



# **SR** Kids Ministry Volunteer Handbook





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# Welcome

First of all, THANK YOU so much for your willingness to serve with SR Kids Ministry. This handbook is designed to help all volunteers minister to and care for the children trusted to us. We want to create and to ensure for our families that their children are in a safe, effective and loving environment for them to grow in Christ and to learn more about His great love for them.

Once again, thank you again for being willing to volunteer and impact the lives of children at SRCC. We pray your opportunities to serve will be a blessing and joy for you through the Lord's guidance.

After reviewing the handbook, please sign, remove, and return the final page acknowledging your review of and agreement to the descriptions of policies and expectations.

Please let us know if you have any questions or concerns at any time.

## **SR Kids Ministry Staff:**

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## What We Believe at South Rock Christian Church

**We believe** in one God - Father, Son and Holy Spirit

**We believe** God is the creator of all things.

**We believe** in Jesus Christ, God's only Son and Savior of the world.

**We believe** in the Holy Spirit, who every believer receives at conversion.

**We accept** the Bible as the final authority for all matters of faith and practice.

**We believe** that man, created by God, willfully sinned and, as a result, is lost and without hope apart from Jesus Christ.

**We believe** that salvation - the forgiveness of sins - comes by grace through the blood of Jesus Christ.

**We believe** the Bible teaches that the pattern to receive Christ as Savior is to believe in Christ as God's Son and Savior of the world, to repent of personal sin, to confess Christ publicly, and to be immersed in water baptism.

**We believe** that the church, the body and bride of Christ, was founded on the day of Pentecost, and consists of all Christians worldwide.

**We believe** that God has ordained elders to exercise spiritual leadership and authority over this church.

**We believe** Christ followers are given spiritual gifts to minister to others.

# SR Kids Ministry Volunteer Expectations

Each volunteer must commit to:

- Dedication to personal Christian Growth:  
(Worship One/Serve One/Study One: each week)
- A desire to see kids grow in knowledge, understanding and application of God's Word
- Providing leadership and encouragement to model and teach kids to develop and grow an ongoing relationship with God
- Intentional efforts for building relationships with children and families
- Demonstrating patience, compassion, and a love for children
- Be willing to be teachable
- Preparing through prayer and or classroom materials for lesson effectiveness
- Showing effort to be a team player

## Areas of Volunteer Opportunities for SR Kids:

WEEKEND SERVICES (Saturday 5:30 PM, Sunday 9:00 and 10:30 AM)

- \_\_\_ Kid's Ministry Check-In/Visitor Greeter/Secure Check out Helper  
(greet families/visitors, tear off and hand name stickers, monitor entrances and exits)
- \_\_\_ Elementary (K-1<sup>st</sup> or 2<sup>nd</sup>-5<sup>th</sup>) Kids Church Leader (Prepare and Lead Bible Lesson)
- \_\_\_ Elementary (K-1<sup>st</sup> or 2<sup>nd</sup>-5<sup>th</sup>) Kids Church Assistant  
(talk to, interact and sit with, & help monitor kids)
- \_\_\_ Elementary Classroom Leader (Prepare and Lead Bible Lesson)
- \_\_\_ Elementary Classroom Helper (talk to, interact and sit with, & help monitor kids)
- \_\_\_ Preschool Classroom Leader (Prepare and Lead class for 2-4 year olds)
- \_\_\_ Preschool Classroom Assistant (teacher helper for class of 2-4 years old)
- \_\_\_ Infant Room Help (assist in room for infants to 2 years olds)
- \_\_\_ Walker Room Help (attending to the needs of walkers)
- \_\_\_ Walker Room Teacher (Lead bible lesson for 1 year olds– 15 minutes)
- \_\_\_ Fill-in/Substitute as needed

VARIOUS TIMES/AVAILABILITY:

