



POLICIES AND PROCEDURES MANUAL

WELLNESS

Children must be symptom free from the following (without medication) for at least 24 hours before entering the classroom:

- Fever of 100° or higher
- Vomiting or diarrhea
- Conjunctivitis (Pink eye or other infection)
- Rash
- Nasal drainage which is green or yellow
- Sore throat
- Open sores
- Cold
- Excessive coughing, croup, shortness of breath
- Lice
- Childhood illness or virus such as chicken pox, fifth disease, measles, mumps, flu

If a child develops any of these symptoms while checked in, the parent will be notified for pick-up.

FOR MINI KIDS: An allergy alert will be printed on the security tag of any child who has been identified as having allergies. FOR KIDS: An allergy alert will be printed on the attendance sheet. **In order for any medical note to show on a child's name tag it must be entered on their profile in PC**

Parents of children with severe allergies requiring the possible use of an EpiPen should advise the check in attendant at the time of each check-in. EpiPens must be supplied by the parents of the affected child.

Injury & First Aid

We can administer ONLY band-aids and ice packs

If a child is injured while in the care of the children's ministry, the teacher or volunteer will immediately notify the Children's Director. The Director will be responsible for advising the child's parent. All injuries must be reported no matter how minor they may seem. The teacher must complete an Owie Report as soon as possible.

Hand Washing Policy

- Before handling food or snack (for teacher)
- Before and after changing diapers (if a child has a poopy diaper, hands should be washed with soap and water)
- After helping a child in the bathroom
- After wiping and blowing noses

Diaper Changing

- There is one designated area for changing diapers. All children should have their diapers changed in the same area, in order to maintain child safety.
- Only female staff/volunteers may change diapers
- Wash or sanitize hands prior to changing diapers.
- Wash and sanitize hand after changing diapers.

- Be sure to wipe down diaper area with disinfection wipes after changing diaper.
- Check all babies' diapers 30 minutes prior to the end of the gathering. Every child should go home with a clean diaper

SAFETY AND SECURITY

- Each applicant desiring to serve in our Children's Ministry is required to complete an application process, which includes a personal interview, reference and criminal background check.
- Each volunteer in our ministry is required to read and abide by the policies and procedures outlined in this manual.
- Each volunteer is required to undergo a "shadowing" (familiarization) process with a seasoned volunteer before assuming classroom responsibilities.
- There is a "two adult" rule that is in place for all classrooms. There must be two adults present while children are present. This is to protect the children from possible abuse and the teachers/volunteers from false accusations. If a situation arises where only one adult is present, an unobstructed view of the entire classroom must be maintained.
- In the event that there is a need for last minute volunteers (who have not been screened according to policy), the individuals responding will be cleared for temporary duty by either a Director or a Pastor and placed with an experienced teacher/volunteer who has completed the application process and been cleared for service. Individuals on the backup volunteer list will be utilized first.

Restroom Policy

- A volunteer is never allowed in a bathroom alone with a child.
- Only female staff/volunteers may assist toddlers/preschools in the bathroom
- Assist children with their clothing in the open doorway before they go into the bathroom if necessary.
- Encourage children to do as much of this for themselves as possible.
- If needed, please stand with your foot in the door to monitor the needs of the child.
- If you have an emergency situation where a child is sick or needs your assistance, please prop open the bathroom door and ask another helper to come into the bathroom and assist you.
- Please contact the parents if there is a problem or if the child is indeed sick.

Background Screening and General Safety Policies

In order to ensure a safe environment for children and youth, Humanity will take all of the following measures:

- Provide appropriate safety training for all leaders, staff and volunteers who work with children or youth,
- Provide means by which potential volunteers are screened before beginning their volunteer work, and
- Require safety policies and procedures for working with children and youth.

In cooperation with the laws of California, Humanity Church prohibits registered sex offenders from working with children or youth.

- Humanity also prohibits such persons from being in close proximity to places where children or youth are gathered.
- Humanity also prohibits anyone who has been convicted of a felony, violent crime or any sexual offense (even if they are not required to register as a sex offender) from working with children or youth.
- Applicants whose volunteer application is rejected due to a violent crime or sex offense have the right to appeal to the Families Pastor.
- Anyone found on Megan's Law website will not be permitted to volunteer with children or youth.
- In the event that a volunteer is legally charged with a felony, violent crime, or any sexual offense, the volunteer will immediately be placed on leave until cleared of all such charges.
- In the event of an emergency situation, where a volunteer is needed but there is not time to perform the required checks and trainings, the Families Pastor may grant one-time approval for the volunteer to serve with

children or youth. If one-time approval is granted, the volunteer will only be allowed to work with children or youth under the direct supervision of an appointed children or youth leader. Under no circumstance would failure to plan constitute an emergency.

