



## **Policies and Procedures Handbook**

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The logo for Mission Hill Kids features a stylized mountain range on the left, composed of three dark grey peaks of varying heights. To the right of the mountains, the word "KIDS" is written in a large, bold, dark grey, sans-serif font.

Dear Mission Hill Kids Leader,

Welcome! I am absolutely thrilled that you are joining our team. I love getting to serve the Lord alongside gifted and incredible believers like you. I often refer to our volunteers as “leaders” rather than “volunteers.” I do this because I believe this word better describes what God has called each of us to be and do as mature believers, and I believe that God will use your time serving in the Kids Ministry to grow you into a better Christian leader and Christ follower, if you allow Him to.

In an article by Roger Fields, he says:

*Kids are not the church of tomorrow, kids are the church of today. You do not have to grow up to serve the Lord. Kids in the Bible didn't grow up first. Many served the Lord effectively before they ever grew up. Josiah became king at eight years of age. Shortly after, he began to go through Israel smashing idols and leading a return to God. The nation turned around because one kid knew he didn't have to grow up first. Josiah was not interested in becoming a future servant of God, he served God as a kid. The Bible calls him the best king Israel ever had.*

Kids are NOT the church of the future, they are the church of the church of TODAY! Our Kids Ministry is all about training kids NOW, to be lifelong followers of Jesus and to live life on mission to love others. We desire to come alongside parents to help their kids:  
KNOW God and His Word, the Bible  
GROW in their faith  
SHOW the love of Jesus to the world

Mission Hill Kids exists to partner with parents to lead children to Christ, the One who is able to change the hearts and lives of kids, families, and the world.

This handbook was created to be a tool for you. It outlines the expectations that we have of everyone involved in our Ministry – parents, volunteers, teachers and our church staff. I'm thankful for you and your willingness to be used by God to do His work and serve the children of our church. However, serving isn't just about giving; it's joining a team of other like-minded people who are experiencing community and spiritual growth while helping kids do the same. My prayer is that while you are involved in our ministry you will experience powerful and lasting life-change as you make a difference in the lives of kids. Are you ready? Let's go!

A handwritten signature in black ink that reads "Brianna Knutson".

Director of Children's Ministries, Mission Hill Church



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## **Mission**

Partnering with parents to help kids love God passionately and love others intentionally.

## **Goals**

- To provide a safe and clean environment
- To provide a place that is fun and loving for children
- To teach children to know God and His Word, the Bible
- To teach children to grow in their faith
- To teach children to show the love of Christ to others

## **Volunteer Expectations**

You have been entrusted, as a volunteer in the Kids Ministry, with the tremendous responsibility of caring for and teaching our young children about Jesus, ministering to their families, and representing our church to all you encounter. Prayer and Bible study will be your greatest source of wisdom; pray for God's wisdom and discernment in all that you do and say. Mission Hill Church desires to be a safe and healthy place for all children who attend. We believe that preventive steps can be taken to promote the health and safety of children and those who volunteer to work with them. Volunteers are expected to:

- Be spiritually fed
- Dress appropriately
- Be ready to receive children 15 minutes prior to the service time
- Greet each child warmly and face to face, at the door, as they arrive – try to have a brief personal conversation with each one
- Know your children--be aware if a child is a guest
- Only turn a child away for illness; if a child has been brought to the wrong room, graciously direct them to the coordinator or greeter
- Follow policies and procedures
- Clean area and put away all supplies before leaving



## **Policies and Procedures**

- Parents and scheduled volunteers are the only adults allowed in the Children's hallway
- Parents who do not have a background check on file will be allowed only to come inside a classroom for a limited time for the purpose of helping their child adjust
- Children should never be left unattended
- An adult is never to be alone with a child; there must always be 2 leaders in the room with children
- All children must have a Check-in name tag
- Snacks may be provided by the teacher; food allergies are specified on each child's Check-in name tag
- Children's ministry volunteers should NEVER take photographs of children and post them online.

