Volunteer Guidelines & Procedures Handbook

Lake Forest Church Children's Ministry

Welcome

Kidtropolis

Dear Kidtropolis Team Members,

We are so thankful that God has brought you to serve on this incredible team. You are a critical player!

Through your passion and gifts, you are providing a safe, fun and relevant experience for children, winning their hearts to Christ while encouraging their parents to continue their journey towards being more and better disciples. We want to team up with parents to spiritually grow and develop kids so that in God's timing, they will be in a relationship with God through Jesus Christ.

This incredible mission takes all of us from tenderly caring for infants, toddlers and twos, leading children to worship God through music and motion, to leading small group activities.

On the following pages, you will find Kidtropolis Volunteer Guidelines and Procedures. We want to thank you in advance for investing the time it will take to review the material in this handbook. If you have any questions, contact one of the staff leaders in the area you are serving.

Remember, together with God's power, we can change the world by reaching one child at a time.

Blessings,

Cammie Howard
Children's Ministry Director
Lake Forest Church

"We loved you so much that we were delighted to share with you not only the gospel of God but our lives as well, because you had become so dear to us."
1 Thess 2:8

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Kidtropolis

mission

Kidtropolis

lake forest vision

KIDTROPOLIS IS DEDICATED TO LOVING KIDS AS THEY DISCOVER AND LIVE OUT THEIR ROLE IN GOD'S STORY.

core values

Safety

Kidtropolis seeks to be a physically, emotionally and spiritually safe environment for children

Child-Targeted

We look at everything we do through the eyes of a child.

Relevant

We answer the "So what?" question. We offer them something that they can use on Monday.

Creative

We use a variety of ways to get across the message.

Relational

Life change happens best in the context of relationships...even for children.

Fun

Kids like to have fun and therefore fun is important to Kidtropolis. While kids keep coming back for the fun—we accomplish our mission by nurturing and teaching them spiritually.

Excellence

Excellence honors God and inspires people. Kidtropolis wants to always offer quality ministry to children, infants through 5th grade. From the programming and lessons, security, volunteers and leadership, we want the presentation of our ministry to honor God.

who we are

Children's Ministry Director:	Cammie Howard	choward@lakeforest.org
Early Childhood Coordinator:	Jenn Poppen	jpoppen@lakeforest.org
Elementary Coordinator:	Lisa Huskey	lhuskey@lakeforest.org

kidtropolis ministry

Nursery: Infants and Toddlers

First Look: 2's through Kindergarten

Hot Spot: 1st—5th grade

about kidtropolis

security

Kidtropolis

safety and security

Safety and security is of utmost importance in Kidtropolis. It is one of our core values. The following guidelines are to ensure the highest level of safety for our children and volunteers and must be strictly adhered to.

Volunteer Certification and screening:

All volunteers must complete these steps before serving in Kidtropolis:

- Kidtropolis volunteer application
- Kidtropolis background screening authorization (find this authorization on-line at www.lakeforest.org under the children's ministry link)
- Attend Kidtropolis Volunteer training class

Check-In/Check-Out Procedures

All children must check-in at one of the kiosks before entering the classroom. Check-in begins 15 minutes before the service and closes 15 minute following the start of the service. First time guest should complete the "guest" form located at the check-in kiosks.

When a child is brought to the room, the following procedures are used:

- Check-In Procedures
  - Greet each family at the door
  - Be aware of and note any allergies
  - Label any belongings with labels or masking tape

- Check-Out Procedures
  - Make sure that the parent tag number matches the child tag number (if a parent has lost his or her tag, find a staff member to handle the situation. DO NOT RELEASE A CHILD WITHOUT A MATCHING NUMBER).

NOTE: Only adult volunteers should check-in and check-out children. Student Assistants should not check in or out any children unless given permission by staff.

Paging the Parent

Kidtropolis staff will use the paging system to page a parent if any of the following occurs in the classroom:

- A child is upset and cannot be consoled
- A child is sick or injured
- A child is being disruptive

General Room Policies

- Two-Person Rule: At least 2 volunteers should be in a room with a child or group of children. If by scheduling or other circumstances a volunteer is in an area alone, the door will remain open and visits will be made to that area by staff or their designee. Kidtropolis staff or designee shall make unannounced visits at intervals throughout service times.

