



Volunteer Training Handbook

Everything you need to know to be a volunteer.

Including

WHAT WE ARE TRYING TO ACCOMPLISH
THE PLAN FOR KIDS' MINISTRY
SAFETY POLICIES & PROCEDURES

Our Church's Mission: Follow Jesus. Love God. Love People.

Kids Ministry's Mission: Help Kids Follow Jesus. Love God. Love People.

Vision

Build a **team of leaders** who can facilitate an **excellent experience** in all our kids rooms.

Mobilize volunteers to serve with **excellence**.

Help kids take the next step in their **relationship with Jesus**.

Values

- Excellence
- Safety
- Age Appropriate
- Creative Bible Teaching
- Intentional Shepherding
- Relevant
- Fun

Arrival Time

On Sunday mornings, the kids' rooms are open for children **15 minutes before** the adult service time. This means that the volunteers who will be in the room for that service need to be in the room, ready to go, **15 minutes before** the service start time.

It is important to give all families a good first impression of the class on a Sunday Morning. Having all the volunteers in the room, with the room set up gives that good impression. If volunteers are waiting for the kids when they arrive, then they can greet them and immediately start to connect with them.

Just like when you go to the grocery store, the staff are ready for you when you arrive. Or, if you go to a restaurant, you are not left waiting until the cook shows up before you can come in. The same is true for church. We should be giving our best to God and doing our very best when it comes to serving Him. We want to do our best as we serve in Kids' Ministry, and that includes arriving 20-30 minutes before the service time begins, so that our doors can be open to welcome kids **15 minutes before** the service start time.

For your protection and the child's,
never be alone with a child.

Washrooms

Washrooms are located in all classrooms. They should only use the washroom located in the class while they are in your program. If a child requires assistance while in the washroom, leave the door ajar while you are helping them.

Volunteer Screening & Implementation

Each volunteer must:

- Attend Creekside for 6 months
- Complete a Creekside Kids' Ministry Application
- Get a police check done

The Kids' Ministry will complete the following for each volunteer:

- Review the application and police check
- Call the references given on the application
- Interview the volunteer to place them in the most appropriate role

The volunteer must complete the Orientation Training.

The volunteer will be placed under the supervision of a Leader for a minimum of 2 weeks to help train and mentor them in their new volunteer role.

PAGING PARENTS

If you need to page a parent

1. Call the Kids Info Desk Volunteer.
2. Tell them the number you would like paged.
3. The Kids Info Desk Volunteer will repeat the number back to you to confirm.
4. The Kids Info Desk Volunteer will post the number.
5. When the parent arrives, notify the Kids Info Desk Volunteer to take the number down. Forgetting this step causes distraction for all the people in the main service in the auditorium.

SIGNING KIDS IN & OUT

Signing Kids In

- Welcome the child when they arrive
- Put their name on a sign-in sheet

Signing Kids Out

- Each child should only be released to the parent/guardian with the parent tag whose security code matches the code on the child's name tag
- When parents arrive to pick up their child, ask to see their parent tag
- Check to see that the security numbers on both tags match
- Release the child to go with their parent/guardian
- Each child should be crossed off the sign-in sheet as they leave to keep the attendance accurate (Nursery - Preschool only)
- REMOVE the child's tag before they leave the room.

If the Parent does NOT have their parent tag:

- Kindly ask them to go get it (for the safety of their child and other children).
- If they are unable to locate it, ask them to return to the Kids Info desk to get a new one. They will be asked to show photo ID.

What if you know the parent and the child?

Even if you know the parent and the child, you should still ask to see their parent tag. This will help the other parents who are not familiar to you to see that we have a secure process in place.

Appropriate Touch

Love and caring can be expressed in the following appropriate ways, by:

- Bending down to the child's eye level and speaking kindly; listening to him or her carefully.
- Taking a child's hand and leading him or her to an activity.
- Putting an arm around the shoulder of a child who needs quieting or comforting.
- Taking both of the child's hands as you say, "You did such a good job!" (or "I'm so glad to see you. We've missed you!" etc.).
- Patting a child on the head, hand, shoulder or back to affirm him or her.
- Holding a child by the shoulders or hand to keep his or her attention while you redirect the child's behaviour.
- Gently holding a child's chin to help him or her focus on what you are saying. (important for children with attention deficit disorder).
- Holding a preschool child who is crying.

Inappropriate Touch

You must avoid:

- Kissing a child, coaxing a child to kiss you, extended hugging and tickling.
- Touching a child in any area that would be covered by a bathing suit (except when assisting a child with toileting as outlined previously).
- Carrying older children or having them sit on your lap.
- Being alone with a child.
- Prolonged physical contact.
- Opposite sex piggyback rides.
- Seductiveness or suggestive contact.
- Any physical contact of any kind that is done for the pleasure or satisfaction of care providers.
- Any touching used to express power or control over a child.

CHILDREN WITH SPECIAL NEEDS

Sometimes families come to Creekside with children who require a little more TLC than other children. We want to go over and above to help these children and their families feel welcomed and loved. That is why we have created a program called "**Special Friends**".