### ***Check-In***

- Parent checks their children in through Check-in stations, using their name
- Our Check-in system issues a nametag for each child and a Guardian Pick-Up Tag with the same identifying number
- It is important for children to wear their name tag
- Tag should be placed on child's back
- Parent retains the corresponding guardian tag
- Child is dropped-off directly to teacher at the door of their classroom
- Parent leaves child at door--encouraged to depart without lingering

### ***Pick-Up***

- Parents and others are to pick up at the door
- Parents should be prepared to show the Guardian Pick-Up Tag at the door
- Teacher should match the guardian tag to the child's nametag
  - We encourage all parents to present the guardian tag, even if it is someone the teacher personally knows.
  - If an adult arrives at the classroom to pick up a child without the proper guardian tag, please send them to the front desk/window for assistance. The Director or a Hallway



- Liaison will then check to make sure the adult is someone authorized to pick up the child by asking for a picture ID.
- Once it is confirmed that the adult is an authorized pick-up for the child, the Director or Hallway Liaison will escort the parent back to the classroom and let the teacher know that the adult is approved for pick-up.
  - Please never release a child to an adult without following this procedure.

### ***Online Interactions with Minors***

As many of our students now communicate through phones, social media, and other forms of technology, it is important that our staff/volunteer leaders maintain healthy boundaries with children and student volunteers that are “above reproach.” Specifically, Staff Members and Volunteers should observe the following guidelines when it comes to communicating with students over technology:

- Adult Leaders should never communicate one-on-one with any minor over any given technology such as social media/texts/phone calls/email etc.
- Adult Leaders should avoid talking about anything of a sexual nature when talking with minors over social media/texts/phone calls/email etc. If a minor approaches an adult with a legitimate concern, this conversation must not happen over any electronic communication, but instead face-to-face with at least two adults present.
- Adult Leaders should be cautious about what they post on their personal social media websites. Our personal lives should be a good model for students, so leaders should be cautious with posts.
- For communicating with minors by text/message, adult leaders should never send a private (non-group) text/message to any minor. Staff members may occasionally text a minor for reasons such as: remind them about an event, rehearsal, meeting, or ongoing ministry tasks (with interns, student leaders, etc.) in a group text/message only.
- It is recommended that adult leaders not follow/friend minors they do not already know and have an established relationship with. Even for students that adult leaders do know, it is recommended that they allow students to initiate the friend/follow request.



### ***Discipline (1-2-3)***

We take a positive approach to discipline by emphasizing what is right and what is acceptable behavior according to our Biblical example:

- Self-control is the goal of all discipline; children are not born with self-control, rather it is a learned behavior that we teach
  - Unacceptable behavior is dealt with in a calm, confident manner
- (1) This is accomplished through re-direction**
- A “re-direction” is given to encourage the child back to an appropriate task
- (2) Re-Direct again and intervention**
- A removal of child from group and sitting separately on the Orange Couch with a one-on-one talk from a volunteer to promote Christ-like behavior
- (3) Parent Communication**
- Teachers do not use corporal punishment; if inappropriate behavior continues after the 2<sup>nd</sup> redirection, the teacher should make the Director aware; who will then address parent
  - Communication is made with parents in an appropriate way at the appropriate time; i.e. pick up time in front of other parents is not acceptable. The Director and/or teacher can talk with the parent in a private conversation about how to best encourage/ promote positive behavior. In extreme cases the parent may be asked to shadow the child in the classroom.

### ***Injuries/Sickness***

When a child is injured or becomes sick while in your care, use the following procedures:

- Most classroom injuries can be treated with loving care, soap and water, ice, or a bandage.
- If a child is hurt in any way that needs attention with ice, an incident report must be filled out for the teacher and parent to sign. This helps to ensure that the parent was notified about what happened.



- Immediately notify your hallway coordinator of any injury or sickness of a child in your care. They will help direct you to our First Aid supplies and give you the incident report to fill out. If the injury or sickness is severe, the Director will notify and release child to their parents.
- If bodily fluids are involved (blood, vomit, etc.) use latex gloves while treating the child.
- Volunteers or staff **may not** administer medications except an emergency Epi-pen administered by a trained leader.
- Security will call 911, if necessary

### ***Restroom Procedures***

- Hallway liaisons should supervise restroom visits from the hallway by being aware of children who come in and out of the restroom.
- Always encourage children to wash their hands.
- If a child is in need of assistance in the restroom, leaders will go in as a pair to help. Leaders are not to go in alone.
- Adult restrooms are at the back of the hallway. The front restrooms are for children only.



## ***Emergency Evacuation***

Occasionally, the fire alarm will sound; whether the emergency is real or a false alarm, until our Security Team has cleared it, everyone is to be evacuated from the building in the quickest manner possible.

