

BETHANY ROAD

KIDS

**POLICIES &
PROCEDURES**

Bethany Road Kids

POLICY & PROCEDURES

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Welcome to Bethany Road Kids!

We are excited to have you join our children's ministry team, Bethany Road Kids. It is our prayer that your presence will not only benefit the children you are serving, but that you will grow deeper in your own relationship with Jesus Christ because of your commitment to serve Him in this way.

At Bethany Road Bible Church, we want the same thing for children that we want for adults: that they worship, walk with, and serve Christ. Parents desire a safe place where children feel welcomed and loved. We are committed to the protection and safety of all the children in our care, and in doing so, we also strive to protect our volunteers.

Volunteer Resources

Bethany Road Kids Staff:

Director: Sara Lisle - slisle@bethanyroad.org
Assistant: Dacey Roth - droth@bethanyroad.org

Qualifications:

All adult volunteers must attend both Discover and Church 101 before serving at Bethany Road Bible Church. Anyone who serves in Bethany Road Kids must be committed to the biblical values of Bethany Road Bible Church as reflected in the doctrinal statement. We strongly desire that each volunteer engage in both serving and worshiping on Sunday mornings. Classroom teachers must be members, with the exception of junior helpers or college students (who meet the remaining qualifications).

Junior Helpers:

Junior helpers are students in grades 6-12 who regularly attend Bethany Road Bible Church, preferably those whose parents are already serving in some capacity. This is for mature students who have a relationship with Christ, are actively involved in our student ministry, and have consistently been part of children's ministry. Fifth graders may serve alongside a parent with approval from the Bethany Road Kids Director. Junior helpers may teach, with the approval of the Bethany Road Kids Director.

Orientation & Training:

Each new volunteer will receive a copy of this manual along with an acknowledgment form to be signed before serving. There will also be a short orientation time with a Bethany Road Kids staff member. At certain times during the year, we may have training meetings in order to pray, give ministry updates, and talk through procedures. We want to provide you with the support you need in this ministry. If you have questions, comments, or concerns, please contact the Bethany Road Kids Staff listed above.

Volunteers in the 2's-3's, 4's-K and 1st-3rd & 4th-5th classrooms will receive an emailed lesson plan during the week before they serve so that they may better prepare for the coming Sunday.

Volunteer Check-In:

Volunteers are to arrive twenty minutes before the service. They are to pick up their name tag and wear this while in the classroom. Two volunteers (at least one adult) are to be in each classroom to welcome the children when they begin arriving. If there are only two volunteers in a room, the preference is that they are not related to each other.

Safety and Security Procedures

General Security:

During services, children (birth through 5th grade) are to be in the appropriate classroom or with their parent. No child should be wandering the halls or unsupervised in any room. In general, no unauthorized persons are allowed to be in the Bethany Road Kids area during the service. The Check-in Leader, ushers, or those handling security will redirect people. **For the protection of our volunteers as well as our children, volunteers are never to be alone with a child they are supervising, in or out of the classroom.** Volunteers should also never take pictures of children or post them on social media. This is a violation of privacy, upsetting to some parents, and potentially dangerous for certain children.

Check-in Procedures:

It is critical that the children are properly checked in at the Check-in Counter for purposes of attendance and security. Each child should already be wearing a name tag before entering the classroom. If a child does not have a name tag, please ask the parent if they have checked the child in and direct them back to the Check-in Counter.

During check-in time, two leaders (at least one adult) should be in the room to open it. Use the following procedure:

1. Stand at the door and greet the parents and/or welcome each child into the classroom. Children are not allowed in until there are two volunteers present.
2. Record each child's name on the attendance sheet as the child enters the room.

