

Children's Ministry Handbook and Policy and Procedures Manual

Mission Statement: We are in the business of changed lives. We live to turn the uncommitted and opposed into unashamedly committed, fully devoted followers of Christ. Everything we do is measured by its usefulness, effectiveness, and contribution toward this purpose.

Dear North Point Children's Volunteer,

Thanks so much for your interest in the North Point Children's program. We highly value you, our volunteers, and the ministry you provide to our children on Sundays. We also value our children and want to provide for them an environment that is safe and nurturing so that they can actively learn about the God who loves them.

We have established this Handbook, including our policies and procedures, to protect not only our children but also, you, our volunteers, and North Point's mission. These rules will be strictly enforced. It is therefore imperative that you know and observe the rules listed in this handbook.

After carefully reading this manual, including the parts that are specific to the ministry you are interested in serving with, please sign and date the acknowledgement page and return it to North Point, in care of Elaina Brooks.

Sincerely,

Children's Ministry Director

North Point Church Children's Ministry Handbook

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SECTION 1: INTRODUCTION

ABOUT THIS HANDBOOK

The purpose of this handbook is to provide policies and procedures for the Children's Ministry of North Point and the volunteers who work in that ministry. Changes may be made from time to time in the policies and procedures contained in this handbook without prior written or oral notice.

VISION AND VALUES

Mission

Teaching God's word that every child might love and follow Jesus Christ.

Vision

Cooperating with parents in bringing up children in the fear and instruction of the Lord that every child might grow to love God and others in the church and the world.

Values

TRUTH-BASED We believe that God's Word is foundational truth, and it is our heart to train every kid to use it as their guide, authority, and conscience in everything.

RELATIONAL We believe that life-change happens best in the context of relationships. Gifted, godly, and passionate adults who exhibit Christ to children, their families, and each other will show kids how to do the same. This modeling will impact God's Kingdom for generations to come.

ADVENTUROUS We believe that church is FUN and that "it is a sin to bore a kid with the Gospel of Jesus Christ." Therefore, it is our commitment to challenge kids beyond the rules of church toward a vibrant growing relationship with Christ.

CREATIVE We believe in inspiring kids to faithfulness by pursuing excellence in our programs, risking in our attempts to be creative, and ruthlessly examining everything we do in order to remain biblical and effective.

NURTURING We believe that spiritual growth happens best in an atmosphere of emotional safety, physical security, and sanitary conditions. We are committed to exceptional standards in these areas.

CHILDREN'S MINISTRY PERSONNEL

North Point intends to employ various full-time personnel called to minister to its children. In addition to this staff, North Point may employ additional Children's Ministry Personnel for various assignments. The North Point office will provide you with the current list of Children's Ministry employees and their basic areas of responsibility.

VOLUNTEER APPLICATION PROCESS

Because we love children and desire to protect them, North Point requires all volunteers working with children to complete the following volunteer application steps.

1. Policies & Procedures

Volunteers are required to review the policies contained in this manual and sign the last page indicating that he or she has read and understood the material and agrees to comply with policy requirements.

2. Training

Sunday Morning volunteers must attend a volunteer training led by the Children's Ministry Assistant.

3. Criminal History Check

North Point uses, subscribes, and pays for the services of a reputable public data screening firm in order to check the background of all volunteers and employees for possible criminal history and/or registered sex offender information.

Individuals who have been arrested for, charged with, are on deferred adjudication or regular probation for, or have been convicted of sexually oriented or sex related crimes, either misdemeanor or felony, cannot serve in any area of children's ministry. North Point utilizes a comprehensive background check and relies upon the truthful answers of applicants for this information.

North Point reserves the right to revoke any volunteer's ability to serve in the Children's Ministry with or without notice at any time for any reason or for no reason at all.

SECTION 2: CHILD ABUSE AND PROTECTION

POLICY AGAINST CHILD ABUSE

North Point supports and maintains a zero tolerance policy against child abuse and neglect. Child abuse and neglect include physical or mental injury, sexual abuse, negligent treatment, or maltreatment. Sexual abuse is defined as the use, persuasion, or coercion of any child to engage in any sexually explicit conduct (or any simulation of such conduct) for the purpose of producing any visual depiction of such conduct or rape, molestation, prostitution, or incest with children.