Each child is unique and has a unique set of needs. Once we are aware of a child who will need a **Special Friend**, or if we think a child will benefit from a **Special Friend**, then we will connect with their parents to find out what might be the best way to care for their child and help them learn to the best of their ability. We will then try to find a volunteer whose focus will only be on that child. They are not responsible for anything else in that room, except to help that child have a great experience while at Creekside.

For more information on being a **Special Friend**, or if you know of a child who could benefit from a **Special Friend**, please connect with the Kids' Pastor.

Leading a Child to Christ

Here is some helpful information to guide you on how to lead a child to Christ. If you can share your own story of how you came to Christ, it might help the child understand more about this decision.

Start by describing what you were like "Before Christ". Keep within appropriate boundaries as you share your story. What caused you to consider Christ and is it something that a child can relate to?

Next, describe what realization you came to that motivated you to accept Christ. How did you receive Christ? Make it clear that you did something (prayed) to receive the gift of forgiveness and show how that is applicable to the child.

Then, tell them about your life after accepting salvation. Tell them how your life is changing and about the benefits you are experiencing by having Christ in your life. Give the kids examples of how Christ wants to change their hearts and lives as well.

Finally, give the Gospel in clear, age-appropriate words. Use simple phrases, not Christian-speak. Describe how God is holy and loving and perfect and cannot ignore sin. Make sure kids know everyone has sinned, and out of love for us, God sent His Son, Jesus, to pay for our sins by dying on the cross. Then tell the children it is not enough to hear the Gospel, we must accept the free gift of forgiveness and say with our lips, "Jesus Christ is Lord and Saviour of my life."

If a child is ready to receive this gift, use the **ABC** acronym to guide him/her with what to pray:

- A** - Admit your sins and ask for forgiveness.
- B** - Believe in Jesus.
- C** - Choose to follow Jesus the rest of your life.

Do not have the kids repeat what you say, but have them use their own words. Remember, children cannot be made to accept and follow Jesus Christ. That happens only with the help of the Holy Spirit when the child is ready. Don't try to insist on "making it happen."

After a child has decided to follow Jesus, celebrate! Tell them Jesus is their 'Forever Friend' and Saviour and will never leave. Make sure to tell the parents and be prepared for them to either rejoice or be totally confused. Follow up by giving them a card, or a Bible if they don't already have one. In the weeks that follow, continue to ask about the child's growth. Help him/her apply God's Word to everyday life.

To lead a child to Christ is the greatest privilege of all. Trust Him to give you the words and watch Him do the miracles!

SYMPTOMS OF ABUSE

Volunteers should be aware of the physical signs of abuse. The following characteristics may be indicators of abuse, although they are not necessarily proof. One sign alone does not constitute abuse and may simply be indicative of other issues. Watch for patterns or a combination of these warning signs.

Possible Signs of Physical Abuse

- Hostile and aggressive behaviour toward others
- Fearfulness of parents and/or other adults
- Destructive behaviour toward self, others and/or property
- Inexplicable fractures or bruises inappropriate for child's developmental stage
- Burns, facial injuries, pattern of repetitious bruises

Possible Signs of Sexual Abuse

- Unusually advanced sexual knowledge and/or behaviour for child's age and developmental stage
- Depression - cries for no apparent reason
- Promiscuous behaviour
- Runs away from home and refuses to return
- Difficulty walking or sitting
- Bruised or bleeding in vaginal or anal areas
- Exhibits frequent headaches, stomach aches, extreme fatigue
- Sexually transmitted diseases

Possible Signs of Emotional Abuse

- Exhibits severe depression and/or withdrawal
- Exhibits severe lack of self-esteem
- Failure to thrive
- Threatens or attempts suicide
- Speech and/or eating disorders
- Goes to extremes to seek adult approval
- Extreme passive/aggressive behaviour patterns

Possible Signs of Neglect

- Failure to thrive
- Pattern of inappropriate dress for climate
- Begs or steals food; chronic hunger
- Depression
- Untreated medical conditions
- Poor hygiene

Possible Signs of Abuse in Church Settings

- Unusual nervousness or anxiety about being left in a church class
- Reluctance to participate in church activities that were previously enthusiastically approached
- Comments such as, "I don't want to be alone with..." in reference to a child care worker or teacher
- Nightmares including a child care worker or teacher as a frightening character
- Unexplained hostility toward a child care worker or teacher

If you suspect abuse, complete a Suspected Abuse Report Form and give to the Kids' Pastor immediately. The Kids' Pastor will follow up according to Creekside's Policy on Suspected Abuse. See the sample Suspected Abuse Report form attached.

HEALTH & WELLNESS POLICY

1. The Kids' Pastor should have a list of volunteers who are certified and trained in First Aid. If you are trained in this area, please notify the Kids' Pastor.
2. Children having severe allergies will have the information brought to the attention of the Kids' Pastor and will be indicated on their printed name tag.
3. Nursery and Walkers toys are cleaned weekly and monthly.