Check-out Procedures:

When parents pick up their child, an adult should:

1. Make sure that all children's name tags are on the clipboard. Stand at the door, call each child to the door and dismiss children one at a time. It is helpful if the children are seated with their belongings a few minutes before parents get out of the service.
2. In order for a child to be checked out, the parent must give you the guardian receipt (or show it to you if they have more than one child to pick up). Please verify that the security numbers match and make a checkmark on the child's name tag. The guardian receipt may be set aside and thrown away if collected. If a spouse has the guardian receipt, please wait to get it before releasing the child. **This is a very important security procedure.** Never allow a child to be dismissed to anyone who is not authorized to pick up the child. If the parent cannot find the guardian receipt, they must go to the Check-in Counter to receive a new one. Visitors and non-regular attenders must show their ID in order to receive a new guardian receipt.
3. Do not allow parents/guardians or siblings to enter the room during dismissal time. This will help you to keep order and facilitate a speedy dismissal.

Classroom Safety:

Only authorized volunteers are allowed in the classrooms. All volunteers are required to wear a Bethany Road Kids name tag as a means of identifying them as someone authorized to be in the classroom. Please do not allow unauthorized individuals into your classroom, unless a parent needs to come in for a few minutes to help a child get settled. If you have any questions or concerns, contact a staff member immediately. The following ratios are to be observed in each classroom: Nursery (1 adult: 4 children), 2's-3's (1 adult: 6 children), 4's-K (1 adult: 8 children), 1st-3rd (1 adult: 10 children), 4th-5th (1 adult: 12 children).

Classroom Management:

It is important to establish rules and boundaries at the beginning of class or before the lesson, at the discretion of the teacher. In order to get the children's attention, a signal could be used such as a hand clap, calling out/back a phrase or turning on/off the lights. Be sure to give transition warnings for younger kids or kids who struggle behaviorally. For example, "In two minutes we will clean up the toys and get ready for story." Use positive wording: listening ears, looking eyes, inside voices, kind hearts, helping hands. Sometimes consequences are appropriate. Some options: verbal reminder of the rules, redirection to another activity, short term loss of privilege, Check-in Leader's help. You may use the "double bind" method. Give the child two choices, both of which you approve. Example: "You can either sit quietly for the story on this chair/bench/carpet square or you can stand quietly at the back of the story room area." Give the child choices that work with your plan. Avoid overreacting with children. If you have a concern about a child (unusual or difficult behavior, potential special needs), please talk to the Bethany Road Kids Director or Assistant to come up with a plan.

Paging System:

In the case that we need to contact the parent of a child in the Nursery or 2's-3's classroom, the Check-in Leader will text the parent to come back to Bethany Road Kids using the Check-in application. If that doesn't work, she will text the Service Director the child's security number to put on the worship center screen.

Bathroom Policy:

It is Bethany Road Bible Church's policy to never have a child alone (1:1) with a volunteer! All children kindergarten age and under must be accompanied to the bathroom. If an individual child needs to use the bathroom, an adult female volunteer must always have another volunteer present or take an additional same-gender child. If a child needs help in either of the children's ministry bathrooms, an adult female volunteer may assist as long as the stall door is left open and there is another female volunteer in the bathroom. Male volunteers may not enter either of the bathrooms but may accompany children to the bathroom if another adult female volunteer is present.

Schedule Changes:

In order for our weekend ministry to take place, we are counting on your commitment to serve on your scheduled weekend. If you are scheduled to volunteer and are unable to serve, please make every effort to find someone who can switch weeks with you. Please email or call the Bethany Road Kids Director or Assistant by the Friday before you are scheduled to volunteer to let them know who will fill in for you. It is understandable that some circumstances may arise on the day you are scheduled to volunteer, in which case you are to contact the Bethany Road Kids Director or Assistant as soon as possible.

Incident Report:

Any incident (including but not limited to injury, illness, or inappropriate behavior) that occurs in your classroom needs to be followed up with an incident report. You will find incident reports in your classroom, attached to the clipboard, or contact a staff member for further assistance. Please give the completed incident report to the Bethany Road Kids Staff. **IMPORTANT:** Anyone who has a reasonable suspicion that a child is being abused or neglected must report it to a staff member immediately.

Child Protection/Reporting

Bethany Road Bible Church complies with the State of Illinois DCFS (Department of Children & Family Services) policy for mandated reporting. All Bethany Road Kids staff and volunteers are mandated reporters and must undergo training every three years. Any suspicion of abuse or neglect must be immediately reported to the Bethany Road Kids Director, Assistant or a Pastor. We will work together to prepare a DCFS report, if needed.