It is against the law and against North Point's policy for any volunteer or employed staff, male or female, to physically, sexually, or mentally abuse or neglect any child.

North Point reserves the right to refuse membership, to dismiss, or to exclude from affiliation with North Point any volunteer or employee who is or has been convicted of child abuse or neglect of any child.

North Point will neither condone nor tolerate:

Infliction of bodily injury upon any child or physically or sexually abusive behavior towards a child.

Physical neglect of children, including failure to provide adequate safety measures, care, and supervision in relation to church activities.

Emotional mistreatment of children, including verbal abuse and/or verbal attacks.

North Point staff members have been trained to recognize behaviors intended to "groom" children for sexual abuse. These behaviors will be immediately investigated and reported to the appropriate authorities.

REPORTING & INVESTIGATIONS

Child abuse is a serious crime, and North Point intends to prosecute child abuse in any form to the fullest extent of the law. You are under these obligations as a volunteer:

1. Reporting requirements

All volunteers and employees shall immediately report and document any incident of abuse or violation of the two-adult policy of which they have knowledge or which they have observed. Any person making such a report shall keep the information strictly confidential.

2. Incident of abuse defined

An "incident of abuse" means any occurrence in which any person:

Has threatened to inflict or has inflicted physical injury upon a child, youth worker, or vulnerable adult, other than by accidental means, or is reasonably suspected to have done so.

Commits or allows to be committed any sexual offense against a child, youth, or vulnerable adult, or is reasonably suspected to have done so.

With respect to a child, youth, or vulnerable adult makes any kind of sexual advance, or makes a request for sexual favors, or engages in sexually motivated physical contact, or is reasonably suspected to have done so.

Exposes a child, youth, or vulnerable adult to verbal, visual, or physical conduct of a sexual nature, or is reasonably suspected to have done so.

3. Imminent threat

In all cases where an imminent threat of continued or actual abuse exists, any witness shall immediately contact a North Point staff member to request that immediate steps be taken to ensure the safety of the alleged victim. After the safety of the alleged victim has been secured, the person witnessing or with knowledge of the incident of abuse shall complete a written report of the incident of abuse and submit the report to the Children's Ministry Assistant (or in his/her absence other appropriate staff or member of the Board of Elders) and North Point legal counsel.

4. Obligation to report to Law Enforcement

In all cases where any volunteer or staff member has reasonable cause to believe that a child or youth, known to the volunteer or staff member in a professional capacity, has been or may be abused or neglected by either known or unknown persons inside or outside of North Point, the worker shall make a report to the local law enforcement agency's child abuse investigators within 24 hours of the determination of reasonable cause. If the volunteer or staff member is in doubt regarding whether a report should be made, he or she shall telephone the agency anonymously and discuss the situation with an investigator to determine whether the report should be made. The volunteer or staff member shall make a written record of the name and the title of the investigator with whom he or she spoke and the recommendation made by the investigator, then submit a copy of the written record to the Children's Ministry Assistant (or in his/her absence other appropriate staff or member of the Board of Elders). This report can be submitted anonymously if so desired.

5. Internal Reporting Procedure

The person reporting an incident of abuse shall contact the Children's Ministry Assistant (or in his/her absence other appropriate staff or member of the Board of Elders). The reporter shall provide information regarding all relevant facts with respect to the incident of abuse. Upon receiving a report of an incident of abuse, the person receiving the report, together with the reporter, shall complete a written report of the incident and submit a copy of the report to North Point's legal counsel. However, in all cases where the alleged wrongdoer is the person to whom a report should be made, he or she shall be considered absent for the purposes of this reporting procedure and the report should be submitted to another appropriate North Point representative and to North Point legal counsel.

6. Responding to the report

When someone receives a report of an incident of abuse, he or she shall immediately take steps to ensure the safety of the alleged victim. After the safety of the alleged victim has been secured, and after the report has been appropriately documented, the person receiving the report shall:

Immediately contact the Children's Ministry Assistant or any member of the Board of Elders who will then contact the parents or guardian of the alleged victim to inform them of the incident.