- \_\_\_ BAM Volunteer (Wednesday evenings seasonally, 5:45-7:45 p.m.)
- \_\_\_ Tween Scene (Sunday evenings, interacting with 4th/5th graders)
- \_\_\_ Extra Events Help– dates/times vary (Movie nights, family activities, etc.)
- \_\_\_ Childcare for Church Events (dates/times vary)
- \_\_\_ Weekly Kids Wing Rooms, Closets, Cabinets: Clean up/Organization
- \_\_\_ Scenery, Theme Design for Kids Activities/Events
- \_\_\_ Technology Design (Videos, Backgrounds for Kids Events)

SEASONAL:

- \_\_\_ VBS Volunteer (June)
- \_\_\_ Summer Camp Volunteer (July)
- \_\_\_ Various Other Activities (Special Events, All Nighters, Playgroups)

# SR Kids Ministry Requirements

Adult (18 years and older) must complete a consent form for a background check. This background check can be turned in using a printed form or completed securely online: [www.southrockchristian.com/volunteerteam](http://www.southrockchristian.com/volunteerteam)

## Youth— 6th grade and older

must be placed with an adult (over age 18). The adult must be present in each room at all times.

5<sup>th</sup> grade students may serve with their parent and if they have attended or will attend another Kids service that weekend. We love for our older kids to be an example and begin to step into roles of serving.

To be the lead teacher in a classroom or Kids Church setting, membership of South Rock Christian Church is expected. Many volunteer positions in roles to assist and help do not require membership. If you have questions about the requirements for membership please contact the Kid's Minister, Nursery Coordinator or the church office.

A common procedure is to maintain a "two adult rule" in specific settings or activities involving kids. Having another adult present is to protect individuals against accusations of misconduct as well as to specify courses of action in the case of allegations.

When any male volunteer is serving in Kids Ministry, the expectation is to have a non-related volunteer also present at all times.

Any couples who serve together, should also expect to have a non-related volunteer placed with them. Again, it is an important policy to protect all individuals in the case of any accusations.

## **Name tags & Volunteer Stickers:**

Name tags should be worn at all times while serving in Kids Ministry. By wearing a name sticker it will help everyone learn names, including parents, and help parents identify the teachers. Please check yourself in as a volunteer prior to entering the children's wing, and place your volunteer sticker where it is visible. Volunteer Lanyards are available and should be worn at all times for identification, if no sticker is available.

# SR KIDS Ministry

## Requirements- Continued

**Arrival:** All Volunteers will be prepared for and ready to greet families in their volunteer area at least 15 minutes before the service time they are scheduled. Please be sure an adult is always present in the room with kids, before, during and after service. Youth volunteers can be used as a “runner” when needed but should not be left unattended with kids present until another adult arrives.

**Absences:** When it is your time to serve please make every effort to be there consistently. When a substitute is needed, please communicate with your Area Lead with as much notice as possible to place substitutes as needed.

### *Area Leads:*

Preschool-Elementary:

Shonda Kooser

Nursery: Chelsea Ratzlaff

**Background Checks:** All adult individuals who serve in areas/activities with children present must complete a background check through SRCC.

### Specific Responsibilities for various areas of Kids Ministry:

#### *All Area Responsibilities:*

- Supervision and safety of children is essential. Caregivers need to supervise children at all times, and interact with the children as much as possible.
- Record attendance on the attendance checklist that is provided in the classroom communication folder. Please check the children that are present in the designated service times.

#### *Additional Lead Teacher Responsibilities:*

- Read over your lesson early in the week, ask the Holy Spirit to help you apply it to your own life. Prepare as necessary and pray intentionally

#### *Additional Nursery Responsibilities:*

- Ask parents if there are any specific instructions for the child.
- Record all diaper checks/changes on a care card located in the classroom. These cards should be filled out for each child and sent home with their parent at pick up.



## SR Kids Ministry Requirements- Continued

**Technology Usage:** It is important that every volunteer's attention remains on the children at all times. A moment's lapse in attention could result in a serious accident, which, with appropriate supervision, may have been prevented. **Phones, tablets, and other electronic devices should NOT be used during your time serving with Kids Ministry.**

Full attention is expected to be on interactions with children, and greeting and engaging families before and after service.