EMERGENCY GUIDELINES

Minor injuries

An Owie Report must be completed if any First Aid is administered. Parents should be informed at pick-up of any injuries, whether or not First Aid was administered.

Major Injuries

In the event of broken bones, major bleeding, seizures or any other major medical emergency:

- If necessary, call 911.
- A Lead Staff/Volunteer stays with the child.
- A Lead Staff/Volunteer must notify the parents, Families Pastor and appropriate area Director immediately.
- A Lead Staff/Volunteer guides the ambulance/medical professional to the injured child.
- Remaining Lead Staff/Volunteer insures that there is no crowding around the injured child and supervises any other children under their care.
- After the emergency is over, any Lead Staff/Volunteer with direct involvement must complete an incident report with as many specific details as possible.

Building Emergencies (Fire, Eetc.)

In the event of a building emergency that requires immediate evacuation:

- Teachers will immediately account for all children under their care.
- Teachers will escort children through the nearest emergency exit and away from the building to the designated safety zone. (open space across the street)
- Lead Staff/Volunteers should stay with their children until every child is physically reunited with his/her parent/guardian.

Earthquake protocol In the event of an earthquake while indoors:

- DROP down onto your hands and knees.
- COVER your head and neck (and your entire body if possible) under the shelter of a sturdy table or desk. If there is no shelter nearby, get down near an interior wall or next to low-lying furniture that won't fall on you, and cover your head and neck with your arms and hands.
- HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.

In the event of an earthquake while outdoors;

- Stay outside and keep away from buildings, utility wires, sinkholes, and fuel and gas lines.
- The greatest danger from falling debris is just outside doorways and close to outer walls. Once in the open, get down low (to avoid being knocked down by strong shaking) and stay there until the shaking stops.

Active shooter protocol

If an active shooter is in the room: 1. All persons (children/volunteers/staff/etc.) must get down immediately. If an active shooter is on campus:

- Gather children in a hiding place that is out of view but does not, where possible, restrict your options for movement.
- Lock or barricade any doors/entranceways/etc.
- Silence all mobile devices.
- Remain calm.
- Quietly reassure and occupy children (tell/read a story, etc.)

Suspicious incidents/accidents

- In general, if you see something, say something. All reports should be elevated to your Pastoral Staff person. Incidents/Accidents include, but are not limited to:
- Any incident or accident taking place on the Humanity campus that involves any injury requiring medical treatment, emotional trauma, death, fire, explosion, vandalism, traffic violation, suspected crime (call police first), or suspected abuse.
 - Any concerns regarding the safety of a child/youth.

VOLUNTEER PROCEDURES AND RESPONSIBILITIES

Requirements to Serve

- **Be an active attendee of Humanity church for at least three months**
- Each volunteer is required to complete an application process, which includes a personal interview with Children's Director, checking references and a criminal background check.
- Each volunteer must read and agree to the policies and procedures for Humanity church
- Each volunteer must be an adult member of the church and be at least 18 years of age for volunteer Teacher positions and 13 years of age for helper positions.
- Teachers are expected to acknowledge and agree with Humanity Church's Statement of Faith and have a relationship with Jesus
- Volunteers are asked to make a service commitment of at least 6 months.
- To be Kids or Mini Kids teacher you must be commission onto volunteer staff.

Scheduling

- Volunteers will coordinate with the kids or mini kids Leader concerning work schedules.
- Once a scheduled is made, any changes should be made by switching with a team member. **It is the volunteer's responsibility to find a replacement if they are unable to work as scheduled and to notify the Director as soon as possible.** Team member contact information will be provided by the appropriate Director.
- In the event of an emergency causing the volunteer to be late or absent, it is imperative the volunteer **CALL** (not email or text) the Director as soon as possible.