Immediately contact the Children's Ministry Assistant or member of the Board of Elders who will contact the North Point Church legal counsel. The legal counsel shall -- within 72 hours of the report -- conduct an investigation and determine (along with the Children's Ministry Assistant) whether there is reasonable cause to believe that the abuse may have occurred.

Take all reasonable steps necessary to ensure that the alleged wrongdoer has no contact with the alleged victim pending investigation.

Take all steps necessary to ensure that the alleged wrongdoer is barred from further work with children, youth, or vulnerable adults pending the investigation.

Conclusion of no abuse

If North Point's legal counsel concludes that there is not reasonable cause to believe the abuse may have occurred, North Point's legal counsel shall provide a written report to the Board of Elders documenting the conclusions reached and the basis for those conclusions. The contents of the report presented by legal counsel where no abuse was found shall be confidential unless requested by law enforcement officials.

Conclusion of abuse

If North Point's legal counsel concludes that there is reasonable cause to believe that abuse may have occurred, North Point's legal counsel shall provide a written account to the Board of Elders.

The written report shall: Identify the alleged victim, the alleged wrongdoer, and all witnesses identified and contacted. Set forth the allegations and the steps taken to investigate the allegations. Set forth the facts revealed by each significant witness. Set forth the temporary actions to be taken by the Board of Elders as well as a recommendation of additional actions to be taken by the Board of Elders.

In addition, North Point's legal counsel shall:

Report the incident of abuse to any other appropriate authorities. Conduct all further investigations as directed by the Board of Elders.

VOLUNTEER/CHILD PROTECTION

North Point intends to ensure the health, safety, and well-being of volunteers and children. As a precaution and to ensure strict accountability from one adult to another, volunteers must follow these rules:

1. Two Volunteer Policy

Two volunteers should remain together with children at all times. If a volunteer needs to leave a group of children, the Children's Ministry Assistant and/or a trained volunteer must be notified so that the two volunteer policy can be upheld.

2. Restroom Policy

Volunteers should provide assistance to a child using the restroom only if the child is three years or younger or has special needs requiring extra assistance. Only female volunteers should provide this assistance.

Multi-stall restrooms: Two volunteers are required to take children to these restrooms. One volunteer should check the restroom before the child enters and then hold the door of the restroom open while the child(ren) goes(go) into a stall. The other volunteer remains in the restroom to provide assistance as needed.

Single-stall restrooms: Two volunteers are required to take children to these restrooms. One volunteer should check the restroom before the child enters. One volunteer should prop open the door that is between the bathroom and the hallway. The classroom teacher should be in the bathroom ready to assist when needed.

3. Physical contact

North Point is committed to protecting children in its care and recognizes that appropriate touch is part of a positive, nurturing environment in a healthy children's ministry. The following guidelines are to be carefully followed by North Point volunteers.

Using good judgment, the following are appropriate ways to touch kids:

An arm around the shoulder, walking hand in hand, carrying small children piggy-back, short congratulatory or greeting hugs, a brief, assuring pat on the back or shoulder, handshakes, high-fives, and knuckles.

The following are actions a volunteer should NEVER take:

Never touch a child in anger or disgust, never touch a child in any manner that may be construed as sexually suggestive, never touch a child between the navel and the knee, never touch a child's private parts (with the exception of diaper or bathroom procedures).

Physical contact in any form should be above reproach. The personal behavior of staff members and volunteers must foster trust at all times.

Do not force physical contact, touch, or affection on a reluctant child. A child's preference not to be touched must be respected.

4. Taboo topics

If you encounter a topic with a sensitive subject parents should be contacted ahead of time. If there is a question about the propriety of discussing one of these topics, use your best judgement and/or speak with the Children's Ministry Assistant or elder. These topics might include (but are not limited to):

The tribulation
Satan - if the purpose is to incite undue fear or confusion
Hell - if the purpose is to incite undue fear or confusion
Denominations
Speaking in tongues
Human sexuality or reproduction
Female menstrual cycle
Drugs, alcohol, or other questionable behavior

5. Verbal interactions

Verbal interactions between volunteers and children should be positive and uplifting. North Point volunteers should strive to keep verbal interactions encouraging, constructive, and mindful of their mission of aiding parents in the spiritual growth and development of children.