We understand that sometimes you would like to take pictures of your classroom in action, please discuss that with Chelsea or Shonda PRIOR to having your phone out or being used at all. We have some families with legal restrictions to photos being taken and it may not be allowable for that classroom setting.

If you have been given PRIOR approval with a review of children in attendance and photos or videos are taken on your personal phone, they are not allowed to be used/shared/distributed on social

media or through any electronic communications, this includes the parents of the children, without prior approval from the Nursery Coordinator or Kids Minister.

Any photos and/or videos taken should be sent directly to the Nursery Coordinator or Kids Minister to be shared with a parent or used for classroom activities. Please be mindful when sharing photos with a parent, many parents are understandably cautious of having photos taken of their child in social contexts. Also when taking approved photos it is important to limit shots with no other children included in the photos. (for example: in case a parent were to decide to share on social media when the photo is forwarded on, we may not have parent consent from other children included in the photo)

In every classroom there is a TV with a DVD player however we ask that those be used for specific curriculum situations as age appropriate for content and length. There is a library of DVD's available to borrow in the Resource Room as needed, please pre-approve use, content and time limits through the Kids Ministry Staff for any content you may wish to use in classrooms or Kids Church.

# Safety and Environment

## Child's Name Sticker:

- Every child should be checked in at the Kids Ministry check in table and should be wearing their name sticker. Please see the sample for a child's name sticker. If a child enters without a sticker... please send the child with the guardian to return once checked in.
- The 4 digit Family Call Number will always be listed on the name label. This number is used to notify families during service if there is a concern with their child. Contact someone at the Kids Ministry Welcome Desk to have them notify parent.
- Allergies: Please be aware that if a child has a noted allergy it will be shown under the child's name on their sticker (also on the attendance page found in each classroom folder).

**Child's Name Sticker:**  
Should be worn on the outside of clothing, on the front or back of child, between the neck and the waist.

**Child's Name:**  
Child's First and Last name as noted on the family information sheet.

**Random Security Code:**  
Generated new each week, different for each child. A single letter followed by 1, 2 or 3 digits

**Class Room or Grade Level Assignment:**  
This shows the classroom or grade level your child is assigned to attend.

**Allergy Alert:**  
Any noted allergy is listed here for volunteers to be aware of. The area is blank if no allergies.

**Family Call Number:**  
This number is assigned, one per family, it stays the same as an identification number for all individuals included on a family information sheet, THIS is the number that is noted on the screen in the Worship Center when a family is needed during service. This number is sometimes requested on Kids registration forms to "skip" filling out basic information already in our database. This 4 digit number can also be used, instead of phone number for "quick look up" when searching for your family at check in.

**Date/Time Confirmation:**  
This section denotes when the sticker was created through the check in system.

## Family Receipt Sticker:

This sticker is kept by the parent or guardian and used for secure "release" during check out, this sticker can be torn in half for another responsible party to have the option to pick up matching children. Students 6<sup>th</sup> grade and older may pick up siblings WITH a matching receipt

**Family Call Number:**  
This number is assigned, one per family, it stays the same as an identification number for all individuals included on a family information sheet, THIS is the number that is noted on the screen in the Worship Center when a family is needed during service. This number is sometimes requested on Kids registration forms to "skip" filling out basic information already in our database. This 4 digit number can also be used, instead of phone number for "quick look up" when searching for your family at check in.

**Children's Security Code Numbers:**  
Matches the random security code numbers generated new each week, lists each different child under one call number if checked in together.

**Date/Time Confirmation:**  
This section denotes when the sticker was created through the check in system.

# Safety and Environment

## -Continued

### Checking Kids In:

- The parents must check in each child that is attending classes in the kids wing in order for them to have a security sticker.
- Classroom Teachers and Kids Church Leaders should ensure that each child has a sticker and that they are in the assigned age classroom according to their sticker and the classroom attendance sheet, Please let a Welcome Team Volunteer know immediately of any children placed in an incorrect room and note any changes on the attendance sheet.