General

- Volunteers must be knowledgeable of and adhere to the policies and procedures outlined in this manual.
- Personal belongings should be kept off the floor and out of reach of children.
- Volunteers are asked to keep their cell phones on vibrate and refrain from use unless it is an emergency.
- Special treats or activities involving food outside the scheduled curriculum must be approved by the Director.
- No snacks or food of any kind may be brought into the classroom without prior approval from the Director. With the exception of snacks from our Humanity Snack table.

Arrival, Set-up & Tear Down

- Arrive a minimum of 45 minutes before the service begins (or sooner if you need additional preparation time). **PLEASE BE ON TIME!** Keep in mind that tardiness is often contagious and adversely affects everyone.
- Upon arrival sign in and pick up your nametag/lanyard.
- Wash (sanitize) your hands before you start your classroom set-up.
- Set out any materials needed for class.
- At the end of the gathering each volunteer/teacher is responsible to tear down and put away of all the items that were set up for the ministry they served in. Please be prepared to stay at least 20 minutes to help with this.

Class Time

- No one is allowed in your classroom unless they are wearing an approved nametag/lanyard
- One volunteer should welcome the children and make sure they are signed in while the other volunteer engages/entertains the children.
- Take note of any children wearing security tags reflecting an allergy alert.
- Review the classroom rules with the children each week. Remember, repetition and consistency increases retention.

- Volunteers are encouraged to sit at eye level while interacting with the children. Being at “eye level” often aids in gaining and maintaining the children’s attention.
- Volunteers and children will remain in the classroom at all times. Supervised restroom breaks are the only exceptions.
- Enjoy the children and the opportunity to minister to them.

Prohibited Acts

The following acts are prohibited during any Sunday or non-Sunday children or youth activity:

- Any display or demonstration of sexual activity, abuse, insinuation of abuse, or evidence of abusive conduct toward a child or youth.
- Sexual advances or sexual activity of any kind between any adult and a child or youth.
- Unwanted sexual advances between adults.
- The infliction, or threat of, physically abusive behavior or bodily injury to a child or youth.
- Physical neglect or failure to provide adequate supervision of a child or youth.
- Adequate supervision means the type of supervision a reasonable person would provide in the same or similar situation. _____
- Causing mental or emotional injury to a child, youth or adult.
- Possessing or accessing obscene or pornographic materials.
- Possessing or being under the influence of any illegal drugs or alcohol.
- Any kind of coarse language; including but not limited to profanity or any verbal remark with sexual connotations, overtones, or innuendo.
- Carrying any type of weapon.

CHECKING IN AND OUT

- Children must be in the class that matches their grade and age
- Prior to first grade, children may progress to the next class on or after their birthday.
- Children in First grade and above will progress to the next grade at the beginning of the school year
- The nursery will not accept babies under 2 months of age
- We will not accept kids prior to 15 minutes before the gathering starts
- For Mini Kids: Parents can check children in on the ipad. When a parent arrives for pick up, ask for the child's security tag before releasing the child. This is imperative! If they do not have the tag, they must show ID and it must match someone in the child's household on planning center.
- If an older sibling is picking up a child, they must have the security tag
- For Kids: As they arrive, children will be checked in on the ipad and on the attendance sheet. Allergies will be noted on the sheet. Ask parents who will be picking up the child. Have verbal contact with the parent or designated adult before the child is released.
- Parents must remain on campus while the child is checked in
- Child must be picked no later than 15 minutes after the gathering has ended
- When all of the children have been dismissed, return classroom supplies, sweep the area and clean toys and tabletops.
- Once your room has been cleaned return your nametag/lanyard and classroom materials to the appropriate area.

HUMANITY KIDS CLASSROOM MANAGEMENT GUIDELINES

In order to preserve the dignity of all children and youth, we practice positive reinforcement and choices within boundaries. We avoid “command type” language, and instead promote language that allows children choices, just as God does with us.

Communicate the Boundary

- If a child is making a choice that is unsafe for them, it is advised that the teacher point out that they are noticing the behavior and let the child know that that is not a choice for them.

Provide Acceptable Choices

- Provide the child with two mutually beneficial and safe choices. Allow child to choose between the offered choices.
- If the child continues to make a choice outside of the boundaries, a consequence and discussion with a Teacher is advised. If the behavior persists, immediately elevate to a Pastor. Parent may be notified immediately.

