

# KIDZWORKS



## The Children's Ministry of Central Christian Church Guidelines and Procedures

Children's Ministry Staff

### Beloit Campus

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## **Kidzworks exists to come alongside parents as they bring their kids to Christ.**

**Kidzworkers are growing examples who have influence with our families and community.**

### **GENERAL PROCEDURES:**

1. All individuals desiring to serve in Kidzworks must complete and submit a Children's Ministry Application.
2. To serve in Kidzworks you must be at least 16. Students 12-15 may serve as student helpers with special permission from Kidzworks directors. Those younger may serve if accompanied by a parent/guardian. If a child accompanies a parent to serve alongside them, it is the parent's responsibility to ensure said child is following all Kidzworks Guidelines and Policies. Kidzworks staff hold the right to correct or redirect all Kidzworks volunteers, no matter the age.
3. If you want bring someone to serve with you in Kidzworks, it must be cleared with Kidzworks directors before the weekend. Please do not ask to bring someone in the room right before service starts. If Kidzworks staff gives you the ok to bring your friend they must stay with you at all times and follow all Kidzworks Guidelines and Policies.
4. Every Kidzworker must attend the Kidzworker yearly training event. All Summer Kidzworkers must attend the Summer Serve training.
5. Pray and prepare before you come to minister in your area of responsibility. Ask God to help His love flow through you to every child and parent you meet. Jesus' love can shine through you, making the church experience a positive one for the child as well as for the entire family.
6. We want to make every effort to help families feel welcomed, comfortable, and safe. For that reason we need to be aware of how we present ourselves.
  - Your speech, attitude, and manner represent Christ, both in and outside of Kidzworks. Treat every parent and child with respect and make sure to greet every family that comes into your area.
  - Please be wary of strong scents such as perfumes and smoke.
  - Please wear appropriate and modest clothing. Kidzworks t-shirts are provided for all of our leaders to be worn while serving.
  - Do not use inappropriate language in the Kidzworks building.
7. Nametags are worn by all volunteers while serving in any secure area of Children's Ministry. This, along with your t-shirt, identifies you as a volunteer to parents and other ministry staff. Please check in at one of the check-in kiosks as soon as you arrive to serve. Keep the nametag on until you have finished all of your serving responsibilities.
8. Before things get started on the days you are serving, feel free to pray together as volunteers, whether if it's only with those serving in same room as you, or all of the volunteers serving that day combined. When a huddle is held before service by your ministry team leader, you are expected to attend.
9. **PLEASE BE IN YOUR MINISTRY AREA AT LEAST 25 MINUTES PRIOR TO THE START OF THE SERVICE.** Kids start arriving 15 minutes before service. This will give you time to talk with other leaders, review any changes, look over supplies, etc.
10. **NEVER BE ALONE WITH A CHILD.** If you arrive and there are no other leaders there, please explain to the parents waiting that we are never alone with the kids, for their safety and our own - parents will be happy to hear this. You can always use this time with parents to invite them to come serve with us.
11. **Beloit Campus--DO NOT USE THE MAIN RESTROOMS IN THE HALLWAY.** Volunteers will need to use the restroom in Creation Station Blue, or near the Dream Center auditorium.
12. If a child cries for an extended period of time, becomes ill, or is injured while in your care, immediately report the situation to Kidzwork staff or the service coordinator.
13. **ACCIDENTS**  
Minor Injuries

Make every effort to reassure and comfort the child.

- Administer minor First Aid (clean wound and apply bandage). At the Beloit campus, First Aid kits are available in the Creation Station restrooms and the Light Factory/Power Plant sound booths, as well as the check-in stations. In Janesville, First Aid Kits are located in the check-in bin.
- Have the parent/guardian paged if necessary.
- Be honest and sensitive about the situation; offer your apologies and reassurance.
- Do not render any medical judgments or advice.

Serious Injuries:

- Report the situation to Kidzworks staff.
- Have parent/guardian paged.
- Fill out an incident form (available in each room).
- Review the report with parent/guardian and have them sign it.
- Return the report to Kidzworks staff and let them know if parent/guardian wants a copy.