### ***Elementary***

- Line the children up quickly while a co-leader checks the bathrooms and all possible hiding places
- Be sure to take along your sign in sheet and count heads to verify all children are in your care
- Stay together and move quickly following the emergency exit route\* where an Emergency Response Team Member will meet you to count classes and heads
- Children should not be released to the parent until all children are safe and accounted for. Please do not release children until we are back inside the building OR the Director has given the all-clear for the children to be released. The parent must present the Check-in Pick-Up Tag to retrieve the child and sign-out on the clipboard.

***\*Please make yourself familiar with your class evacuation route posted next to your classroom door***

**NOTE: Children are to wear their shoes at all times so they are prepared for an emergency.**



## Good Health Guidelines

- Sick children are happier in their home environment; in addition, we want to provide a healthy environment in our classrooms, so we ask you to have parents keep their child at home when they observe any of the following:
  - Fever/Vomiting
  - Diarrhea
  - Discharge in or around the eyes
  - Questionable rash
  - Green or yellow runny nose
  - Any communicable disease
  - Excessive coughing
- If a child becomes ill while in the classroom, you should notify the hallway liaison promptly; they will contact the parent for you
- If a child is being treated with an antibiotic, he or she should have received treatment for at least 24 hours before being allowed in the classroom.
- If a child has had a fever recently, they should be fever-free for 24 hours before being allowed in the classroom.
- Medication **may not** be administered by our volunteers/ staff except an emergency Epi-pen administered by a trained leader.

## The Stop Disease Method of Hand Washing

- Use SOAP and RUNNING WATER
- RUB your hands vigorously for at least 20 - 30 seconds (twice through Happy Birthday Song)
- WASH ALL SURFACES, including:
  - Backs of hands
  - Wrists
  - Between fingers
  - Under fingernails
- RINSE well
- DRY hands with a paper towel
- Turn off water using a PAPER TOWEL



## **PHYSICAL or MENTAL ABUSE AND SEXUAL ABUSE AND SEXUAL MOLESTATION PREVENTION POLICY**

Mission Hill Church does not permit actual or threatened acts of physical or mental abuse, sexual abuse, sexual molestation or sexual misconduct (“prohibited conduct”) to occur in the church or at any activity sponsored by or related to it. In order to make this “zero-tolerance” policy clear to all volunteers and staff members, we have adopted mandatory procedures that employees, volunteers, family members, board members, individuals and victims must follow when they reasonably suspect, learn of or witness prohibited conduct.

Abuse or molestation means each, every, and all actual, threatened or alleged acts of physical or mental abuse, sexual abuse, sexual molestation or sexual misconduct performed by one person or by two or more persons acting together.

### **Reporting Procedure**

All staff members and volunteers who learn of, have reasonable suspicion of prohibited conduct must immediately report it to the Director of the ministry. If the victim is an adult, abuse or neglect will be reported by this designee to the local or state police and/or Adult Protective Services (APS) Agency. If a child is the victim of abuse or neglect the designee will report it to the local or state police and/or the Division of Family and Children Services. Appropriate family members of the victim must be notified immediately of suspected child abuse or neglect.

### **Investigation & Follow Up**

We take allegations of prohibited conduct seriously. Once the allegation is reported we will promptly, thoroughly and impartially initiate an investigation to determine whether there is a reasonable basis to believe that the prohibited conduct has occurred and that it was committed by the target(s) of the investigation. The investigation may be undertaken by an internal team comprised of fellow employees or we may hire an independent third party. We will cooperate fully with any investigation conducted by law enforcement or regulatory agencies and we may refer the complaint and the result of our investigation to those agencies. We



reserve the right to place the target(s) of the investigation on an involuntary leave of absence or reassigning that person to responsibilities that do not involve personal contact with individuals or children. To the fullest extent possible, but consistent with our legal obligation to report suspected prohibited conduct to appropriate authorities, we will endeavor to keep the identity(ies) of the target(s) and the alleged victim(s) confidential.

If the investigation substantiates the allegation, our policy provides for disciplinary penalties, including but not limited to termination of the target's relationship with our organization.



*Please sign, date, and return this page to Brianna Knutson.*

## **VOLUNTEER RECEIPT AND ACKNOWLEDGEMENT OF KIDS MINISTRY HANDBOOK**

I have received a copy of the Ministry Handbook. I understand that I am charged with the knowledge of the contents of this document.

I have read and fully understand this guide and agree to abide by the policies explained within.

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Volunteer Signature

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Date