Illness

A child who is ill and could therefore expose others to illness is not to be permitted in the nursery or classroom. Factors and symptoms to consider are:

- fever, coughing, sneezing, runny nose and eyes, vomiting, diarrhea, inflamed mouth and throat
- children with a known communicable disease

Medications

- Volunteers are not to give or apply any medications. Parents are to be contacted and should administer all medications.
- Medication is not to be left in a classroom. When a child brings medication, the medication is to be kept in the possession of the Kids' Pastor in a secure location.
- In the extreme case where Epi-pens and puffers are needed for allergies or asthma, written instructions are to be provided by the parent or guardian to the volunteer. Requests should be written, signed, dated and filed permanently.
- Topical medications for diaper changing purposes are to be used only when instructed and provided by the parent or guardian.

First Aid

A first aid kit will be kept in each classroom.

Incident Reports

Incident report forms are to be completed for any and all accidents. Injuries are to be reported to the Kids' Pastor.

SUSPECTED ABUSE REPORT SAMPLE

Date: _____ Name of Child: _____

Age of Child: _____ Grade: _____ Birthdate: _____

Parents' Names: _____

Siblings' Names: _____

Name of Person Filing Report: _____

Name of Pastor Receiving Report: _____

Nature of suspected abuse: ___ physical ___ sexual ___ emotional ___ neglect

Indications of suspected abuse (including facts, physical signs and course of events):

Action Taken:

If a child is reporting:

What did the child say? (Give quotes where possible)

What was your response?

Signature: _____

Printed Name: _____ Date: _____

Pastor's Signature: _____

Printed Name: _____ Date: _____

The above information will serve as a guide and will be necessary if a formal report is filed with the police or appropriate government agency. All information received is to be kept STRICTLY CONFIDENTIAL.

Discipline Procedures

Fire & Evacuation

IN CASE OF A FIRE

Fire Extinguishers are located throughout the building. Small Fires can be put out with a Fire Extinguisher.

Evacuation of Building:

1. Take the sign-in sheet from the classroom entrance.
2. If children are old enough to walk, quickly line them up at the emergency exit door.
3. Count the number of children in your room to ensure that all children are accounted for.
4. Preschool Classes are equipped with ropes for children to hold as they exit. Ropes are hung beside emergency exit doors.
5. Nursery and Walkers rooms are staffed with a 1:2 ratio so that each volunteer can take two children with them as they exit out the emergency exit door.
6. If primary emergency exit is blocked, use alternate route.
7. Children should be taken a minimum of 50 feet away from the building.
8. Keep the children in your class together until their parent arrives to pick them up.
9. Have parents form a line to pick up their children so we can be sure that each child is accounted for.
10. Parents need to show you their parent tag to pick up their child.
11. Be careful to cross off each child from your sign-in sheet as their parent picks them up.

Here are a few ways to help avoid behavioural challenges in children while they are in your class:

1. Be well prepared. Know your material before you arrive so that you can keep the kids engaged while they are with you.
2. Set boundaries. Children should know the rules and expectations while in your room. During large group time 2 or 3 basic rules should be reviewed on a weekly basis.
3. If a child is having a difficult time remembering and obeying the rules, gently remind them of appropriate behaviour.
4. Be sure to compliment the child when they are following the rules and listening well.

If children are causing a disruption:

1. Gently, but firmly, ask them to stop the disruptive behaviour.
2. If the child continues the inappropriate behaviour, give them a warning that this is the last time you will speak to them before you will get another leader to speak with them.
3. Once you have given them a warning, and the behaviour continues, have them speak with the Room Leader.
4. If the behaviour continues, contact the Kids' Pastor to come have a chat with them. The Kids' Pastor will then determine the next steps accordingly.

TRY THIS!

1. Make an effort to deal with the problems individually.
2. Explain to the child why the behavior is unacceptable.
3. Redirect the child to positive action.
4. Explain the consequences of unacceptable behavior by defining the correct way to behave as well as the result of the wrong behavior.
5. Offer choices that are acceptable to both you and the child.

Frequently Asked Questions

Where do I find the schedule?

Our schedule is online.
yourchurch.com/curriculum.
You will see a link to the schedule at the top of that page.

Who do I ask about getting a name tag?

If you do not have a name tag or need a replacement, please email the Kids' Pastor.

Do I have to wear a Kids Ministry T-shirt?

We will not force you to wear a t-shirt, however, we would strongly recommend that you do. It helps to easily identify who the volunteers in the room are.

Where do I get a Kids T-shirt?

Kids Ministry T-shirts are located in the Resource Room beside Volunteer Central.

What do I do if I am unable to volunteer at the last minute?

You need to email your Room Leader to let them know you are not coming. It would also be a good idea to login to MyChurch and email the entire group to see if anyone is available to fill in for you.

What do I do if I need to switch with someone on the schedule?

You can login to MyChurch, click on the group you are volunteering with, and email the group to see if anyone is available to switch with you.

My Contact Info

Room:

Kids' Pastor | Your Name

Division Leader:

kidspastor@yourchurch.com

(555) 555-5555 x 555

Room Leader:

Your Church

Phone:

Your Church Address

yourwebsite.com

Email:

