have much more structure. There are trained teachers who will walk the children through a schedule of 10 minute rotating centers that includes different play activities, music, prayer, and teaching. If you are not the teacher, you will assist by leading your group of children through the scheduled centers.

Substitutes
It is important that we have nursery workers to care for the children each week. You will receive an emailed copy of the entire nursery rotation schedule for a 3+ month span. You will also be contacted the week before you are supposed to serve in the nursery as a reminder. If you cannot serve on the date you are scheduled, please contact someone else on the schedule to switch with you and make the appropriate change and let me know. It helps to ask specific individuals.
Set up and Clean up Procedures

Setting up the nursery
When you arrive at 10am please remove toys from their bags and place around the classroom in different stations. Although the room may not stay like this for long it is reassuring for kids to not enter a room with toys scattered all around.

Place changing pad, diaper notes, hand sanitizer, disinfectant spray, tissues, snacks, CD player, and curriculum binder on one table and leave the other table available for diaper bags.

Cleaning up the nursery
Before you finish your shift please be sure to take care of the following:

Clean all small toys that have been mouthed or chewed with disinfectant wipes. Ideally, as soon as a child has abandoned a toy that he/she has chewed on, it should be picked up and wiped clean.

Workers should spray down all the toys with the disinfectant spray. This should be done each week so toys have time to dry before they are used again. Lysol spray can be used on large equipment that is found in the infant nursery.

Be sure all toys have been picked up and properly put away in the correctly labeled bags to be put away in the bins.

Please move all bins and large equipment into the nursery hall for the Sunday Operations team to come and pick up.

Please let Claire Marsh or one of the greeters know if there are any supplies that need to be restocked for the following week.
Sign-in/out Procedure

Sign-In and Sign-Out Procedures are important to know, even though you may not be a nursery greeter. Discourage parents from entering the nursery! There are so many benefits to having only nursery volunteers and nursing mothers allowed into the rooms, especially during check-in and check-out times. Try to introduce yourself to new parents so they will know the names of the people caring for their baby.

**The sign-in procedure is as follows:**
Parents will check in with the greeter stationed outside of the nursery room. The greeter will collect any missing information and add visitors to our computer check-in system.

The greeter will then give the parent a label with a unique code that matches all of their children’s labels. Parents will be asked to leave their phones on vibrate while in church in case they need to be contacted, which can be done through our computer based check-in system.

A label will be placed on the child’s back and diaper bag and any special instructions the nursery worker may need. **If the child has a known allergy it will be highlighted on the child's name label in black.** Use labels for any personal items like sippy cups or bottles if parents have not already done so.

Encourage parents to drop off children at the door without entering the room. This helps traffic flow and eliminates interruption and upset. This means that a greeter needs to be in place 15 minutes before the service until 10-15 minutes into the service.

**The sign-out procedure is as follows:**
A parent should return to the greeter with the label that matches the unique code with the child’s label. Please check this for the safety and security or the children.

That child and his/her belongings, is brought to the parent waiting outside and exchanged for the label. Do not give a child to someone who does not have the numbered label if you do not know them to be the parent! If a parent has lost their label please direct them to the nursery greeter who will then confirm they are allowed to pick up the child and will provide them with a necessary security label.

Don’t forget to send home any class work from that day with the child's name on it. This helps parents know what their child learned and can reinforce the same truths at home.
The Parent Call System

“This child is very upset should I get his parents” This will be a judgment call on your part. Some general guidelines are:

- Has the child been crying non-stop for more than 15 minutes?
- Have you tried various forms of comforting (distracting with a toy, bottle or snack, singing, rocking, looking out the window, blowing bubbles, etc.)
- Was he injured? (Call the parents immediately if a serious injury occurs and follow the procedures listed on the next page.)

We really don’t want to have to get the parent unless it is necessary, but neither do we want a child to be distraught. Use your best judgment and ask, “Would I want to be called if this was my child?” If you determine that the parent needs to be called do not hesitate to use the text messaging system.

Once the parent has come to the nursery, explain why you called them and all that you did to try and comfort the child.

*** Don’t feel badly about having to call a parent. Children get upset for lots of reasons, it isn’t you, and most parents don’t mind being called at all.

As referenced earlier, parents will be asked to leave a cell phone number and to leave their phones on vibrate while in church in case they need to be contacted.