Why must we report child abuse/neglect to a state agency instead of dealing with it as a church?

The abuse or neglect of a child is a crime as well as a sinful act. We have a responsibility to the governing authorities that God has put over us (Rom 13:1), and we must do all we can to guard children from harm.

What is child abuse or neglect?

The federal Child Abuse Prevention and Treatment Act (CAPTA) has defined child abuse and neglect as "any recent act or failure to act on the part of a parent or caregiver that results in death, serious physical or emotional harm, sexual abuse, or exploitation, or an act or failure to act that presents an imminent risk of serious harm."

As a Bethany Road Kids volunteer, you can play an important part in the healing and redemption process of a child who may have been abused or neglected. Pray for these children that they will be safe, secure, and loved. You are part of this as you build relationships and mentor these children. Have a healthy suspicion of others. We need to protect our children, church, and volunteers.

How do I know if something should be reported?

Typically, a report must be made when the reporter suspects that a child has been abused or neglected. Even if it is something that is minor or doesn't feel right, always speak with a staff member. It is your responsibility to listen and report what was stated. You do not need to substantiate your suspicions. Let DCFS make their investigation and pray that the truth comes to light. Do not discuss the situation with anyone other than the proper authorities and the appropriate staff. As a reporter your identity is anonymous. You may provide your identity so DCFS can follow up with you on the resolution of the case. The family will never know that you reported but will be told specific wording that was used in your report.

What should I do if a child wants to tell me a secret or shares something concerning?

A child may open up to you as someone they can trust. If a child says they want to tell you a secret, you should respond, "I want to hear what you have to say, but I can't promise to keep it a secret." That way, if they say something that causes you to suspect abuse or neglect, you can report it without betraying their trust. As you interact with them, listen and don't respond strongly. A child who thinks they won't be believed often won't share their story with another person. If you can, say, "I believe you," it means a lot to the child. Ask open-ended, but not leading, assuming or shaming questions. Don't ask them why they didn't tell anyone, which can make them feel like it's their fault.

What is appropriate physical contact with a child?

While appropriate physical contact with children can be an effective means of aiding in communication, redirecting attention, calming restlessness, it can also be easily misinterpreted. There are a few simple rules to abide by in order to help protect yourself from accusation:

1. Always remain in view of other volunteers.
2. Limit your physical contact to what is appropriate, according to the age of the child. Many actions that would be appropriate for very young children (holding, sitting on laps, assisting in the bathroom, etc.) are not appropriate for grade-school age children. Sitting on laps is only appropriate for children under four.
3. Restrict your physical contact with children to "safe areas" and for brief times, with no rubbing or massaging. Safe areas generally include hands, arms, shoulders, upper back, and head. Do not touch a child on or near any region that is considered private (on any part of their body that a swimsuit covers) unless changing diapers or assisting 2's-3's with using the bathroom.
4. Never touch a child out of frustration or anger.

Health and Emergency Procedures

***A first aid kit is in each room, in the far left cabinet drawer or at the Check-in Counter.**

Injury:

Always report any injury to the parent even if it's minor (including split lips, small scrapes, pinched fingers, etc). Typically the injury can be treated with a little loving attention, cool cloth or a Band-Aid. Fill out an "Incident Report," if needed, after treating the child. Ask the Bethany Road Kids Staff if you are unsure.

Serious injury involving seizure, head injury, eye injury, broken bones, loss of consciousness, excessive bleeding, allergic reaction, etc. should be treated as follows:

Keep calm! Do not move the child and keep him/her as calm as possible, removing other children from immediate area. Send a volunteer to find a staff member and have an announcement made in the service to receive medical assistance from medical personnel attending the service. The staff member will phone 911 if necessary and alert the parents. If the parents cannot be found and the child needs to be transported to the hospital, the staff member will accompany the child. All those involved in the emergency must fill out incident reports immediately after the emergency. Staff members will follow up with the parents.

