

Welcome!

Dear Dream Team Member:

Welcome to Southstone Kids! We are so excited you are here and for your interest in serving with the Children's Ministry at Southstone Church! You may not know it yet, but you are about to embark on one of the most significant and life-changing journeys in ministry! We truly believe there is no greater adventure than to pour the life-giving, and life-changing message of the Gospel into the lives of children.

This ministry offers a variety of ways to minister to children. From tech to communicating, small group leading, to worship leading, there is a place for you! Whatever your passion, we have a place for you to use your gifts and abilities to invest in children's lives.

This manual will cover the ministry mission, vision, values, and policy and procedures. We want each team member to understand why we do what we do. If, at any time, you have any questions, please do not hesitate to ask. We appreciate your questions and input!

Children are a gift and a heritage of the Lord (Psalm 127:3-4); when we steward them, we are stewarding His promise to us. This is truly one of our greatest callings as believers and we consider it an honor and privilege to serve our children. Thank you again for joining us in this eternal endeavor!

Blessings,

Kids' Team

Meet our Team

Kids Staff

Pam Richardson recently joined our team as the Director of Children's Ministry. She and her husband Scott Richardson have been members of Southstone Church and feel a calling to lead the younger generation towards Jesus. She oversees all coordinators and administrators for this department. We are blessed to have her on the team. You can reach her at Pam@southstonechurch.com



Christina Bautista is joining us as our part-time curriculum coordinator. She currently handles all curriculum and planning for preschool and elementary. Christina also helps manage our wonderful dream team. We are so thankful to have her on the team! You can reach out to her at Christina@southstonechurch.com for anything you may need.



Katelin Jumonville is our administrator for all ages in Southstone Kids. She works with all staff for room planning, running events, coaching during weekend services, planning baby dedication, and supervising paid childcare events. Katelin is here to answer any of your needs and assist wherever she can! Her email is kjumonville@southstonechurch.com



Tyra Hardin is joining us as our part-time dream team coordinator. She currently handles all scheduling, onboarding, and recruiting of dream team members. We are so thankful to have her on the team! You can reach out to her at Tyra@southstonechurch.com for anything you may need.



GENERAL POLICIES

- **Volunteers need to be able to be easily identified.**

Every leader is required to wear their volunteer check in name tag. You will check in at the computer before entering the hallway. This lets parents know that you are on the Dream Team, and have been background checked and approved by Southstone Church staff members as a leader.

- **Be ready to receive kids in your class 15 minutes prior to the start of the service.**

Be ready to receive kids into your area 20 minutes before service time. If you are not in your area it will make it hard for other volunteers to drop off their own kids. If volunteers are not in the room to accept kids, you will not have time to evaluate the room and be 100% focused on welcoming kids. If you are the only volunteer there at the time of arrival, please wait outside the room until the other volunteers arrive so you are never alone with kids.

- **No family members other than those approved can serve with you.**

In order to ensure the safety and security of all kids we kindly ask that your own kids and family members are not with you when you serve unless pre-approved by staff.

- **Be prepared to LEAD not READ.**

The lesson plans for rooms will be posted to planning center services in each week's plan as well as emailed out by our curriculum coordinator each week. Please read through the lesson ahead of time so that you know what to expect and can be fully present with your age group. Everyone scheduled for the room should be prepared to be the leader of the lesson.

- **Please do not use cell phones for personal use while you are leading.**

We live in a world where our cell phones are a part of everyday life. Please only use your cell phone when it is necessary within the provided plan.

- **Never post a picture of a child or a child's name to personal social media.**

We love having pictures and stories to share about what is happening in Southstone Kids. However, some families choose not to post their child's name or image on social media for either personal or security reasons. We must respect each family's

situation. If you have a picture or a story to share, please send it to a staff member. We are able to track whether or not a child has a photo release, or contact the family to gain approval before posting.