Reporting Injuries

Always tell the parent if the child was injured even if it was just a light bump on the head or a scrape on the knee. It is reassuring for parents to know what happened in case a complication arises later (like an infection or odd behavior).

Toddlers are bound to get bumps and bruises. They are naturally curious, love to climb and are fearless. Thus, a few tears will most likely be shed during the hour. Just be on constant watch and try to intervene before accidents occur.

- If a child receives a minor injury— no blood or swelling (banged his head on a toy, got a rug burn on his knee, pinched his finger in a toy), administer TLC, and let the parent know when the child is picked up.

- If the child is seriously injured, call the parents immediately and Jenny (904) 307-51025 for assistance.
• If the injury requires immediate medical attention (the child has stopped breathing, lost consciousness, etc.), call 911 and send someone else to get the parents and a doctor.

Naturally, we hope that you will never need to use these procedures, but we realize that accidents can happen. The most important thing to do in a crisis is to stay calm and get help immediately. The health and safety of our children is our number one priority. Being prepared for an emergency helps you to act more efficiently if an accident occurs.

Inappropriate Behavior:
All behavior is a form of communication, therefore it is important to listen to what a child is saying through their actions.

The following are some recommended guidelines for engaging children whose conduct is disruptive, disrespectful, or dangerous.

1. **Re-direct** – Using a positive tone, re-direct the child’s interest, if possible.
2. **Affirm** - At every opportunity, affirm acceptable behavior.
3. **Give Perspective** – With grace and a humble heart, seek to understand the child’s perspective. Ask the child to use their words to describe why they are behaving poorly. Help the child see the situation from the other’s point of view (especially when an act of violence has occurred against another child).
4. **Get Help** - If a child becomes belligerent or fails to respond to simple directions by you – use the texting feature of our check-in system to contact the parent. It is never your role to use physical, emotional, or psychological force on a child unless they are a danger to themselves or others. Never touch any student in a disrespectful manner or make derogatory remarks. Never spank, yell at or intimidate a child in an angry or fearful manner. If you reach the point of anger, you are out of control. Contact your coordinator immediately.
5. **Pray** - Praying for your students outside of class will make a difference during class. Here are some ideas.

**Sample Prayer for an Individual:** Lord Jesus, I thank you for (child’s name). We are having a difficult time today in class. We ask for your peace in our hearts and minds and your help as we finish our time together. Please forgive us for our actions that hurt you or others. I thank you that you have made (child’s name) with his/her own special talents. I am so glad that he/she is part of my class. Please bless our relationship. In Jesus Name, Amen.
**Sample Prayer for a Class:** Heavenly Father, I thank you for the opportunity to be with these students. Lord, we ask for your Holy Spirit and His peace to be in our classroom and our hearts today. I thank you that we have this time together and we ask that what we do today would be pleasing to you. Help us to learn from each other and to become the men and women you want us to be. In Jesus Name, Amen.

The parents need to be informed upon pick-up if their child was behaving inappropriately in the nursery. This type of behavior includes hitting, kicking, biting, or bullying another child. Remember they are just kids so things like snatching toys, difficulty sharing, and crying are normal behaviors at this age. Please use your judgment and discretion on communicating these behaviors with the parent.

If you do not feel comfortable talking with the parents about these issues please inform the greeter so they may do so at checkout.
Snack Policy

NO SNACK WILL BE PROVIDED IN THE INFANT ROOM.

- Some infants come with a bottle and parents will give instructions about when to give it.
- Volunteers should not be expected to hand feed infants any other food while carrying for more than one baby—bottles only.

Toddlers may be given snack and water only—with parents’ permission.
Serving a snack to a toddler helps them feel secure and loved and can be an avenue to teach or demonstrate love. Children should not come to church hungry. Parents may send snacks or food with their toddler and they may be given these when they are hungry (unless instructed otherwise by the parent.) But the volunteers should not be expected to be able to feed them, other than snack & water, unless time permits and it is agreeable to the situation, or if the parents insist it is a necessity for the child (if child cannot have snack provided, for example).

Most toddlers come with a sippy cup or bottle of juice or water which they can have as they want it (unless instructed otherwise by the parent.)
- Please be sure that cups and bottles are not shared. Use labels to keep them in the right hands. If a child does pick up another child’s cup or bottle wash the mouthpiece thoroughly before putting it away or giving it back to the owner. It is best to keep the cups put away when not in use.