### Checking Kids Out:

- Security Sticker Receipts must be shown to enter the Kids Wing areas. Parents will pick up their children from their assigned rooms and then before leaving the secure Kids area they will show the name sticker for each child they are checking out along with the matching receipt(s) to the Kids Welcome or Security Team volunteer before exiting the wing.

### If a Parent Does NOT have their Security Receipt:

- Kindly ask them to locate it. But if they are unable to locate it, contact a Welcome Team volunteer to assist in parent verification.

### Paging Parents:

- If you need to page/contact a parent:
  - Check the child's tag for the call number to identify.
  - Ask a runner (another volunteer in the room to let the Welcome Team volunteer know of the child's name, the call number and reason for calling.(Reminder: Youth volunteers should not be left unattended with kids)
- The Welcome Team volunteer will contact the Worship Center Sound Booth, and also the Service Coordinator if necessary, in order to reach the parents.

### Family Room Stickers:

- Security/Name stickers are required for children using the Family Room during service, to ensure a secure check out also using the exit doors.

# Safety and Environment

## -Continued

### Infection control:

- Hands must be washed after any contact with bodily fluid (i.e. wiping face/nose) and after changing a diaper. If you are changing multiple diapers in a row, please wash your hands in between. Gloves are recommended in these situations, and required when dealing with blood or vomit. Please discard gloves after each diaper change. Do not use the same pair of gloves to change multiple diapers. It is recommended that you wash your hands, even if you wear gloves.

-If a child does vomit in the classroom or have a potty accident please notify someone at the Welcome Desk for specific cleaning procedures. Keep the rest of the children away from the infected area. Make a note to identify to the cleaning staff where the accident occurred. There are "This area needs sanitized" signs available.

### *Children with symptoms of illness/infection should not be in the classrooms.*

-Symptoms may include: unusual fatigue and irritability, coughing, sneezing, cloudy or colored discharge from the nose, matted and reddened eyes, rashes, fever over 100.4 degrees, vomiting, diarrhea, inflamed mouth or throat. (thermometer is located at the Welcome Desk.)

- If a parent drops off a child with one or more symptoms, or if you suspect an illness, please isolate them as much as possible and contact a volunteer at the Welcome Desk immediately.

- **Yuck Bucket:** All classrooms have a plastic tub labeled "yuck bucket". This is the place to put all toys that have come in contact with bodily fluids, usually saliva. Place anything that has been mouthed, chewed on, sneezed on, etc. in the designated "yuck bucket" for cleaning. At the end of your class, please spray these items with the cleaning solution provided. Once toys are sprayed and have been able to air dry, they can be placed on shelves for use. If unsure of toy cleanliness... please place in "yuck bucket" until sanitation can be properly done.

- **First Aid:** First aid kits are available in all classrooms (small red box contains band-aids, gloves, antiseptic wipes) as well as at the Welcome Desk. A Full First Aid Kit is located in the resource room. In the event of an emergency, volunteer at the Welcome Desk immediately. Never leave an injured child unattended.

# Safety and Environment

## -Continued

- **Environment:**

- Report any broken toys or equipment to the Kids Minister or Nursery Coordinator.
- Any Volunteer in C-102 (Red Room) is required to either remove their shoes and/or wear the shoe covers that can be found in the classroom.

- **Snacks:**

- Snacks will be in the classrooms and will be located in a plastic tub (C-104, will be found in the cabinet). Check for food allergies that can be found on the child's name sticker and also listed on the attendance sheet. Sometimes detailed information is included in the classroom specific Communication Folder for children with additional information required. For specific questions please contact parent to clarify what are safe foods for the child.

- When serving food, clean tables first, by using sanitizing wipes or provided spray. Then place a napkin on the table before serving the snacks to the children.

- A water pitcher can be found in every classroom (please get fresh water at the start of each class period) Cups can be found in the plastic snack tub.
- Use the provided "snack scoop" found in the plastic tub to distribute snack for appropriate serving size.