- **Please be aware of the food or drinks you bring with you while you lead.**

Many of the children in our care have allergies. If you have any item (except water) with you, we ask that you please ensure it is out of reach of the kids in your group. If parents leave a snack for a child in the nursery, we will store it with their items to be served to them separately where other children cannot reach it.

- **Please do not smoke or use other substances prior to leading.**

All leaders are expected to be fully prepared, mentally and physically, in a safe environment. Any leader who is deemed unfit to serve by a Southstone staff member will be asked not to lead. This includes (but is not limited to) the smell of smoke or alcohol.

- **Please follow the cleaning and reset procedures for your room.**

Make sure that your room is appropriately cleaned and reset for the next service leaders or to be closed down. There are sanitary wipes and spray available in each room located under the sinks. Please do not spray the room while kids are present. Wipe down the table and all toys that have entered hands small especially for babies in the nursery before the next group arrives.

CHILD SAFETY

- **It is our responsibility to maintain a safe environment for all kids in our care.**

The general definition of child abuse in the state of Texas is:

- Non-accidental physical harm
- Neglect
- Abandonment
- Emotional distress
- Any sexual contact between a caregiver and child even when consent is given.

The full definition of abuse is very specific and detailed. Understand that any form of abuse to a minor can lead to a felony conviction. The law takes cases of child abuse extremely seriously, as they should. Southstone Church considers this to be a zero tolerance policy and will prosecute any violators to the full extent of the law.

If you ever suspect that a child is in an abusive situation, you must report it to a staff member. Do not question the child or discuss the situation with anyone. The information regarding the child should be kept confidential between you and the Southstone Church staff member. After you have reported your observations, a staff member will handle further interactions with the family and proper law enforcement agencies, if necessary.

If a child is endangering himself or others, attempt to move him away from the situation and distract him. If this is unsuccessful, contact a Kids staff member who will handle the situation further.

- **Background Check Requirements**

All volunteers are required to complete a background check prior to serving. Each profile is reviewed on a case by case basis by a Kids staff member and the Executive Pastor if necessary. Anyone with a charge related to abuse, or child endangerment will not be cleared to serve. This information will remain confidential between you and the appropriate staff.

- **Always serve with someone else.**

To maintain the highest level of safety for our kids and volunteers, no leader should be alone in a classroom with children. If you arrive and your co-leader isn't present, notify a Kids staff member and make sure your classroom door stays open.

- **You are expected to know where your kids are at all times.**

All children should remain with you in the classroom unless you have handed them off to the care of another Kids team member. Under no circumstances is a child to leave the room by themselves.

- **If a child is upset and you are unable to calm them down, contact a Kids Staff Member.**

Parents will be notified if the child is upset for a consistent 10 minutes unless otherwise specified by the parent. Please radio or call for a staff member if help is needed for this task.

CHECK-IN & CHECK-OUT

- **All Kids should be checked into the correct area and for each service they are attending.**

Check-in stickers have the child's name, assigned age group/room, attending service hour(s), and a security code. The security code serves as a way to verify that the child is being released to an approved adult as well as a way to contact parents during the service.

- **At check-in, confirm the sticker of each child as they enter the group.**

Please ensure that all children are in the correct age group, as they are dropped off. If a child is in the incorrect class, please direct the parent to the correct class. If you are supposed to be receiving children from another classroom, a Kids staff member will notify you.

- **Children should only be released to adults with matching parent security stickers.**

When parents check their children in, they are given a parent security sticker that must be matched to the child's check-in tag before they can be released from the group.

- **Direct parents who have lost their security tag to the Kids check-in area.**

Parents who have lost their security sticker must report back to check in and reprint another tag. If someone needs assistance, please radio for a staff member. **DO NOT RELEASE ANY CHILD TO ANYONE WHO DOES NOT HAVE A TAG WITH MATCHING NUMBER. EVEN IF YOU KNOW THEM.**

- **Roster tags given to volunteers at the door.**

Parents will place a name tag on the child before they enter the classroom and then hand another name tag to you. Please place this in the binder located in the room to ensure you have a copy for each child. This will serve as your roster to grab and take with you in case of evacuation, as well as keep count of the kids who were in your room for the service.