Illness:

Volunteers must be fever/vomit free for 24 hours prior to the scheduled volunteer time. Please make arrangements for a sub in your classroom, and if that is not possible, contact the Bethany Road Kids Director or Assistant as soon as possible. Children must be fever/vomit/illness free for 24 hours as well.

Do not admit an obviously sick child. A child with a colored discharge from the nose, a troubling cough, and/or indications of a fever or diarrhea should not be admitted to the classroom. Check with the parent during the sign-in process to ensure the child is well enough to attend. If a child becomes ill during class, contact the Check-in Leader to page the parents. Be sure to isolate the child from the rest of the class.

Emergency:

If any emergency occurs within the facility (electric sparks, loss of power, pipes bursting, fire), immediately remove the children from danger. Send a volunteer to alert the Check-in Leader. In case of fire, move children outside through the nearest exit. Take the attendance sheet clipboard and blankets/coats in winter, but do not take anything else. Stay together as a group and remain calm. Parents will find you. The children are depending on you for their safety. Be sure to use the proper check-out procedure when parents arrive.

Emergency Procedure for Clean-up of Bodily Fluid:

In the event that you have to deal with a bodily fluid situation (vomit, urine, blood) first isolate the area in the classroom. Remove other children from room for a bathroom trip if needed.

Use these steps for clean-up:

- *Call Check-in Leader to get help.
- *Use the latex gloves and paper towels provided in your classroom to do any cleaning of fluids.
- *Spray equipment with the provided disinfectant. Use Bodily Fluid Cleanup material if necessary.
- *Put used, disposable cleaning supplies in a garbage bag to be tied shut after cleanup is finished.
- *Wash hands thoroughly when finished.

Intentionality with Children

I. Key elements for maximum effectiveness:

- A. Connecting with children
 - 1. Listening to their comments
 - 2. Asking the right questions shows you're interested in them
- B. Caring for the children
 - 1. Learning about home life
 - 2. Learning about difficulties in life
 - 3. Learning about their spiritual condition
- C. Communicating with children
 - 1. Praying with children
 - 2. Interacting with children
 - 3. Complimenting children's achievements and character
- D. Challenging the children
 - 1. Driving home the main point of the lesson and following up the next week of class

II. Evaluating our effectiveness:

- A. Do I know the names of the children in my classroom?
- B. Do I know their spiritual condition?
- C. Have I attempted the "Key C's" with each child?

Discipline Policy

Two types of situations arise where it may be necessary to discipline a child:

- 1. Willful disobedience and disruption of the classroom.
- 2. Aggressive, unsafe, or unacceptable behavior in the classroom.

We believe that an environment of safety should be maintained in the classroom. When a child is aggressive or provoking in behavior, the safe and caring atmosphere of the classroom is threatened. However, there should be no physical discipline of a child. If a child is behaving in this manner, try the following techniques:

- 1. Leaders should clearly define the rules for their classroom and their expectations.
- 2. If a child is acting disobediently or disturbing the classroom, your goal is to change the behavior.
 - A. Be Clear - Inform the child of the inappropriate behavior and share the desired behavior.
 - B. Be Firm - Let the child know the consequences of wrong behavior.
 - C. Be Consistent - This helps your class know the boundaries.
 - D. Avoid Threats - This helps your class know you are serious.

The teacher should initiate all discipline, when able. Helpers may implement the discipline, such as sitting with a child. If a child has been disciplined, the situation needs to be addressed with the parent, especially if you had to stop class. It is important to enlist the support of the parent in helping a child develop self-control. Present the situation in a non-threatening way. "Today we have been working with Tommy on sitting still during teaching time. We would like you to talk to him about it." Always try to approach the parent after class, not while they are picking children up.

Severe behavior problems may be very difficult. Do not let children participate in horseplay or physically/verbally hurt other children in your classroom. If aggressive, hurtful behavior is observed and you are not confident that it will cease, seek the help of the staff. It will be up to the staff member to talk with the parents and if necessary, remove a child from the class.