#### 14. SICK CHILDREN

We cannot accept children when they are displaying the following symptoms:

- Runny nose with thick yellow or green discharge
- Suspected fever
- Suspected communicable disease, such as flu, chicken pox, measles.
- Open sores
- Suspected pink eye
- Vomiting or diarrhea

When any of the above symptoms are present or suspected contact Kidzworks Staff, who will take care of the situation.

15. There are 4 walkie-talkies in the Kidzworks area. You can locate security or use one of the check-in station walkie-talkies if you need to contact your ministry leader for any reason.
16. If you're ever confronted by an upset Parent/Guardian, please remember to treat them with every kindness because even in that situation you are a representative of Christ. Make sure to bring them straight to Kidzworks staff.
17. Kidzworkers should never be MEAN or ANGRY towards a child. UNDER NO CIRCUMSTANCE WILL CORPORAL PUNISHMENT BE ACCEPTABLE! No child, even your own, will be spanked or hurt in any way while you are serving in Children's Ministry. Contact Kidzworks staff or a service coordinator if a child's parents need to be contacted.
18. For safety purposes we do not permit people to wander around the children's areas unattended. Because of the size of our ministry and campus' we depend on you to assist us in helping to make Kidzworks a safe environment for all our children. Parents are welcome to stay for a first time visitor or if their child is having a hard time that day; all other "guests" must have a Guest nametag. If a parent is asking to stay every week, please inform the Kidzworks staff. Since they are wanting to remain in the rooms on a weekly basis, even if they are not volunteering, they will need to undergo the mandatory background check as they will be a consistent presence in the Kidzworks area.
19. At the Beloit campus, there are cameras in each room and in the hallways.
20. Each classroom has security measures including claim check/nametags for children, walkie-talkies, etc. Paging is available for children who cannot be consoled
21. Ideal Adult/Child Ratio Guidelines

Blue Room	3 babies per 1 adult
Creation Station Yellow	5 children per 1 adult
Creation Station Orange	8 children per 1 adult
Creation Station Green	8-10 kids per 1 adult
Elementary	8-12 kids per 1 adult
22. It is our expectation that every Kidzworker attend a worship service each weekend. Having multiple worship services makes it convenient to serve during one service and worship at another.
23. The staff and our children here in Kidzworks rely on you to show up when scheduled. If there is an emergency or you are ill please contact Kidzworks staff.

## **EMERGENCY PROCEDURES**

### **In the event of a FIRE or OTHER EVACUATION:**

1. Remove the children from the building through the closest safe exit.
2. The room leaders should take the classroom roster out of the building to ensure all children are accounted for.
3. Blue, Yellow, Orange, and Green rooms will gather in the courtyard (the area with the Memorial Walkway between Kidzworks and the Dream Center). The Light Factory and Power Plant will gather along the sidewalk at the edge of the parking lot on the east side of Kidzworks. In the Blue room, there are pack and plays to use to help transport the children. If the main exit doors are blocked, you will use the emergency exit door and go out the back to the sidewalk at the edge of the parking lot on the east side of Kidzworks.
4. Security – Please assist the baby room in exiting the building. If you have the other walkie-talkies on hand, please bring them outside so we can distribute them to other ministry leaders as needed while we are outside.
5. Once at your gathering places, the room leader should use the roster to check that all children were safely evacuated.
6. If a child is missing, notify a children's ministry staff member immediately.
7. Remain with the children until they have all been picked up by a parent/guardian.
8. Children should be checked out through the room leaders, so that they may be checked off the classroom roster.
9. No one should re-enter the building without the knowledge of the "all clear" from church staff. It is imperative that all children and adults are accounted for.