- Children ages 0-5 years should always remain inside the classroom or on the playground unless being walked to the bathroom by a volunteer or staff.

- Staff and volunteers should avoid one-on-one situations with children out of sight of others.

accidents or health conditions

health

Wellness Policy General:

To ensure the health of children and volunteers, we ask that sick children do not attend Kidtropolis. The Committee on Control of Infectious Diseases of the American Academy of Pediatrics recommends that a child should not leave home when any of the flowing symptoms exist:

- Fever (over 100.5 degrees)
- Vomiting or diarrhea within the last 24 hours
- Any symptom of childhood diseases such as scarlet fever, German measles, mumps, chicken pox or whooping cough
- Common cold from onset through one week
- Sore throat
- Croup
- Any unexplained rash
- Any skin infections: boils, ringworm or impetigo
- Untreated pink eye or other eye infection
- Any communicable disease
- Lice, including the presence of eggs or nits

PLEASE NOTE: A child or volunteer must be free of fever for 24 hours before attending or returning to Kidtropolis.

Kidtropolis

Medication:

We do not dispense any medication to a child. If a child appears to be ill, isolate the child and call a Kidtropolis staff person to contact the parent. Be ready to give the child's name and security tag number.

Lice and Contagious Illness:

When a child in Kidtropolis is suspected to have head lice or a contagious illness such as measles or chicken pox, the following procedures are to be followed:

- Kindly isolate the child from the rest of the group, with supervision, following the "Two Person Rule"
- Contact a Kidtropolis staff member.
- Kidtropolis staff will page parent and will notify them of their child's condition and then gently explain that the child will not be allowed to return to Kidtropolis until free from illness, lice, eggs or nits.

Non-Life threatening Accidents:

These injuries may be:

- A significant size bump or bruise
- A bite that may or may not have drawn blood
- The inability to move a part of the body (arm, leg, finger, etc.)

What to do:

Call a Kidtropolis staff member immediately.

classroom Procedures

Bathroom Policies

In classrooms where bathrooms are inside the rooms, please follow these procedures:

- It is recommended that the **female worker** walk a child to the bathroom.
- When a child is using the bathroom, never leave him/her unattended. Stand **outside** the door.
- If the child requests help, **leave the door open** and assist him/her.
- **Always** wash your hands and the child's hands with soap and water after the child has used the toilet.
- Remember, all doors without windows must stay open.

In areas where public bathrooms are used, it is recommended that a staff member walk a child to the bathroom, or use the buddy system for elementary children.

Crying Children

Crying children need care and compassion. When crying is not due to obvious concerns (child hurt or sick), please tend to their immediate needs.

Solutions for meeting the needs of a crying child: (Depending on their age, this will vary)

- Check diaper changing or hunger needs
- Check if child desires to be picked up
- Offer the child an activity such as art or quiet reading
- Reassure the child that his/her parents will return
- Three volunteers must try to console the child before paging the parent.

If the child has been crying consistently for 10 minutes, it is time to call his/her parent. Let a Kidtropolis staff person know of the situation.

Diapering/Toileting/Accident Policies

It is recommended the person changing diapers be an adult female. To provide the best care for the children, please check the diapers of all infants and toddlers.

When changing diapers, please do the following:

- Diapering is done at diaper stations
- If possible, diapering should be done within eyesight of other care givers
- Have all supplies ready before placing the child on the changing table
- Once the child is placed on the table, put on disposable gloves
- Always be attentive, keeping one hand on the child
- When the new diaper is on, place sticker on diaper that says "this diaper was changed with love" and put the child back with the group. Dirty diapers are to be sealed in-provided bags. Wipe down changing pads with germicidal wipes and throw away the gloves. Wash and sanitize your hands.

NOTE: Student Assistants are not to change diapers.

A child of any age is never to be punished or admonished for toileting accidents. When a child who is toilet-trained has an accident, please have the Kidtropolis staff call parents so that the parent is informed and can assist their child if necessary. Let parents know that we call all parents so they can assist their child and comfort them (If parents appear upset or angry, please help diffuse the situation by reassuring parents that this happens to all children.

Positive Interactions with Children:

The steps below outline a process to help all workers maintain positive interactions with children during childcare. There must always be two people present when supervising one or more children.