To this end, volunteers should not talk to children in a way that is or could be construed by any reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, volunteers are expected to refrain from swearing in the presence of children.

6. Visibility & Security

It is important that all interaction between children and volunteers happens in a location where others can observe what is going on for safety and accountability purposes. At no time should a child and volunteer disappear behind a closed door with no visibility to outsiders.

Most, if not all, areas where children and volunteers are present on the North Point campus are equipped with video surveillance equipment. As a volunteer you acknowledge that you are being recorded for safety and security purposes. This is done for the protection of both children and volunteers.

7. Sick Policy

In order to prevent the spread of communicable disease and to protect the health of both children and volunteers, parents should refer to the following guidelines when deciding whether or not to place their child in the children's ministry:

Fever: Your child must be fever-free for at least 24 hours without medication before putting them in their class.

Persistent runny nose with substantial discharge (especially if green): Please let us know if your child's runny nose is due to allergies and/or is not contagious.

Diarrhea/Vomiting: Your child must be diarrhea-free and vomit-free for at least 48 hours before putting them in their class.

Unknown or Contagious Rash: Your child must be free from unknown rashes for at least 24 hours before placing them in our care (diaper rash excluded).

Cough: Your child must be free from a persistent, wet-sounding or dry cough for at least 24 hours before putting them in their class.

The Kid's Ministry Council along with elders and other appropriate staff reserve the right to refuse admittance of a child based on the above criteria.

SECTION 3: VOLUNTEER GUIDELINES

VOLUNTEER ATTENDANCE

North Point takes seriously the obligations to its children and asks volunteers to abide by the following guidelines.

1. Arrival

Volunteers must arrive 30 minutes prior to the event at which they are serving or as otherwise instructed by leadership.

2. Departure

Volunteers must remain at the children's ministry event until the last child has been picked up by a parent or until relieved by another volunteer and their closing duties have been completed.

3. Absences

Volunteers are responsible for their assigned shifts. Should the need arise for a volunteer to be absent, it is the volunteers' responsibility to secure a substitute. The volunteer must (1) seek out an approved substitute (another trained volunteer), (2) contact the Children's Ministry Assistant or a member of the Children's Ministry Council to inform them of their upcoming absence, replacement status, and the name of their replacement.

In the event of a last-minute illness or emergency, volunteers should call 913-212-8546 and leave a message with their name, time, and location of scheduled service, and reason for absence.

INTOXICANTS

Staff members and volunteers are prohibited from the use, possession, or being under the influence of alcohol, tobacco, or any illegal drugs while working with or supervising children at North Point.

CHECK-IN

In order to attend Sunday classes, children (infants through 7 year olds) must be signed in at the check-in location located in the Main Hallway of the North Point facility. The child will be assigned to the correct class based on their birth date and will be given an appropriate security label. Two labels will be given to each child— one to be affixed to the child and one for the parent to keep for pick-up. Infants-3 years can be immediately dropped off at their class. Children 4 years and above will sit with parents through the songs and prayers. They will be dismissed after the last prayer to the back of the sanctuary where the class workers will be waiting to take them to class. Children beyond 7 years old will sit in the main service with parents or guardians.

PROMOTION

North Point promotes children to the next class level once each year at the beginning of the school year.

Children remain in their class level until the next promotion date unless given specific permission by the Children's Ministry Assistant.

PARENT INVOLVEMENT

Parents are encouraged to visit any and all services and programs in which their child is involved at North Point. Parents have an open invitation to observe all programs and activities in which their child is involved. However, parents who desire to participate in or have continuous, ongoing contact with their children's programs at North Point will be required to complete the North Point volunteer training and screening process.