DISCIPLINING CHILDREN

Kids can get excited about what's happening and that's okay! **We hope they are excited to be here!** If you have an issue with a child's behavior try simply moving next to them while still participating in what's happening. Proximity makes a big difference! If there continues to be a problem, give a verbal warning. If the problem persists, ask the child to take a break to refocus for a few minutes. If the problem continues, let a staff member or classroom coordinator know.

It is never acceptable to embarrass or harm a child. Spanking and all other forms of physical punishment will not be tolerated.

- **The best way to prevent discipline problems is to be prepared.**

Here are some tips to help avoid problems:

- Review your lesson materials before kids arrive
- Redirect negative action into positive action. Tell them what to do instead of what not to do.
- Clearly explain consequences early.
- Provide acceptable choices when you can.

- **When speaking to a parent, be encouraging and honest.**

Often parents will ask how their child's behavior was during the hour or there will be a situation you need to share with a parent. Be sure to only communicate necessary information. When discussing a problem, always communicate it with a positive action and with the intent to find a solution. (**Ex:** Little Johnny had a couple moments where we had to talk with him, but I know that next week will be much better) If there was a situation involving another child, please do not share the name or information about the other child.

- **Do not engage with a parent that is angry or threatening to you in any way.**

It is not your job to resolve conflicts that parents have with programming or procedures. If a parent is upset, direct them to a Kids staff member.

HEALTH & INJURIES

- PREVENTATIVE CARE -

Please wash or sanitize your hands:

- Make a habit of washing your hands regularly.
- When they arrive in the classroom
- After using the restroom
- After sneezing or coughing
- After changing a diaper or helping a child in the bathroom
- After helping wipe a child's nose
- After handling soiled clothing
- After helping an ill child

- CHILDREN WITH ALLERGIES -

- **It is the parent's responsibility to notify the Kids staff of any allergies at registration or check-in.**

It is the leader's responsibility to check for any listed allergies when the child is dropped off. The child will get a sticker if no goldfish are allowed to be placed on their shirt. **There is to never be any reason to have food given to a baby in nursery unless the parents gives direct instructions to feed them.**

- ILLNESS -

- **Any child or leader that has not been clear of the following conditions for 24 hours should not participate in Kids programming for the weekend.**
- Fever exceeding 99.9° F
- Vomiting
- Diarrhea
- Runny nose with snot with color
- Any unexplained rash or skin infection
- Frequent coughing/sore throat
- Conjunctivitis (Pink Eye) or other eye infection
- Any other known contagious virus
- **If a child appears to be ill at drop off, ask the parent and notify a Kids staff member.**

When a child is visibly ill, ask the parent to wait outside of the classroom with their child until a Southstone Kids staff member can determine the best way to proceed.

- **If a child becomes ill during service, remove the child from the group and notify a Kids Staff member.**

The child will be removed from the group and parents will be contacted. Every effort should be made to comfort the ill child while protecting the health of the other children in the classroom.

- **If there is a bodily fluid spill of any kind, notify a Kids staff member.**

When there is blood, vomit, urine, or stool, which requires clean up, move all children to another classroom. A staff member will clean the room.

- **Head lice are treated as a contagious virus.**

Lice are tiny dark colored insects that live in human hair. They lay tiny white eggs, called nits that lice glue to strands of hair close to the scalp. While they are difficult to see, a person can view nits if looked at closely. In the case of lice, the child and any other child in the same home as the child will not participate in any Kids programs for a full 48 hours from the time of discovery.