Acceptable Amount  
Suggestions and Examples to  
be given to kids:

- (no more than... but may vary depending on age)
- One pack of fruit snacks
- ½ cup of Crackers (Goldfish, Cheez its)
- 4-5 Vanilla Wafers

- **Emergency Procedures:**

- Please see the SR Kids Emergency Procedure poster located in every classroom for specific procedures in the event of a tornado or fire emergency.

# Safety and Environment

## -Continued

- **Incident Reporting:**
  - In the circumstances of minor incidents occur such as biting, scratching, falls, discipline concerns or anything else when a parent should be made aware, please contact the Nursery Coordinator or the Kids Minister.
  - An adult in the room is expected to be the one to communicate with parents under the direction of the Nursery Coordinator and/or the Kid's Minister in order to describe the steps that were taken to help the child and respond to the situation. Please be discreet in having such conversations with families.
  - All volunteers who witnessed or interacted in circumstances that required parent communication should provide input for documentation the Incident Form available in the Room Use Folder in each classroom.

- **Diapering/Bathroom Use:**
  - All diapering, potty training and bathroom needs are to be done by female volunteers only.

### Diapering:

- Never leave a child unattended on the changing table.
- Volunteer must wear gloves.
- Volunteer must wash hands and change the changing table paper after each diaper change.
- Place diaper and any used wipes in a plastic bag that is located in the diaper changing area.
- Please tie the bag and place in the diaper trash can.

# Safety and Environment

## -Continued

### Bathroom Use:

- When taking a child into a restroom the upper door is to always remain open far enough that other workers can see in. Children who can use the restroom on their own can go in by themselves with an adult volunteer outside of the restroom door.
- For any any potty accidents when a diaper bag or clothing is not provided, a change of clothes can be available (infant-preschool sizes) in the cabinets in C-102.
- The shared bathrooms in C-102 and C-103 and C-104 and C-105 are only allowed for children under the age of six. Please locate and use the restrooms in the Kids Wing hallway for any child over the age of six.

- **Child Abuse:**

We recognize that child abuse is a serious concern and problem in our society. The safety and well-being of children is a priority in SR Kids Ministry. Any suspicion of abuse should be reported to the Kids Minister or Nursery Coordinator as soon as possible. We will take any allegations of child abuse very seriously and take the necessary actions. We are responsible to address suspicious behavior or any behavior that may be contrary to church policy and to document and report such occurrences to the proper authorities.

# SR Kids Ministry

## Room Use Checklists

**Before** each Sunday School class/Saturday Service/childcare session, Please do the following upon arrival, *prior to greeting families/welcoming children*:

1. Visually check toys to check for anything dirty or broken.
2. Check that equipment (tables, chairs, furniture, etc.) are undamaged and clean.
3. Check the bathroom (in some classrooms) to ensure there is toilet paper and soap available. Ensure the restroom is clean for a child's use.

If any of the above areas need to be addressed immediately contact the Kid Minister or Nursery Coordinator.

**At the end** of 10:30 service and following all childcare events:

1. Using designated disinfectant, spray plastic and hard surface toys that were used during services and leave on countertops or tables to air-dry.
2. Use designated disinfectant wipes to clean hard surfaces such as toy handles, slides, exersaucers and large floor toys.

IF TIME ALLOWS - check "Yuck Bucket" for additional toys that need disinfecting.

**At the end** of each Sunday School class/Saturday Service/Childcare session, please do the following before leaving your room:

1. Ensure toys are put back in an organized fashion. Please leave the room in a better condition than you found it. Exception: toys still in use if between services. Include a "clean up time" for the classroom setting as needed, involve the children in being responsible and accountable to respecting the space and materials provided.
2. Check bathroom to ensure cleanliness.
3. Check floor for trash. (if last service or done with childcare, please take soiled diapers or food trash to the janitors closet)
4. Return any borrowed items from the resource room.
5. Report any room needs, spills, damage or additional comments to Kid' Minister or Nursery Coordinator.