A parent should be alerted from the children's ministry by the Children's Ministry Assistant in the event that the child is completely inconsolable (after at least ten minutes of care), is ill or injured, has a severe disciplinary problem, or is a danger to himself/herself or other children.

DISCIPLINE

Physical discipline, such as spanking, is never permitted. Using physical restraint to prevent a child from doing something disruptive or dangerous is permitted and may, in some instances, be necessary. Affirmation and encouragement is always preferred.

Follow these rules for discipline:

1. Consistency

Discipline must be consistent to be effective. Do not threaten a consequence without the intention to follow through.

2. Response

Make a prompt and individualized response to inappropriate behavior. Correct a behavior the first time and every time.

3. Resolution

Seek to both resolve the conflict and reconcile relationships.

4. Reward

Acknowledge and reward positive behavior. Encourage children who are behaving well and following the rules.

5. Preparation

Read the lesson before you arrive at your classroom on Sunday. Often the best deterrent to discipline problems is a confident, prepared teacher.

6. Prayer

Pray for your kids and your patience consistently. Ask the Lord to guide you throughout the class.

7. Discipline Steps

Children are to be disciplined using time-outs and other non-physical methods of behavior management. In employing this procedure, volunteers should observe the following guidelines:

- a) Verbally redirect the child before physically intervening. With younger children some physical redirection may be necessary (for example, removing a toy from the hands of a child that is hitting another).
- b) If the behavior does not cease, remove or direct the child away from the group to a corner of the room where the group is meeting (avoid being alone with the child).
- c) Provide the child with a simple, understandable reason for the time-out, and provide the child with a clear explanation of your expectations. ("Jamie, you didn't stop hitting Chris when I asked you to, so you need to sit quietly in the blue chair for three minutes.") In addition, be verbally reassuring, as being removed from the group will likely upset the child. Do not physically hold the child in time-out.
- d) Follow the rule of thumb that a time-out is ineffective if it lasts longer than one minute for every year of the child's life (3 years old, 3 minutes).
- e) Monitor the child through the entire time-out without giving your undivided attention. For longer time-outs give intermittent praise to reassure the child and keep them on task. ("Jamie, you're doing a great job of sitting quietly – just 2 more minutes.")
- f) Praise the child once he or she has completed the time-out and tell them that their reward is being able to rejoin the group. Remind them that repeating their initial behavior will result in further time-out. Follow this with praise.

If the behavior continues, volunteers should contact the Children's Ministry Assistant or another appropriate staff member. The Children's Ministry Assistant or another appropriate staff member will determine what further action should be taken (paging the parent, discussion with parent, etc.)

VOLUNTEER TRAINING

Ongoing training is an important, effective, and required step in fulfilling your responsibility as a volunteer.

1. New Volunteer Training

Each new volunteer shall attend one informational meeting regarding his/her area of ministry.

2. Ongoing Training

Volunteers are required to attend any ongoing training sessions as designated by the Coordinator or Director of his/her area of ministry.

3. Periodic Training

From time to time, North Point will provide training sessions to address specific needs and/or topics of interest for volunteers.

SECTION 4: MINISTRY SPECIFIC INFORMATION

INFANT

The infant room includes all children under the age of 2.

In the Infant classes, volunteers must follow these guidelines:

1. Check-in policy

Children must have a computer-generated security nametag to be admitted into a classroom. Remind the parent to wear their security tag at all times and that it is necessary for pick-up.

2. Age requirement

Unless express permission is granted by the Children's Ministry Director, volunteers must be at least 15 years of age to volunteer for the Infants class.

3. Diaper Procedure

Volunteers must adhere to the following procedure when changing diapers: Never move away from or turn your back on the changing table while changing a diaper. Wear disposable gloves while changing diapers and use new gloves with each change. Change children on the provided changing table. Dispose of diaper, gloves, and changing pad in provided trash can. Disinfect your hands after changing diapers. Disinfect diaper changing area after each diaper change.

Only female volunteers are to change diapers. Male volunteers should care for other children in the room while a female volunteer changes diapers.