- INJURY -

- **Treating minor injuries.**

First, notify a staff member immediately. A first aid kit is available in every Kids class room. We cannot treat injuries with medication of any kind (i.e. alcohol cleaning wipes, antibiotic cream, etc.). Any time that a child's injury creates a new mark (bruise, scratch, etc.), draws blood, or is bitten, an incident report needs to be completed. These will be done by the staff members. All reports need be signed by a staff member or room coordinator and the parent of injured child.

- **If a child bites another child, notify a Kids staff member or room coordinator immediately.**

Any child that bites another child will require that a parent conversation happen at pick up with a Kids staff member or room coordinator.

- **Treating major injuries and Medical Emergencies:**

- Remain calm and use common sense
- Notify a Kids Staff member
- **If you feel 911 is needed, please call them right away. This would be if a child is in need of an ambulance. Examples would be not breathing, unconscious for any amount of time, having a seizure, or major broken bones are detected.**
- A staff member will contact the parent and inform them about the situation.

- Someone should remain with the child having a medical issue at all times and encourage the injured child to remain as calm as possible
- Do not attempt to move the injured child. If possible, remove the other children from the classroom and into a safe environment.
- A Kids Staff member will complete a full incident report and get the safety and medical team there promptly.

DIAPER AND BATHROOM POLICY

- DIAPER CHANGING STANDARD -

- For safety and to best protect both our leaders and children, a male leader should not change a child's diaper. Only an adult (age 18 or older) female leader should change a diaper.
- Diapers should only be changed in the presence of another leader.
- Never leave a child unattended on a changing table.
- Wash your hands before changing each diaper.
- Put on the provided gloves.
- Put disposable sanitation paper on the changing mat.
- Get a clean diaper from the child's diaper bag. If the child does not have a bag, use a diaper provided by the church in the classroom.
- Place child on changing pad.
- Change soiled diaper. Only use cream or ointment found in the child's diaper bag as instructed by the parent.
- Redress the child, and set them back on the ground.
- Discard soiled diaper and sanitation paper in the trash can or diaper genie.
- Remove gloves and discard.
- Wash your hands immediately after the diaper change.

- USING THE BATHROOM -

If a child is potty trained, they should be able to tell you when they need to go to the bathroom. This is any child that is in underwear of their own. Until that point, the parent is expected to drop off with diapers or a pull-up. For ages 3 and up, if they have an accident, politely radio or call for a floor leader to contact the parents to come change them.

When a child informs you that they need to use the restroom, notify the other leader(s) in your area. Walk the child to the nearest available restroom. Ask the child if they need assistance or not. Only adults (age 18 or older) female leaders should assist children in using the restroom with the door open. When possible, a second volunteer should be present as well. You should NEVER be ALONE with a child. Once a child is finished using the restroom,

confirm that they have washed their hands and walk them back to the classroom.

Our elementary restrooms upstairs allow multiple students in at a time. Volunteers of either gender must never enter a restroom when children are inside. Please check before and make sure you are never with children inside of a restroom. You can wait outside the doors for students to finish using the restroom and only enter if there is a true emergency, then which you would get a lady for the girls and a gentlemen for the boys.

EMERGENCY SITUATIONS

- FIRE -

- Follow the fire evacuation route in your classroom.
- One leader should assist children in forming one line at the door while another leader counts the number of children in your care.
- After all children have been counted, check under any furniture, under tables, or other area where a child could hide.
- There is a rope to have students hold and gather on if you were exiting the room. These are found near the doors. In case of a fire just exit as quickly as possible,
- Check the hallway and make sure it is safe to exit the room.
- A staff member will dismiss classes into the hallway towards their exit as soon as it is safe to enter the hallway.
- Walk your children to the area designated on the evacuation plan posted next to your door.
- Nursery and toddler rooms that have smaller infants and children, will be assisted by the security team to help get them out safely and quickly.
- Once arriving at your designated area, if possible, have your children sit on the ground and count them to make sure that every child is accounted for and has been removed from your classroom safely.
- If you are missing a child, **DO NOT GO BACK INTO THE BUILDING**. Notify a staff member and police officer or fireman.
- All check-out procedures will be placed on hold until you have reached the secure location and all children have been accounted for.
- If parents arrive to pick up a child, follow the same procedure as in a classroom. No child is to be released from your care without a matching tag.
- Once an all clear has been given, a staff member will release classes back into the building from the secure area.