Classroom Rules:

- Hands to your self
- Walk, don't run
- Listen when your teacher is talking
- Participate in class
- Have fun!

Ways to Avoid Problem Behaviors:

- Come prepared by **Praying** before childcare begins.
- Be sensitive to the moods of the children in the group
- Set clear and age appropriate expectations with the children

When Kids Require Discipline or Guidance:

- Use a firm but gentle voice to address the behavior.
- Remove the child from the activity.
- Focus your remarks on the behavior you want to see; "Please walk" or "Please listen" *not* "Stop running" or "Be quiet".
- Do not use words or a tone of voice that shames or frightens a child/student.
- Do not use sarcasm or scream at a child/student
- Never make remarks that put down the individual as a person or make negative references about appearance, race or gender.
- Never use corporal punishment or spanking of any kind.
- Use touch in affirming ways: Appropriate examples: high fives, pat on the back or shoulders, etc.. Inappropriate examples: demanding/expecting hugs, slapping on buttocks, kissing, etc...
- Contact the Kidtropolis staff if assistance is needed.
- If necessary, a confidential parental discussion will occur with the Kidtropolis volunteer, Kidtropolis staff, parent and child.

Discipline Guidelines in Childcare:

Discipline must be:

- Individualized and consistent for each child
- Appropriate to the child's level of understanding
- Directed toward teaching the child acceptable behavior and self-control

A worker may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self -direction, which include at least the following:

- Praise and encouragement of good behavior instead of focusing on unacceptable behavior
- Reminding a child of behavior expectations daily by using clear, positive statements
- Redirecting behavior using positive statements
- Brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.

There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:

- Corporal punishment or threats of corporal punishment
- Punishment associated with food, or toilet training
- Pinching, shaking or biting a child
- Hitting a child with a hand or instrument
- Putting anything in or on a child's mouth
- Humiliating, ridiculing, rejecting, or yelling at a child
- Placing a child in a locked or dark room, bathroom, or closet with the door closed
- Subjecting a child to harsh, abusive or profane language
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Procedure for Dealing with Aggressive Behavior:

- If there is a child who shows continuous (more than 2 times) aggressive behavior that puts another child at risk, his/her parents are to be notified at the end of the class.
- If another child is injured, both parents should be notified immediately.
- When a child shows aggressive behavior, he/she should be separated from the group and given over to a Kidtropolis staff member.
- If there is a third incident of aggressive behavior that occurs during the same class, the parents will be called by a Kidtropolis staff member and the child will be removed from the classroom.

Curriculum Distribution:

Curriculum is distributed on a monthly basis. You will be introduced to the curriculum format during your training. You can contact your Kidtropolis staff responsible for your curriculum if you have any questions.

Children with Special Needs:

We desire to connect children with disabilities with a One-on-One Buddy to assist them throughout their Kidtropolis experience. If you are interested in a One-on-One Buddy, becoming a Buddy, or would like more information please contact the Kidtropolis Director.

Late arriving parents for check-out:

If a child remains in Kidtropolis after all of the other children have been picked up, the "Two-Person Rule" should be maintained if at all possible. Find a Kidtropolis staff member to assist in locating the parent.

miscellaneous

Dress Appropriate:

Dress appropriately to work with children, you might get dirty!

- Your appearance reflects both Kidtropolis and Lake Forest Church and should honor God. Appropriate dress is expected.
- Dress to be attractive, not to attract!

Student Assistants:

- Students must complete the Volunteer Application.
- Students must work under the supervision of staff or adult volunteers at all times.
- Students should remain in their assigned classroom until the end of service.

closing

Kidtropolis

closing

We believe that children matter to God and therefore they matter to us! We want to reach boys and girls for God. That is our calling and our calling is big and urgent.

YOU are what makes Kidtropolis work.

You are on the front lines making an eternal difference. Without you, our mission would be empty words. With you, we can change the life of one child at a time and therefore change the world.

THANK YOU FOR YOUR HEART TO SERVE **GOD** THROUGH INVESTING IN THE LIVES OF CHILDREN!

Therefore, my dear brothers, stand firm. Let nothing move you. Always give yourselves fully to the work of the Lord, because you know that your labor in the Lord is not in vain. 1 Corinthians 15:58

Notes

Kidpropolis

LAKE FOREST
CHURCH

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