4. Room clean-up policy

It is the responsibility of the volunteers to disinfect and put away all toys and equipment used in the nursery area after each service. Spray all toys and wipe down any toys that were heavily used or went into a child's mouth. Spray and wipe down any tables that were used as well.

5. Check-out policy

A child may not be released unless a parent has the security tag which corresponds to the name tag on that child. If an adult attempts to pick up a child without the corresponding security tag, the volunteer on duty must ask to see the adult's driver license. If the adult's relationship to the child can be validated, then the volunteer may release the child. In the case that the adult's relationship to the child cannot be verified, then the Children's Ministry Assistant, staff member, or elder must be notified to make the decision to release a child.

6. Child to volunteer ratio & room capacity limits

North Point will adhere to its established limits for child-to-volunteer ratios and room capacities in order to protect the safety of the children and ensure the best experience for both children and volunteers. Once a classroom meets capacity, the classroom volunteers and Children's Ministry Assistant can decide the best way to move forward. That may look like adding an additional volunteer to the classroom or closing the classroom to the addition of any more students.

In the Infant Room, the child-to-volunteer ratio is 2 to 1. Room capacities are clearly posted outside of each classroom. Exceptions to these limits can be made on behalf of first-time guests, as North Point's heart is to never turn away a first-time guest from a classroom.

TODDLER

The Toddler room includes children who are 2-3 years of age.

In the Toddler classes, volunteers must follow these guidelines:

1. Check-in policy

Children must have a computer-generated security nametag to be admitted into a classroom. Remind the parent to wear their security tag at all times and that it is necessary for pick-up.

2. Age requirement

Unless express permission is granted by the Children's Ministry Director, volunteers must be at least 15 years of age to volunteer for the Infants class.

3. Diaper Procedure

If a child needs a diaper change, the classroom teacher should take the child to the infant classroom and the infant classroom teacher should cover the 2 year old room.

Volunteers must adhere to the following procedure when changing diapers: Never move away from or turn your back on the changing table while changing a diaper. Wear disposable gloves while changing diapers and use new gloves with each change. Change children on the provided changing table. Dispose of diaper, gloves, and changing pad in the provided trash can. Disinfect your hands after changing diapers. Disinfect diaper changing area after each diaper change.

Only female volunteers are to change diapers. Male volunteers should care for other children in the room while a female volunteer changes diapers.

4. Bathroom Policy

The two volunteer policy must be followed when taking children to the bathroom. At least two volunteers must be with any children going to the bathroom and at least two volunteers must remain with any children in the classroom. Volunteers should contact the Children's Ministry Assistant (this information can be found in your supplies bucket) on duty for extra help for bathroom breaks. A female classroom teacher should always assist with bathroom breaks.

One volunteer should check the restroom before the child enters. One volunteer should prop open the door that is between the bathroom and the hallway. The classroom teacher should be in the

bathroom ready to assist when needed. The classroom teacher and child should both wash their hands before returning to the classroom.

5. Room clean-up policy

It is the responsibility of the volunteers to disinfect and put away all toys and equipment used in the nursery area after each service. Spray and wipe down any tables or other surfaces used.

5. Check-out policy

A child may not be released unless a parent has the security tag which corresponds to the name tag on that child. If an adult attempts to pick up a child without the corresponding security tag, the volunteer on duty must ask to see the adult's driver license. If the adult's relationship to the child can be validated, then the volunteer may release the child. In the case that the adult's relationship to the child cannot be validated, then the Children's Ministry Assistant, staff member, or an elder must be notified to make the decision to release a child

6. Child to volunteer ratio & room capacity limits

North Point will adhere to its established limits for child-to-volunteer ratios and room capacities in order to protect the safety of the children and ensure the best experience for both children and volunteers. Once a classroom meets capacity, the classroom volunteers and Children's Ministry Assistant can decide the best way to move forward. That may look like adding an additional volunteer to the classroom or closing the classroom to the addition of any more students.

In the Toddler Room, the child-to-volunteer ratio is 4 to 1. Room capacities are clearly posted outside of each classroom. Exceptions to these limits can be made on behalf of first-time guests, as North Point's heart is to never turn away a first-time guest from a classroom.