- TORNADO/INCLEMENT WEATHER -

- You will be notified by a staff member that we are moving to a shelter-in-place situation (i.e hallway).
- Follow the tornado evacuation plan listed on the map posted next to your door.
- Children in temporary buildings will be moved into the auditorium.
- All check-out procedures will be placed on hold until you have reached the secure location and all children have been accounted for.
- If parents arrive to pick up a child, follow the same procedure as in a classroom. No child is to be released from your care without a matching tag.

- MISSING CHILD -

- Lock down the classroom and remove all distractions (music, video, etc.) and make an announcement in the classroom calling the child's name. Ask children and leaders in the room to help you look under furniture, tables, in cabinets, etc.
- If the child is not found, notify a staff member immediately. Please be able to communicate the child's name, what group they should be with, where they were last seen, and what they are wearing.
- Station a volunteer at the exit door, not allowing anyone in or out of the room.
- A staff member will notify the parent of the child.
- Dream team members will be placed at each exit, not allowing anyone in or out.
- We will halt traffic in and out of the parking lot.
- Staff and volunteers will search the campus until the child is located.

- THREAT OR DANGER OF BODILY HARM -

- In the event that there is someone on campus that poses a potential threat to any individual, contact a staff member immediately.
- The threat will be identified and assessed.
- If need be, the Southstone Church staff will place the campus in lockdown.

Southstone Kids Dream Team Member

Team Leader: Tyra Hardin



- **Before Service**

- Confirm service time on Planning Center
- Arrive in the “service” room 20 mins before service time.
- Preview lessons on Planning Center or via email and look through materials upon arrival to make sure you are ready to communicate or serve as SG leader.
- Check with the team lead for any additional information that may be needed.

- **During Service**

- Welcome kids as they enter the room, check for tags and allergies or directions from parents, and engage in activities to build relationships with kids.
- Assist with restroom breaks by walking kids to and from the restroom. Kids should always be accompanied by an adult when outside the service room.
- Welcome late comers and help them get involved.
- Actively monitor the room to ensure students are accounted for and not exiting the room unaccompanied. Monitoring ensures safety for everyone. Model and participate with kids in worship and the lesson.
- If leading a small group, deliver meaningful conversations and age- appropriate communication with the kids based on the key points from the lesson. The small group lesson will help to guide this conversation.
- Keep all kids together with you until dismissal time.

- **End of Service**

- Match the kid’s tag with the parent pick up tag before releasing and collect the tags. If the parent does not have a tag, send them to print a new tag before releasing or contact a “serve-lead” or staff member for help.
- Encourage kids to return and give any handouts to families as they leave.

- **After Service**

- Remain in the serve area until new Dream Team staff has arrived. NOTE_ THERE MUST BE TWO ADULTS AT ALL TIMES>
- Check in with team lead, serve lead, or Kids Staff member and give them any information they may need before leaving.
- Make sure your area and all areas are cleaned before leaving.

- **Additional Information**

- Check in at the “check in station” for your tag that indicates you are serving.
- Communicate to the team leader if you will be late or need to cancel.
- There is a walkie in each room. This is for emergencies and/or if you cannot find a “serve lead” in your hall. Use this for a quick response from Kids staff .

If at any time you feel like you are not prepared or have more questions, please do not hesitate to request to sit with us and review these policies. We are here to keep kids healthy and safe while their parents attend services. We are grateful to you for serving and wanting to be prepared.

Southstone Kids' Staff

Welcome to the Team!