### ***Additional Nursery Specific***

*"before you leave" requirements:*

\*Please place used linens (blankets, burp cloths, etc.) in labeled laundry basket

\*Please place any mouthed toys in the labeled "Yuck Bucket"



# Discipline Procedures

The word discipline means “teach” and the process of discipline is to help teach children appropriate ways to meet their needs, self-regulate behavior, and to stop inappropriate behavior.

Volunteers with SR Kids ministry are to NEVER physically discipline a child.

Volunteers with South Rock Kids Ministry WILL teach our children by:

**-Setting clear limits** (At circle time we put our hands in our lap and eyes on the teacher).

**-Redirecting inappropriate behavior** (Let's sit and play cars instead of climbing on the table).

**-Offering choices** (You can do sit on the carpet here, or next to me, but we're not going to run around the room.)

**-Acknowledging feelings** (I can tell you are angry. What can we do to make you feel better?)

**-Talking through situations** (Tell me what's going on so I can help you.)

**-A brief separation from the group** is acceptable when a child's behavior puts them or other children at risk. If this occurs, the teacher may place the children in a supervised area away from the group. This time out practice will only be used for children two years or older and will not exceed one minute per year of the child's age. Example- a separation of 3 minutes for a child 3 years old, or when the child has regained a calm state.

If after all of the above attempts have been made and the child is still having a difficult time, the parents can be called. At that time please contact the Kid' Minister or Nursery Coordinator for further follow up with the family to communicate with the parent any challenging behaviors that the child is showing.

In all of our Kids Ministry areas and interactions our goal is to provide a safe, loving and Christ-centered learning environment. We will encourage the values of caring, sharing and loving among all of the children in our ministry.

# Frequently Asked Questions:

## **What do I do if there is a sick kid?**

Locate child's call number on sticker and notify someone at the kids ministry check in table to have them call the parent. Remove child from other kids until the parent arrives to pick them up.

## **What do we do with biters?**

Please remove the biting child from the situation, and separate the child who was bitten. Please see page 10, under Incident Reporting.

## **How long do we let a child cry before contacting the parents?**

It is typical for a child to cry upon separating from parents. Assure the parents that the child will be ok and we will do our best to comfort them. Tell them that if the child continues to cry, the parents will be notified. If a child is inconsolable for more than 10 minutes (or possibly a different length of time determined by parent request), see a volunteer at the Welcome desk to have the parents called.

### Some suggested strategies for helping a child calm down:

- For babies, check diaper. Look in their diaper bag for a soothing item, such as a pacifier or special blanket. See if they have a snack.
- Offer a drink of water.
- Hold, rock, and walk around.
- Look at a book.
- Look out the window and discuss what you see.
- Get down on the floor and ask them to cook food with you, or sit and do a puzzle.
- Sing a song together, or dance to a music CD.
- If you have multiple teachers in the classroom, take child for a walk in the hallway for a change of scenery.
- Make them your helper! Have them pass out papers, squirt hand sanitizer, or other tasks

## **Who do I contact if I need to go to the bathroom?**

Please try to take care of personal needs, including gathering supplies and materials for your class, before children are in your care. If you need additional helpers in your classroom, please contact the Welcome desk.

## **Who do I contact if a child has shared some personal information that may be a concern or should be noted?**

Please let Shonda or Chelsea know as soon as possible regarding the information that was shared. You may be asked to document information for future reference.

## Policy and Procedure Handbook Acknowledgement and Agreement

By my signature below, I acknowledge that I have read and agree to abide by the policies and procedures stated in the SR Kids Ministry Volunteer Handbook.

This handbook may be modified as needed. Notification of updated procedures/policies will be communicated and additional acknowledgement/agreement may be required.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_ (Please initial) I give consent for any photographs taken to be used for church purposes on printed and electronic sources (precaution will be made so that children's names will not be readily identifiable unless approved as needed)

**PLEASE SIGN and RETURN THIS PAGE ONLY**

*(keep copy of handbook for review and reference)*