Staff Role Responsibilities

Position: Bethany Road Kids Director & Assistant Director

Goal: The Bethany Road Kids Director & Assistant Director offer leadership and support to the classroom leaders.

Responsibilities

- Make sure there is a leader in every classroom.
- Place a high value on helping our children Worship, Walk with and Serve Christ.
- Interact with parents before and after class.
- Help recruit parents, other adults and junior helpers to serve in the classrooms.
- Purchase supplies.

Before class begins

- Pray with the leaders.
- Make sure the Check-in Counter is staffed and ready.
- Make sure all classrooms are open 15-20 minutes prior to service.
- Move volunteers to different classrooms so that ratios are appropriate.

Classroom Opening

- Make sure leaders greet parents and child at door.
- Make sure classrooms stick to schedules.

Lesson, Worship, and Application Time

- Oversee that all aspects are running smoothly.

Check-Out

- Make sure that volunteers are checking children out of classroom correctly.

Clean-Up

- Make sure classrooms are put in order and are ready for the next service.

Volunteer Role Responsibilities

Position: Check-in Leader

Goal: The Check-in Leader helps parents check children in and offers support to the classroom leaders.

Responsibilities

- Welcome families and print name tags for each child. Diaper bag tags for Nursery children are in the Nursery already.
- For new families, have them fill out a registration form and prepare temporary tags for children, noting any allergies on the tag.
- Make sure ONLY volunteers, children and parents of children enter Bethany Road Kids area.
- If a parent comes mid-service to drop their child off but needs to take him/her to the bathroom, stand outside bathroom until they come out. Then walk them to the appropriate classroom.
- Count the number of leaders and children in every classroom using the pink half-sheet.
- Make copies or give additional snacks to teachers, as needed.
- Assist with bathroom trips as needed. For the 2's-3's classroom, stand at the classroom door or, if there's a male helper or teacher, at the door between the classroom and the women's bathroom.
- Monitor 1st-3rd/4th-5th grades use of bathrooms.

End of Service

- Notify classrooms when the final song starts so they can prepare.

Position: Nursery Volunteer

Goal: To provide a safe, loving environment for the children under age 2 of Bethany Road Bible Church as well as get to know parents and establish relationships.

Before Each Service

- Pick up volunteer name tag at Check-in Counter.
- Be ready to serve in designated classroom at least 15-20 minutes prior to the service.
- Pray with other volunteers.

Check-In

- Welcome children and talk with parents regarding anything noteworthy about their child.
- Write each child's name on the attendance sheet as they enter the nursery.
- Make sure each diaper bag has an item tag with the child's name on it.

During Each Service

- Read a short Bible story to the children, during snack time or whenever things are calm.
- Fifteen minutes prior to the end of the service check all diapers and change as needed.

Diaper Changes

Only female volunteers over 16 years old are allowed to change diapers. All diaper changes should be done with a disposable changing pad in place, replacing the pads as needed. Never leave a child unattended on the changing table. Latex gloves are provided and should be used for every diaper change.

Crying Babies

Only call a parent out of the service when it's truly necessary. After 10-15 minutes of attempting to console the child, please use good judgment and talk to the Check-in Leader or Bethany Road Kids staff member. The Check-in Leader can page the child's parents, if needed.

Clean-Up

- All toys and furniture should be arranged neatly and orderly in their appropriate places.
- Any cups and bottles that a child used should be put back in the child's diaper bag.
- Make sure snacks are put back in snack bin.

Check-Out

- Be at the door checking out children, verifying that the guardian receipt security number matches the child's name tag before releasing a child to their parent. Talk to the parents about their child. Inform them of any incidents (bumps, falls etc.).

After Each Service

- Disinfect any toys or items that have been in direct contact with a child's mouth as well as the table and any larger toys and equipment that have been touched or handled.
- If snacks and supplies are running low or something is broken in your room, please inform Check-in leader or Bethany Road Kids staff member.
- Affix volunteer name tags to check out sheet and hand in at Check-in Counter.

Position: Teacher

Goal: To provide a safe, caring environment for the children of Bethany Road Bible Church, to teach them to know Christ and to apply what they are learning to their lives, as well as to get to know parents and establish relationships.

