



Covenant C.A.R.E.

Children and Adults in a **R**esponsible Environment

**Redeemer Kids
Policies and Procedures**

**Welcome!
We are glad you're here!**

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Volunteer Information

For all volunteers

Welcome to Redeemer Kids and thank you for volunteering to help in one of our classes! This ministry could not function without our volunteers. With that being said, it is very important that you arrive on time each Sunday that you are scheduled. On time is 8:50 for KidVenture! and 10:15 for Worship Hour. If you are not able to work on a scheduled day, please try to trade with another volunteer to make sure your "shift" is covered. If you are sick on Sunday morning, please call Donna Harris or Tina Martin on their cell phones to let them know. (If you are a volunteer, please get these cell phone numbers from Donna and Tina and note here: _____.) You may also call the church office at 704-225-0161 or email info@redeemerweb.com. Since the office is not open on the weekends, do not plan to use this office contact information to cover your shift!

The safety of our children is paramount in Redeemer Kids. In order to help ensure the security of our kids, we require that all volunteers read through the attached Policy and Procedure Manual and sign the last page, acknowledging that you have received, read and understood the policies and procedures. If you have any questions, please address them with Donna or Tina.

For Infant and Toddler Room Volunteers

It is our primary goal in these rooms to show our children the love of Jesus by holding, playing with and overseeing the safety of the kids. We do ask that all diapers be changed at least once during the worship service – preferably towards the end of the service (unless it was requested by the parent to not be done or there is no diaper bag present).

As the Children's Ministry team, we will do our best to keep sign-in sheets available for special instructions from the parents. If you need a sheet and do not see one, please ask.

As it is common for children of this age group to go through separation anxiety, we ask that you try to calm a crying child for 5-10 minutes. If, after that time period, the child is still upset please page the parent to return. The parent may come in the room to help ease the child into play or they may decide to remove their little one from the room altogether. We thank you for your patience with the kids who are upset.

For KidVenture! and Worship Hour Teachers and Helpers

Our primary goal in these classes is to keep the children safe while teaching them about our great God! At times we will have discipline issues. You may separate a child or children from the rest of the group (time-out type discipline) for a short time. If that does not seem to help, please page a parent to come and assist you. We want to keep parents informed if we are having problems, as well as allow them to be part of a solution. Donna and Tina will be available to help with resolution as well.

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Parent Drop-Off/Pick-up

Parents are required to check-in their children each week at the Redeemer Kids Welcome Station. This applies for all kids of members, regular attenders or visitors, ages 0 through 5th grade, who will be participating in any nursery or class that week. At the point of check-in parents will be given a sticker name tag for each child and a security sticker with a corresponding number that will be used to pick up their children. No child will be released to a parent unless the security sticker is shown. If the parent has lost the sticker they must see a Director of Children’s Ministry or approved Children’s Ministry representative to gain authorization to pick up their children. This is for the safety of all of the kids in our care.

Paging System

We have a visual paging system. Each family has been assigned a number for use in the event that a parent is needed in the nursery or children’s church. This number is also the security number. Instructions for using the paging system are posted at the numeric paging pad on the Welcome Station table.

Numbers have been assigned to the Children’s Ministry Lead Director (101), KidVenture Director (102) and Worship Hour Director (103). Volunteers may page these numbers if assistance is required during the service. Our Elders have also been assigned a number (111) in the event of an emergency.

Ratio Requirements

We do require at least 2 adults in a room at all times. An adult is defined as being 18 years or older. If one adult needs to leave the room for any reason (i.e. a bathroom trip, to refill supplies...) the door to the classroom must remain open.

In working to ensure not only a safe environment for the children in our care, but also a pleasant experience for our volunteers, we will be diligent in making sure there are enough volunteers to handle the number of children in any given room. The following is a guideline we will use to ensure adequate coverage:

AGE	Adult:Child
0 – 18 months	1:3
19 – 35 months	1:6
3 – 4 years	1:8
5 – 10 years	1:15

We are aware that some weeks there will be more adults needed (i.e. the ratios will need to be lower) and other weeks adults may be able to handle an extra child in the class. We will adjust for that on an “as needed” basis. Volunteers will notify the Children’s Ministry Director on duty if more help is needed so he/she can decide to recruit more help or to close the room to additional children. We will make every effort to adhere to these guidelines.

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Sick Policy

For the protection of the children in our care, parents are requested to not bring a child to the nursery when any of the following symptoms exist:

Fever of 100 or higher within in the last 24 hours

Vomiting or diarrhea within the last 24 hours

Pink eye or other eye infection

Rash (other than diaper rash)

Nasal drainage which is green or yellow

Excessive coughing

Head lice (including the presence of nits)

This list is not meant to be exhaustive. We ask that parents exercise considerate judgment before subjecting their child's symptoms to other children.

If a child is being treated with antibiotics, he or she should be on the medication at least 24 hours prior to coming to any Redeemer Kids classroom. If a child develops any of these symptoms while in our care, the parent will be paged to pick up their child.

Volunteers

It is our preference that all volunteers be members of Church of the Redeemer. We will require that anyone in a teaching position (either KidVenture! or Worship Hour) must be a member. Anyone who is a volunteer in the nursery, toddler room or teacher assistant should be, at the very least, meaningfully connected to Redeemer and preferably in the LINK Up! class. If a volunteer is not a member they will need to be interviewed by a staff member or leader of the church. These policies also apply to our youth volunteers. In addition, we require that all adult volunteers are also background screened as detailed in the next section.