Under no circumstances should a child share a snack with another child! Allergies are a serious issue. Also, children start eating solid food at different ages and choking can occur with unfamiliar foods. Please remember to check the child’s name label for any known allergies.

We do not serve anything with peanuts or peanut butter because of the prevalence of peanut allergies. Better safe than sorry!
Safety Procedures

We realize that terrible threats exist in our culture, and that our job is to provide the children with the feeling of a threat-free environment. That means that we, as caregivers and protectors, must be trained and alert to the dangers that exist. For these reasons we enlist several levels of safety and security in the CCE Nurseries.

If you are ever concerned about a child’s safety or see anything suspicious in the halls please locate the curriculum binder to locate the appropriate person to contact.

Two Teachers Rule - As a deterrent to child abuse and to protect the teachers from erroneous child abuse accusations, two volunteers are required to be with the children at all times. If the volunteers are related (parent/child or husband/wife) an additional volunteer should be present at all times. Never be alone with a child.

Restrooms:

Do not ever take a child to the restroom by yourself! Always have two female adults taking a child to the bathroom. If this leaves only one person left in the nursery please ask a volunteer serving in another room to stand in while you are away. This is for your protection as well as the child’s.

Children will use the women’s restroom during class time. Two people (not including the child) ARE REQUIRED when taking a child to the bathroom. Student volunteers may not escort children to the bathroom.

Make sure the bathroom is cleared and completely empty before letting the child use the restroom. This is for their protection.

Children’s Worship

When older children (1st Graders – 5th Graders) need to use the restroom during class, you may let them go to the restroom with a buddy but monitor them from the doorway of the classroom. The teacher assistant will make sure the bathroom is empty before allowing the children to enter. If a child needs help, the teacher’s assistant will notify a staff member. Never escort a child to the bathroom alone.

When taking the entire class to the bathroom following the playground, adults should remain outside the bathroom. If it becomes necessary to enter, two volunteers are needed (or staff member).
**Changing Diapers (The dreaded duty!)**

The following is the procedure for changing diapers. It may seem tedious and excessive, but it must be followed! (This list is posted near the changing table.)

1. Collect all necessary supplies (each child should have an extra diaper, and wipes in his/her bag– if not we usually have extras in the cabinet).

2. Use hand sanitizer to clean your hands (this is not just to keep you clean, but more to prevent you from spreading germs to the child.)

3. Unfold the diaper so it is ready.

4. Tell the child it is time for his/her diaper to be changed and place him/her on the table (Giving the child a small toy or book to play with during the diaper change will help keep him entertained and happy.) NEVER TURN AWAY FROM THE CHILD OR LEAVE HIM/HER UNATTENDED!!!

5. Remove wet or soiled diaper and fold it up tightly.

6. Use a wipe to clean the child’s diaper area (from front to back).

7. Put a clean diaper on the child and remove him/her from the table.

8. Wrap the soiled diaper and wipe up and throw it away.

9. Wash your hands/Sanitize.

10. Fill out “Diaper Note” and place with child’s belongings

11. Please check all of the children for wet/messy diapers before the end of your shift. (Change only those that need it). We don’t want the child to get a diaper rash or give him/her back to the parents in a dirty diaper. (Exception: If a child is sleeping or has had a hard time calming down, and you feel that changing the diaper would only upset him further, then leave his/her diaper alone. Just let the parents know what the situation was when they pick up their child.

Lastly, due to the very fallen world in which we live, we request that men do NOT change diapers. (This is not a reflection of any of the men who serve so wonderfully in our nursery, but rather a means of protecting them from accusations and the church from lawsuits). Unfortunately, that leaves this dreaded duty up to the women. **Please always have two people present when changing diapers.**
Emergency and Evacuation Procedures

We must be prepared for two different kinds of emergency evacuation procedures. The first one deals with the process of getting the children out of the building. This would be required in case of a fire or gas leak. The other scenario requires us to find safety within the building itself. This could occur if a tornado warning was issued.

The Evacuation plans for the University Center are posted in the hallways and nursery classrooms. Please refer to the maps.

WHEN THE FIRE ALARM SOUNDS

REMAIN CALM; the children will mimic your attitude in an emergency.