### **In the event of a TORNADO WARNING:**

1. The room leader should take the classroom roster out of the room with him/her to ensure all children are accounted for.
2. Relocate children from all classrooms into the main bathroom located in the Hallway. Have the children crouch down, with hands protecting their heads.
3. Please keep children away from windows, doors, glass, or items that might fall and cause injury.
4. The room leader should use the roster to check that all children were safely moved to the hallway.
5. If a child is missing, notify a children's ministry staff member immediately.
6. Remain with the children until they have all been picked up by a parent/guardian.
7. If children are picked up during the warning, they must be checked out through the room leader, so that they may be checked off the classroom roster.
8. Once the warning is over, return the children to their room in an orderly manner.
9. Once again, use the classroom roster to make sure all children have returned to the room.

### **In the event of a SAFETY/SECURITY LOCKDOWN:**

1. An announcement will be made by a children's ministry staff member or a member of our security team that our building is under a SAFETY/SECURITY LOCKDOWN.
2. Immediately upon hearing this announcement, all doors to the classroom should be locked. All creation station rooms should go into the Bathrooms and close the doors. The Light Factory should move to the corner of the Blue Wall that cannot be seen by the door. The Power Plant should go along the gray wall, in and by the sound booth.
3. A children's ministry staff member or security team member will announce the all clear on the walkie-talkie once the lockdown is over.
4. The room doors are to remain locked until the all clear is given.
5. Under no circumstances should you open the classroom door until the all clear is given. The only exceptions are to allow emergency personnel (police officers, emergency medical personnel, or firemen) to enter the room.
6. Parents/guardians will not be allowed to enter the Kidzworks building to pick up children until the all clear has been given.
7. Ensure that all children and volunteers remain in the room, away from all doors and windows, low to the ground until the all clear has been given.

## EARLY CHILDHOOD PROCEDURES

### Interaction with children

Please make every effort to spend quality time interacting with these little ones. This is the children's time. Your interaction with them makes it a memorable experience. When they leave, they should feel that this was a warm, secure, and fun place to be.

### Greeting children

As children start arriving in your room,

- Accept infants/toddlers over the door.
- Parents do not need to enter the room but may do so in some cases. Try to encourage a kiss and a hug and then pass the child over to you.
- Greet each child and parent/guardian warmly.
- Check child's ID tag for any allergies
- Check child's diaper bag for ID tag. If they do not have one, be sure to give them a tag.
- We can suggest to the parent/guardian that the child's personal items such as bottles, pacifiers and blankets be labeled with child's name. With older children, we try to gently discourage things from being brought in because they're often a distraction or end up getting lost.

### Dismissal of children

The safety of our children is very important. We understand that dismissal time can get a little hectic; however, we ask that the following dismissal guidelines be followed very closely.

- If you are dismissing, please compare the child's tag number to the parents'.
- In all possible circumstances, infants/toddlers should be handed to the parent/guardian over the door.
- Please put the room back in order before the next rotation. Please check pictures on bins to ensure you are putting things back in the right place.

### Diapering and bathroom needs

- Change diapers when necessary. Gloves are available and should be used.
- NEVER leave a child unattended on a changing table or counter. Keep your hands on the child at all times, making sure you have all supplies needed and within arms reach before changing a diaper.
- Cover changing table with roll paper provided, and tear off when finished.
- Wash your hands and the child's hands with soap and water after a diaper change or restroom use.
- Children are NEVER to be scolded or disciplined for toilet accidents.
- If a child is training, ask the parent/guardian about any special signs or needs that may ensure success while in your care.
- You may help the child in the bathroom if needed; however, ALWAYS leave the top door open.

### Food

- Always check the child's ID tag for food allergies before giving snacks.
- Cups are provided in the room for a drink of water.
- Keep all hot drinks away from children. Please do not bring in food to eat in front of the children.
- Do not allow 3-5 year olds to bring their own food or drink into the room except for allergy reasons.

### Soiled toys and linens

- Ask Kidzworks staff to aid you in locating garment bags that are available for dirty toys and soiled linens.
- Place soiled toys near the sink in Creation Stations Green, Orange, and Blue.