Preschool

The Preschool room includes children who are 4-5 years of age.

In the Preschool room, volunteers must meet these expectations:

1. Check-in policy

Children must have a computer-generated security nametag to be admitted into a classroom. Remind the parent to wear their security tag at all times and that it is necessary for pick-up.

2. Bathroom policy

The two volunteer policy must be followed when taking children to the bathroom. At least two volunteers must be with any children going to the bathroom and at least two volunteers must remain with any children in the classroom. Volunteers should contact the Children's Ministry Assistant (this information can be found in your supplies bucket) for extra help for bathroom breaks. A female classroom teacher should always assist with bathroom breaks.

One volunteer should check the restroom before the child enters and then hold the door of the restroom open while the child(ren) goes(go) into a stall. The other volunteer remains in the restroom to provide assistance as needed.

3. Transfer of kids

Children should be taken to another program or classroom in an orderly fashion with one teacher monitoring the front of the line and another monitoring the back of the line. Children should be counted prior to leaving one area as well as upon arrival at the new area.

4. Check out policy

A child may not be released unless a parent has the security tag, which corresponds to the nametag on that child. If an adult attempts to pick up a child without the corresponding security tag, the volunteer on duty must ask to see the adult's driver license. If the adult's relationship to the child can be validated, then the volunteer may release the child. In the case that the adult's relationship to the child cannot be validated, then the Children's Ministry Assistant, staff member, or an elder must be notified to make the decision to release a child.

5. Child to volunteer ratio & room capacity limits

North Point will adhere to its established limits for child-to-volunteer ratios and room capacities in order to protect the safety of the children and ensure the best experience for both children and volunteers. Once a classroom meets capacity, the classroom volunteers and Children's Ministry Assistant can decide the best way to move forward. That may look like adding an additional volunteer to the classroom or closing the classroom to the addition of any more students.

In the Preschool Room, the child-to-volunteer ratio is 5 to 1. Room capacities are clearly posted outside of each classroom. Exceptions to these limits can be made on behalf of first-time guests, as North Point's heart is to never turn away a first-time guest from a classroom.

Early Elementary

The Early Elementary room includes children who are 6-7 years of age.

In the Lower Elementary room, volunteers must meet these expectations:

1. Check-in policy

6-7-year-olds will be checked in upon arrival. They will not be dropped off in their class at this point, however. They will attend praise and prayer in the main service with their parent or guardian until dismissed. They will at that point meet their teachers at the back of the sanctuary and be taken to their classroom. Children must have either a computer-generated or handwritten security nametag to be admitted into a classroom. Remind the parent to wear their security tag at all times and that it is necessary for pick-up.

2. Bathroom policy

*Students should be encouraged to use the restroom before entering the classroom to reduce interruptions once the lesson has started.

The two volunteer policy must be followed when taking children to the bathroom. At least two volunteers must be with any children going to the bathroom and at least two volunteers must remain with any children in the classroom. Volunteers should contact the Children's Ministry Assistant (this information can be found in your supplies bucket) for extra help for bathroom breaks.

One volunteer should check the restroom before the child enters and then hold the door of the restroom open while the child(ren) goes(go) into a stall. The other volunteer remains in the restroom to provide assistance as needed.

3. Transfer of kids

Children should be taken to another program or classroom in an orderly fashion with one teacher monitoring the front of the line and another monitoring the back of the line. Children should be counted prior to leaving one area as well as upon arrival at the new area.

4. Check out policy

A child may not be released unless a parent has the security tag, which corresponds to the nametag on that child. If an adult attempts to pick up a child without the corresponding security tag, the volunteer on duty must ask to see the adult's driver license. If the adult's relationship to the child can be validated, then the volunteer may release the child. In the case that the adult's relationship to the child cannot be validated, then the Children's Ministry Assistant, staff member, or an elder must be notified to make the decision to release a child.

5. Child to volunteer ratio & room capacity limits

North Point will adhere to its established limits for child-to-volunteer ratios and room capacities in order to protect the safety of the children and ensure the best experience for both children and volunteers. Once a classroom meets capacity, the classroom volunteers and Children's Ministry Assistant can decide the best way to move forward. That may look like adding an additional volunteer to the classroom or closing the classroom to the addition of any more students.