Grab Check-in computer with class roster and EVACUATION MAP/INSTRUCTIONS from wall near the door.

ASSEMBLE CHILDREN. Appoint an adult to serve as Lead Teacher (with map & class roster) at front of line of children. Position one teacher behind the children and other teachers alongside the children to assist with stairs, doors, etc.

LEAVE IMMEDIATELY, no matter what you are doing. Leave your valuables, books, etc., in the room. Follow your primary or secondary routes to exit the University Center. DO NOT USE THE ELEVATOR

CHECK DOORS BEFORE OPENING

1. Feel the door and observe cracks around the door. If the door is warm or there is smoke, DO NOT OPEN THE DOOR. USE ALTERNATE EXIT FROM ROOM, IF POSSIBLE.

2. If door is not warm, open it cautiously, checking both for smoke and for noxious fumes. If the hall is clear, follow evacuation route on map. Wear shoes and coat. Carry whatever is available (towels, coats, etc.) to protect your face from flames or smoke.

3. If you find yourself in a hallway, suddenly enveloped by smoke or fumes, the safest spot is close to the floor and against the wall. Cover your nose and mouth and proceed to exit.

FOLLOW EVACUATION ROUTE and EXIT BUILDING

- Walk single file - don't run or stampede.
Health and Wellness
If you or your child is sick, please stay home and get well.

We ask that parents keep their child home if they have any of the following symptoms/or illnesses:

- Fever
- Runny Nose (anything other than clear)
- Questionable rashes
- Diarrhea
- Lice
- Pink Eye
- Active Chicken Pox, Measles, or Mumps

Children should be 24 hours symptom free before coming to nursery. Please, do not accept any children into your classroom with these symptoms. If you need help explaining this policy to a parent, ask your nursery greeter or coordinator to help you.

If, however, a child becomes ill during class, contact your nursery coordinator immediately. She will contact the parent(s), and if necessary, seek medical help.

Reporting of Potential Child Abuse

All volunteers and paid leaders of Christ Church East involved with children shall report child abuse or neglect to the local authorities. Potential indications of abuse include the following:

- has an unexplained injury – a patch of hair missing, a burn, a limp, or bruises
- has an inordinate number of “explained” injuries such as bruises on arms and legs over a period of time.
- gives verbal testimony
- makes drawings in conjunction with verbal testimony
- alludes to incidents in writing or through prayer requests, etc.
- exhibits an injury that is not adequately explained
- complains about numerous beatings
- complains about others “doing things to them when others are not at home”
- is dirty and smells or has bad teeth or hair falling out.
- wears long-sleeved tops during the summer to cover bruises on arms.

If you have a concern about any of the children in your class, please contact your nursery coordinator.
Policy Guidelines

Here are a few guidelines for health and safety. If you have any additional questions, don’t hesitate to ask us!

• Never under any circumstances leave a child unattended (either on the changing table or in the room).

• Do not allow children to share snacks or drinks (to avoid allergic reactions and choking).

• NEVER, NEVER, NEVER give a child medication.

• Watch for climbing children (they’ll use anything as a jungle gym)!

• Wash your hands after wiping a runny nose to avoid spreading germs.

• Be sure to follow the procedure for changing diapers (See diaper duty page).

• All injuries should be reported to the parents. (See injury page for further details).

• If the person coming to pick up the child does not have a label, and you do not know if the child belongs to them, call Jenny or find an elder for assistance before releasing the child. (Better to be safe than sorry).

• Help keep the rooms clean.

• CCE youth are welcome to help in the nursery while their parents are serving. However a youth cannot be used as a substitute for not being able to serve the week that you are assigned.

We really hope that you enjoy your time in the nursery. These policies can be found on our website and are available to keep for your own records. Please sign and date the following page confirming you have read and agree to the policies and procedures of our children’s ministry here at Christ Church East. If you ever have questions or concerns, please talk with us.

“Children are a gift from the Lord” Psalms 127:3. We greatly appreciate your servant heart in caring for our precious little ones. We are all God’s children. Thus, let us reflect the love of Christ in caring for the children at Christ Church
Policies and Procedures Agreement

I, ______________________, acknowledge that I have read and understand the policies and procedures involved with serving in the Christ Church East Children’s Ministry.

Signature:__________________________________________

Date:_____________________________________________