A Children's Ministry Director will make sure that there is at least one member of Redeemer scheduled in each room each week.

Background Screening

It is required that all adult volunteers complete an "Authorization and Request for Criminal Records Check" (see Addendum B) to permit Church of the Redeemer to run a criminal background check. We reserve the right to request background checks as often as we deem necessary and will make every effort to pull them at least once a year on all volunteers. These reports will be reviewed and stored at the church office in a locked cabinet. If there is anything questionable on the report, the individual will be contacted by the Children's Ministry Lead Director or an Elder of the church for clarification. Acceptance or rejection of a volunteer will be handled on a case-by-case basis.

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Diaper Changing and Bathroom Trips

It is our desire to enlist the safest possible measures for the children in our care regarding diaper changing and bathroom trips.

It is our policy to only allow adults to change diapers. Instructions for changing diapers will be posted next to the diaper changing station.

It is our policy to only allow adult women to escort children to the restroom. The adult women are to assist the children only as much as is needed. While our newly potty-trained children will need more assistance, our older kids can do most everything on their own. For the older children (5 years and above) we ask that our volunteers escort them to the bathroom but remain outside the door unless the child requests help. If a volunteer needs to enter the stall with a child it would be prudent to notify another adult (security person or someone in the nursery) so they are aware.

Discipline

God's definition of discipline is outlined in Hebrews 12:7-11. It is not punishment, but guidance, training, and molding of character. We do not seek to merely control behavior, but to partner with parents to help shape a child's character to be more and more like that of Christ.

Preventative Discipline

We will make every effort to use preventative discipline first and foremost. This will involve:

- Creating a loving, caring and fun environment
- Focusing on positive actions
- Being fair and consistent with children
- Maintaining a close watch on actions to help redirect behaviors before an issue arises

Corrective Discipline

There will be times when preventative discipline will not be adequate. In those cases we will move to corrective discipline which will involve:

- Handling any issues individually, pulling the child aside, and not correcting in front of the entire class when possible.
- Explaining to children why the behavior is unacceptable and telling them what is acceptable. ("Johnny, it is not okay to take toys away from our friends. It is important to share. You need to ask if you can have a turn.")
- Redirecting the child to something positive ("Look at the blocks. Let's see if we can build a tower until it is your turn with the toy.")
- Explaining the consequences of unacceptable behavior ("If you do that again, you will have a time-out and will sit in that chair for 2 minutes.")
- At no time will we ever demean or berate a child, use language that is not edifying or use corporal punishment to discipline a child.
- A volunteer may, at any point they deem necessary, page a parent to come back and talk with his or her child.

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If a child has displayed intentional, aggressive behavior, we will immediately page a parent to come and talk with their child, and if necessary, remove him or her from the classroom.

We expect the children in our care to use language that is edifying and uplifting. If we have issues with hurtful or inappropriate language a parent will be notified.

Reporting Abuse or Neglect

Prevention is at the heart of a safe environment. Volunteers and staff are encouraged to be sensitive to the potential for abuse of children. Staff or volunteers who observe or have a good faith suspicion of questionable or inappropriate behavior of any kind affecting children must report it to the Lead Director of Children's Ministry or to the Pastor. Any claims brought forth will be treated with the utmost sensitivity and grace to protect the dignity and reputation of all those involved.

Accidents

While we will do everything in our power to prevent it, at times there may be accidents that happen while children are in our care. When an accident occurs we will require an accident report (see Addendum A) be completed and a parent will need to sign it. We will provide the parent with a copy and keep one copy on file for our records.

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ADDENDUM A

Accident Report

Date: _____ Name of Preparer (*printed*): _____

Name of child: _____

Adults witnessing or present during accident/incident: _____

Date, time and location of accident/incident: _____

Description of the accident/incident: _____

Were there visible injuries? If yes, please list: _____

How were the injuries treated and by whom? _____

Additional information pertaining to accident/incident: _____

Signature: _____ Position: _____

Parent Signature: _____ Date: _____

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ADDENDUM B

AUTHORIZATION AND REQUEST FOR CRIMINAL RECORDS CHECK

I, _____, hereby authorize Church of the Redeemer to request any Police Department or agency to release information regarding any record of charges or convictions contained in files, or in any criminal file maintained on me, whether said file is local, state or national file, and including but not limited to accusations and convictions for crimes committed against minors, to the fullest extent permitted by state and federal law. I release said Police Department or agency from all liability that may result from any such disclosure made in response to this request.

Signature of Applicant

Date

Print applicant's full name: _____

Print all other names that have been used by applicant (if any):

Social Security Number: _____

Date of birth: _____

Address: _____

In the space provided, please identify any criminal convictions apart from minor traffic violations:

Please return this form to one of the following people:
Donna Harris, Children's Ministry
David Yoran, Youth Ministry
James Barefoot, Elder

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Acknowledgement of Receipt of and Adherence to Policies and Procedures

I, _____, have carefully read and understand the information contained in the Policies and Procedures of Church of the Redeemer Children's Ministry. I not only agree to adhere to the policies set forth in this document, but I also understand that confidentiality is of utmost importance when working with children and families. I agree to hold in confidence any information I obtain in the course of service and not disclose an individual's confidences to anyone, except in the following circumstances:

- As mandated by law
- To prevent a clear and immediate danger to individuals
- Where I am compelled to do so by a court or pursuant to the rules of a court

I also agree that, should an issue arise between myself and a parent or another volunteer, I will follow the guidelines set before us in Matthew 18:15ff and will go directly to the person in question to talk with him or her.

Signature

Date