Before Each Service

- Pick up volunteer name tag from Check-in Counter.
- Be ready to serve in designated classroom at least 15-20 minutes prior to the service.
- Pray with helper(s) and review the lesson plan for the morning.
- Greet children and their parents at the door, introducing yourself whenever possible.
- Write each child's name on the attendance sheet as they enter the classroom.

During Each Service

- Go through scheduled activities with children.

Check Out

- Be at the door checking out children, verifying that the guardian receipt security number matches the child's name tag before releasing a child to their parent. Talk with parents about their children and what they learned today.

After Each Service

- Straighten up all tables and chairs, clean up any snacks, crafts, or toys and put them in their appropriate places. Be sure to disinfect the tables and other toys/items that may need it.
- If supplies are running low or something is broken in your room, please inform Check-in Leader or Bethany Road Kids staff member.
- Affix volunteer name tags to check out sheet and hand in at Check-in Counter.

During the Week

- Pray for the children by name.

Position Specifics: 2's - 3's Teacher

During Each Service

- Allow the children some free play time.
- Go through scheduled activities (game, verse, lesson, worship, etc.) with children.
- Serve a snack to the children.

Bathroom Trips/Diaper Changes

There must be two volunteers in the classroom at all times. For bathroom needs or diaper changing, an adult female volunteer must always use the women's bathroom. Call the Check-in Leader to help supervise at the classroom door or, if there is a male teacher or helper, at the door between the classroom and the women's bathroom. The male teacher/helper must stand at the classroom door to monitor the hallway. If a child needs help in the stall, make sure to leave the stall door open. All diaper changes should be done on the changing table. Latex gloves are provided and should be used.

Position Specifics: 4's - K Teacher

During Each Service

- Go through scheduled activities with children.
- Serve a snack to the children.
- There must be 2 volunteers in the classroom at all times. For bathroom needs, take the whole class (and the clipboard). Head counts of all children should be made before and after bathroom trips. Stand outside the open bathroom doors until each child comes out. If there is a problem, call the Check-in Leader for help. If a child needs to go at another time, a female adult volunteer must always have another volunteer present or take an additional same-gender child.
- Allow for free play time until parents pick up their children.

Position Specifics: 1st - 3rd & 4th - 5th Teachers

During Each Service

- Help make children feel welcome and try to get to know each one.
- Hand out folders, go over verse and encourage children to work on activity sheets.
- Make sure class stays together from classroom to Chapel (taking the clipboard) and back again. Head counts should be made before and after Chapel time.
- Be positioned throughout rows and participate during worship time.
- During classroom time, a child may go to the bathroom while a leader stands at the classroom door until they return. For Chapel time, bathroom breaks are on an emergency-only basis. In this case, send two children of the same gender while a leader waits at the back of the Chapel until they return.
- For small group time, encourage children to participate and help with discussion.
- Encourage children to understand the lesson and to apply what they are learning to their lives.

Position: Helper

Goal: To assist the Teacher and interact with the children.

Before Each Service

- Pick up volunteer name tag from Check-in Counter.
- Be ready to serve in designated classroom at least 15-20 minutes prior to the service.
- Pray with the Teacher and review the game plan for the morning.

During Each Service

- Go through scheduled activities with children.
- Adhere to Bethany Road Kids bathroom policy.

Check Out

- Interact with children until parents arrive.

Clean Up

- Assist the Teacher with any cleanup before leaving the classroom.

During the Week

- Pray for the children by name.

Position Specifics: 2's - 3's & 4's - K Helpers

During Each Service

- Play with children during free play time and until their parents arrive.
- Help the children sit quietly during scheduled activities.

Position Specifics: 1st - 3rd & 4th - 5th Helpers

During Each Service

- Help make children feel welcome and try to get to know each one.
- Hand out folders, go over verse and encourage children to work on activity sheets.
- Make sure class stays together from classroom to Chapel.
- Be positioned throughout rows and participate during worship time.
- For small group time, encourage children to participate and help with discussion.