### Crying and fussy children

If a child is inconsolable for 15 – 20 minutes, you should contact Kidzworks staff or service coordinator to page the parent/guardian. However, please use your discretion here. If a child is sobbing or hysterical, please page them sooner. In most cases, as much as we would like to, we cannot have one staff person caring for one child the entire hour. Ask a ministry leader to assist you, and if that is not possible, we will page the parent.

## **Large Group Time**

If your group has a large group time, please sit with the children and help them focus on the singing or story. When we are singing, please do the motions along with the children!! They want to see you interacting with them. If you are not doing the motions, they might not want to do them either. They will look to you, so have fun!!! ☺

## **Before Leaving Room**

Before you leave the room, please make sure the room is clean and things are put away according to instructions in each room.

## **Discipline**

Please use the following steps when dealing with persistent discipline issues:

1. Get on the child's level and speak to him/her in a calm voice. Explain the unacceptable behavior AND the acceptable behavior.
2. Try to redirect the child to an activity that may stop the behavior.
3. If behavior persists, sit with the child for a few minutes away from other children and explain unacceptable and acceptable behavior once more.
4. If behavior persists and is destructive or hurtful, page the parent/guardian. When parent/guardian arrives, discuss the situation calmly and enlist their help in making their child's experience a better one.
5. Let a children's ministry staff member know if you and the parents come up with any strategies for a particular child. Then s/he will inform other teachers in that room. We ALWAYS want to work with the parents so that their children (and you) have a positive experience in Kidzworks. We discourage forcing children to sit with their parents in service unless that is the LAST possible option. We long for children to be engaged in what we are doing in Kidzworks so that parents can be getting all they can out of the adult worship experience.
6. NEVER use corporal punishment, or inflict any kind of physical pain on a child in Kidzworks.

## **KIDZWORKS ELEMENTARY PROCEDURES**

1. Kids and adults should not be sitting or standing on tables. Please do not let children stand on any chairs. While leading small group please sit with your kids on the floor. Being on the same level with your kids shows them that you are a friend not just the leader of the group. It will help you to have better rapport with them. If for a health reason you need a chair, one can be provided for you.
2. To use the restroom, kids must use one of the bathroom passes located near or in the sound booth. Only one boy and girl can go at a time from each room. Encourage kids to not use the restroom during Large Group. When church is over and parents start to arrive, ask children to wait to use the restroom. When parents are in the hallway, it is no longer secure, and if a parent arrives and doesn't see their kid they begin to panic. If a child has to use the restroom, two adults need to go with him/her and wait in the hallway for them. Make sure that the other adult's staying in the room to check tags know which child is in the restroom. Those volunteers will then be able to better inform the child's parents when they arrive.
3. Kids should not be sitting in the lap of any leader in Kidzworks Elementary.
4. Children are not allowed on the stage unless the Large Group Leader or Kidzworks invites them on stage. Your small group should never meet on the stage.
5. The children should not be running during Kidzworks unless the entire group is doing a game together.

## Elementary Discipline Procedure

The first thing to remember is that discipline problems will be less likely if you are prepared and ready for our group. If you do not know what you are doing children will take advantage of that time.