Appropriate Touch

- Children’s physical boundaries should be respected. If children are receptive to physical affection, touch should be limited to the upper back/shoulders to the elbow. High fives, handshakes and quick hug are also permitted.
- Children should be encouraged to sit independently and not on volunteer laps. Children are not permitted sit on the laps of male volunteers.
- Babies to Preschool-aged children may be picked up and carried. Elementary-aged children and youth may not be picked up and carried.

ADDITIONAL HUMANITY FAMILIES POLICIES & PROCEDURES

Photography and Media Guidelines

Without express permission from the Families Pastor, volunteers may NOT:

- Take any photographs of children or youth.
- Post the image or likeness of any child or youth on the internet or social media.
- Handle phones or mobile devices while supervising children without Lead Staff approval.

Humanity Kids Dress Code

All Humanity Families Lead Staff/Volunteers are expected to maintain a professional appearance. Clothing should be clean and appropriately suited to work with children and youth. Reasonable personal grooming standards should be met. Plunging necklines, shorts or skirts with a hem at or above mid-thigh, exposed midriffs, and visible undergarments are not acceptable.

Adult Visitor Guidelines

Adult visitors can only observe children and youth activities under the supervision of a Humanity Families staff or volunteer. Adult visitors may not have supervisory responsibility over or interact directly with children or youth.

PARENTAL RESPONSIBILITIES

For the safety and well-being of your child, we implore you to adhere to the policies and procedures outlined in this manual.

Alerts & Requests

- We accept babies after they are 2 months of age
- If your child has any allergies, special needs or conditions, please note them at check-in to ensure that your child's teacher is aware.
- Please take your child to the restroom before you sign your child in.
- It is often beneficial for the parents to expedite the check-in process. This lessens separation anxiety and helps your child adjust to the classroom.
- To eliminate confusion and crowding at check in and pick up we ask that you visit outside the Loft
- Children may be checked in 15 minutes prior to the gathering and must be picked up no later than 15 minutes after the gathering.

Items You Bring

- Please make sure all of your child's belongings are clearly labeled, including diaper bags, cups, bottles, pacifiers, coats, etc.
- We recommend you leave personal toys at home. These items are easily lost and can often be objects of contention between the children.

Tags

- Parents are required to wear a parent security tag before entering the childcare area. This is an important security measure designed to control access to the children's area and eliminate unauthorized contact with the children.

Regular Attenders

- For Mini Kids - Security tags bearing your child's name, classroom and special conditions information (e.g. allergy alert) will be printed at check-in. An accompanying parent tag will also be issued.
- Your child's security tag will be placed on his/her back and a volunteer runner will escort your child to his/her area (Preschool only).
- Children ages 6-12 will be escorted to their classroom by their parent/guardian to check-in.

First Time Visitors

- **You will be asked to fill out an information card so that we can enter your child into the system**
- First time visitor security tags can be obtained from the children's area check-in desk. The following process has been established for first-time visitors.
- You will receive a parent tag which you must present to retrieve your child at checkout time.
- A security tag will be printed for each child. Make sure you advise the check-in volunteer of any allergies, special needs, or conditions your child may have.
- Your child's security tag will reflect needs, conditions, etc.

Parent Volunteers We encourage our parents to volunteer in our children's ministry. If you are interested in serving in this capacity, please contact our Preschool or Children's Director.

Miscellaneous

Snacks

- A light snack is provided for children who are old enough.
- If your child has allergies, please have this noted each time you check your child in. An allergy alert will be printed (identifying the type of allergy) on your child's name tag only if it is noted on the child's profile in Planning Center
- Cups will be removed and discarded as soon as each child finishes
- All bottles must be pre-mixed. Nursery workers are NOT allowed to mix formulas. This restriction is for your child's protection.

Medications

- **Please note:** We are unable to administer medications. If your child requires medication, please make arrangements to personally administer what is required before check-in.
- **Parents please note:** Children with allergies requiring the potential use of an EpiPen must supply their own.

Volunteer Acknowledgement

The Children's Ministry Handbook/Policies & Procedures Manual contains important information about Humanity Church. I understand that I should consult the Kids or Mini Kids Director if I have any questions that are not answered in this handbook.

I also acknowledge that revisions to this handbook may occur at any time.

My signature below acknowledges that I have received and read this entire handbook/manual. My signature also indicates that I agree to serve faithfully and to comply with and adhere to the policies and procedures outlined in this handbook/manual.

Signature

Date

Printed Name

Director of Children's Ministry

Date