In the Early Elementary room the child-to-volunteer ratio is 6 to 1. Room capacities are clearly posted outside of each classroom. Exceptions to these limits can be made on behalf of first-time guests, as North Point's heart is to never turn away a first-time guest from a classroom.

SECTION 5: SAFETY & SECURITY

SECURITY

Please follow these rules to make sure our children are safe:

1. Stranger in the hall

Only parents, children's ministry volunteers, church staff, and children are allowed in the Children's Ministry area. All other adults (including any other church members) should be asked for identification and immediately escorted out of the Children's Area. If there are any questions or concerns associated with a stranger in the area, a staff member or the Children's Ministry Assistant should be notified immediately to question the stranger.

2. Child custody issue

Due to the nature of child custody laws, volunteers must act diligently in making sure the correct people are picking up their children. Please be aware that only parents with custody of their child may pick up the child. If there are any questions regarding this procedure, please notify the Children's Ministry Assistant, staff member or an elder.

EMERGENCY PROCEDURES

In case of an emergency, do the following:

1. Medical concerns

Immediately report any medical needs or concerns to the Children's Ministry Assistant, staff member, or an elder. The notified person will decide if 911 should be called and use their walkie-talkie (or cell phone) to notify the Children's Ministry Assistant. The volunteer should remain calm and divert the attention of the other children. The victim should be kept quiet and still. Do not attempt to move a severely injured person unless in imminent danger.

2. Hazardous weather

In the event of dangerous weather volunteers should follow the guidelines below. Further instructions will be given by a staff member or over the PA system.

Stay calm. Move your classroom in a quiet and orderly manner to the library room or one of the rooms across from Jeff's office. Await further instructions.

3. Fire

The first priority in any fire is that all children and volunteers' safety is maintained. Any attempt by volunteers to put out a fire is absolutely forbidden unless judgment to do so is unquestionable and presents no possible danger to anyone present.

Volunteers should follow the directions below in the event of a fire.

1. How will you know of an alarm? a. Audible sound of alarm 2. What do you do? a. Stay calm b. Follow Room Ready Procedures (posted in every classroom) c. If you are a volunteer who is not assigned to a classroom, report to the nearest classroom to provide assistance or report to a staff person for further instructions 3. When do you go? a. When ordered to evacuate over PA system or by a North Point staff member b. Or when you are in immediate danger (see smoke or flames) 4. Where do you go? a. Follow evacuation map on classroom clipboard (Evacuation maps are included at the end of this policy manual.)

Parents may stay with you and assist, but they MAY NOT take their child and leave during an evacuation!

4. Missing child

Time is critical if a child is reported missing. Volunteers should contact a staff member as soon as possible with the following information:

- a. Name/age/sex b. Color of hair, shirt, and skin c. Ministry where a child was checked-in (stroller or walking?)

The person reporting the lost child should remain with the staff member until further direction is given by a member of North Point's security team.

5. Media response

In the event of a severe accident or death, it is likely that the media will be on site to cover the incident. It is important that all volunteers not say anything which could be mistaken or misquoted by the interviewer. A North Point Elder or their designee shall be the only persons to make any statement. If asked by a media member for a statement, please graciously decline and direct them to a North Point senior staff member or any member of the Board of Elders.

POLICIES AND PROCEDURES STATEMENT OF ACKNOWLEDGEMENT AND AGREEMENT

I have received and read a copy of North Point Church's Children's Ministries Policies and Procedures and understand the importance of the material in the manual. I agree to abide by these guidelines while serving at North Point.

I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by North Point Church.

I acknowledge and understand that the materials and guidelines contained in this handbook in no way express or imply a contractual employment relationship between me and North Point. If applying as a volunteer, I acknowledge and agree that I will receive no monetary compensation for hours worked.

I understand it is my responsibility to review new guidelines which may be created and distributed.

I acknowledge receipt of the North Point policies and procedures manual.

Signature

Date

Printed Name