1. Physical presence-move close to a disruptive child and make eye contact
  2. A Verbal Warning
  3. Move the child to another seat
  4. Speak to the child one on one
    - a. have another leader watch your group
    - b. remove the child from the group, get on their level, and establish eye contact
    - c. explain the unacceptable behavior
    - d. explain the acceptable behavior
    - e. affirm your desire to have the child's participation in the activity
    - f. give the child a way out. Give them the choice to come back to the group.
    - g. when the child chooses to return to the group, the issue is over. Do not discuss it with other children, leaders, or the child's parents.
  5. If the child does not cooperate then they will be isolated from the group and kept separate until their parent(s) or adult that brought them arrives and they will be informed of the child's conduct. Have the child stay with the security guards until staff can take over so that you can get back to your group. Kidzworks can take care of the child at this point.
  6. Remember that the next time that child comes to your group, it's a clean slate.
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- If the behavior is serious (endangers him/herself, another child, or an adult; involves stealing; destroying property, etc.) or if the child's behavior is consistently a problem, ask another leader to take charge of your group. Remove the child from the group and establish eye contact. Explain the unacceptable behavior. Ask a helper or security guard to locate Kidzworks staff via the walkie-talkie. Once Kidzworks staff arrive advise them of the situation. Together, you will decide whether or not to contact the parents. If you must contact the parents for pick up, give the child something to do (not a punishment, but to keep the child occupied) until the parent/adult arrives. You can then head back to your group. When the parent/adult arrives to pick up the child, Kidzworks staff, will explain the situation to the parent and see what we can do to help.
  - The key to every discipline situation is to show love and concern for the child, not to be harsh, critical, or condemning. DO NOT make statements regarding "church policy". Remember...in all things love.
  - If a child is exhibiting anger, frustration, or other problems; have another leader watch your group and take that child aside to find out what's going on. If the problem persists contact the Kidzworks staff.
  - When disciplining, do not yell at a child. Stay patient and use positive correction: "Keep your hands to yourself" not "Quit smacking your neighbor."
  - **During LG (Large Group)** the LG Leader should not have to stop Large Group to deal with discipline issues. **The first and easiest way to deal with this is if small group leaders are sitting with their kids. Most discipline problems will never happen if you are sitting with your kids.** If a LG Leader notices a discipline problem that a small group leader cannot see, the LG Leader will make it known that a small group leader is needed in a certain spot. If LG leader needs to redirect a child, he or she should do so in a positive manner.
  - Small Group leaders please DO NOT stand in the back during Large Group. You are missing a great time to be connecting with your group.

## Kidzworks Greeting Team Check In and Security

### Kidzworks Check- In

In Kidzworks, our main goal is to support the Holy Spirit as He awakens faith in kids and families. As a Check-in Kidzworker, your role in reaching this goal includes the following: greeting families; guiding parents and kids through registration, check-in and security processes; and finally, directing them to the room. All of these things will help them feel welcome and informed.

- Check in opens 15 minutes before the service. Please arrive 20 minutes before the service to make sure everything works and all Check- in Kidzworkers are in place.
- Be sure welcome gifts are out and ready to give to first time visitors.

### Kidzworks Security

In Kidzworks, our main goal is to support the Holy Spirit as He awakens faith in kids and families. As a Security Kidzworker, your role in reaching this goal is to create a welcoming and safe environment. As one of the first Kidzworkers that every family will meet, your welcoming demeanor and kind words can help families feel welcome, comfortable, and safe.

- All Security Kidzworkers need to arrive 25 minutes before service to create a safe environment.
- All Security Kidzworkers need to wear a kidzworks t-shirt, nametag, and walkie-talkie.
- If parents arrive before the drop off time, invite them to check in their kids for the next service, and let them know that Kidzworks will be open soon.
- Kidzworkers serving at the next service may enter the Kidzworks building earlier with their children so they can get to their serving area.
- There should be two security guards available at all times. Before services, during drop off, and during pick up, security guards should be at the entrances to Kidzworks. To get into the building, families need to have tags or be with someone who has a tag. Make sure to greet each family as they pass by. *Make it a goal to get to know the families names.*
- During service, the security guards should be in the main Kidzworks hallway. Please be sure to stay in visual contact with the other security guard. That way you will never be alone in the hallway, which will keep things safe for all Kidzworks participants.
- During your time of service please do not leave the Kidzworks area to get coffee, have a smoke, etc.
- If you're ever confronted by an upset Parent/Guardian, please remember to treat them with every kindness because even in that situation you are a representative of Christ. Make sure to bring them straight to Kidzworks staff.

During the 6pm Saturday and 10:30am Sunday Services, the Kidzworks lobby doors should be locked 15 minutes into the service. During the 9am service do not lock the doors, as families will occasionally have service times mixed up and will arrive too early or late for the service. Let them know when the next service is, and that they can wait in the coffee shop until that time. If they have any questions you can't answer, contact Kidzworks staff.