



POLICIES AND PROCEDURES HANDBOOK

Table of Contents

1. Letter to Volunteers
2. Our Ministry
3. KidCitiy Facilities
4. Volunteer Guidelines
5. Check-in and Check-out
6. Safety and Security
7. Emergencies
8. Health Practices and Procedures
9. Discipline
10. Acknowledgement and Agreement

Dear Parents & Volunteers,

The KidCity ministry is fully dedicated to the service of our Lord Jesus Christ. He loves these children and desires to have a relationship with them. All that we say and do is to make His name great, and to encourage these children to know Him more. As much as we appreciate your willingness to serve, your service is not for us. This service is for King Jesus.

We have established these policies and procedures to protect our children, our volunteers, and Milwood Baptist Church. 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 handbook, please sign and date the acknowledgement page and return it to Holly Bourland.

Sincerely,

Holly Bourland
Children's Ministry Coordinator
Milwood Baptist Church

Our Ministry

In the KidCity ministry, our purpose is to joyfully build up the body of Christ for the Glory of God. We strive for this through giving children a foundational understanding of God by creatively engaging them with basic, concrete truths in the Bible. Our hope is that by partnering with parents and families, children will come to know God, believe in His Son, and grow in their desire to joyfully glorify Him.

“Now this is the commandment—the statutes and the rules—that the LORD your God commanded me to teach you, that you may do them in the land to which you are going over, to possess it, that you may fear the LORD your God, you and your son and your son’s son, by keeping all his statutes and his commandments, which I command you, all the days of your life, and that your days may be long. Hear therefore, O Israel, and be careful to do them, that it may go well with you, and that you may multiply greatly, as the LORD, the God of your fathers, has promised you, in a land flowing with milk and honey.” ~Deuteronomy 6: 1- 3

Director

Holly Bourland

Children’s Ministry Coordinator

Holly’s Cell: 512-436-5238

Email: kidcity@milwoodbaptist.com

KidCity Facilities

First Floor

KidCity Registration and Check-in Desk

KidCity Downtown Classrooms:

Room 101

Infants

(Birth to 18 months)

Room 102

Toddlers

(18 months- 3 years)

Room 104

Preschool

(3years to PreK)

Second Floor

Room 205

KidCity Midtown

Kindergarten and First grade combined

Third Floor

Room 301

KidCity Uptown

Second grade - Fifth grade combined

Room 301

KidCity Club

K-3rd grade dismiss just before the sermon to spend time singing, reciting, and meditating on a Scripture memory verse.

Volunteer Guidelines

- All volunteers must submit to a background check. No cost is required on your part. Background checks will be required every two years for parents and volunteers. 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, will be asked not to serve in any area of the children's ministry. Milwood Baptist Church utilizes a comprehensive background check and relies upon the truthful answers of applicants for this information.
- All volunteers are required to be Milwood Baptist Church members.
- All volunteers **must arrive 15 minutes prior to Block time and 30 minutes prior to service time**. This allows for ample set up time and to greet early families.
- Building Block teachers must remain in the classroom until both extended session volunteers arrive. Both Extended Session volunteers must remain in the classroom until all children have been picked up by their parent/guardian.
- If you are going to be absent on a Sunday you are scheduled to work in a classroom, it is your responsibility to contact the director after you have found a replacement to let him/her know of the change. If you have not found a replacement, please let the director know at least 5 days before your absence that you will be gone and you have not been able to find a replacement.
- All parents and volunteers are required to read all of the KidCity policies and procedures and sign the Acknowledgement and Agreement form at the end of this handbook.
- Children's ministry training dates will be set throughout the year. Volunteers are required to attend at least one of these training sessions each year you work in KidCity. Training sessions will cover a range of topics such as: changes to policies and procedures, curriculum updates, and general training for working with children.

Check-in and Check-out

In order to attend KidCity, parents/guardians must check-in their child(ren) using the computer kiosk on the first floor. For a child to enter your classroom, they must have a sticker on their clothing (infants' sticker can be placed on the diaper bag) that matches their parent/guardian sticker. If a child does not have a sticker, please refer them to the check-in desk to be helped with check-in or registration.

A child may not be released from a Downtown classroom unless the parent/guardian has the security tag which corresponds to the name tag on that child.

At the end of the block period, the Midtown & Uptown classes will be escorted to the worship center by the teacher and released to participate in the worship service.

Safety and Security

Two Adult Policy- We require two adults to lead each class: one lead teacher and one volunteer helper during the Building Block and two volunteers during Extended Session. Specific guidelines for this policy are as follows:

Downtown classes- Both adults should remain in the room or with the group at all times in order to maintain the required adult/child ratio. If one of you must be out of the room, please make sure it is for as brief a time as possible.

Midtown and Uptown classes- Both teachers must remain with the class or group as much as possible. If one of you must be away it may not exceed 5 minutes, and it must be for one of the following reasons:

- Using the restroom
- Escorting a child to the restroom

You may not be away from the class to gather supplies or make copies. Please make sure you have completed these tasks before class time.

Adult to Child Ratio

Infant to 2 year old classes- 1 adult : 4 children

3 years to Pre-k class- 1 adult : 6 children

This means that there must be one adult to every four or six children depending on age. Two teachers in each class means that there can be 8 infants- 2 year olds or 12 three to five year olds. We will do our best to make sure these ratios are maintained. If you have too many kids in your class, please let the director know. It is always our goal to provide a comfortable ratio in every classroom. All ratios are set relative to the age of the children in the class and the guidelines most appropriate for our facilities and purpose.

Restroom Policies Downtown Classes- Adults are not permitted to use the classroom restrooms for any reason. Please use the restroom in the downstairs hallway, and then return as quickly as possible to the class. One volunteer may provide assistance for a child three years or younger in the class restrooms. The door must remain open and there needs to be another volunteer in the classroom adjoining the bathroom. It is okay to talk a child through potty training as long as the parent has asked you to do so. Never touch a child's body parts during potty training. Stick to words and descriptions during training. Again, make sure the door remains open!

Restroom Policies Midtown and Uptown Classes- If one of the teachers needs to use the restroom, please do so quickly and return to the class. If a student needs to use the restroom, please escort him or her to the restroom in the second floor hallway. Check the restroom before the child enters. Then wait in the hallway for them to finish and escort them back to class.

Physical Contact- Appropriate touch is part of a positive, nurturing environment. Use good judgment in the following actions:

- Placing an arm around the shoulders
- Walking hand in hand
- Carrying small children piggy-back
- Short hugs to greet children
- Gentle, assuring pat on the shoulder
- Handshakes, high-fives, and fist bumps
- Holding a young child when sad or crying

Do not ever take the following actions:

- Touch a child in anger or disgust
- Touch a child in any manner that may be construed as sexually suggestive
- Touch a child between the navel and the knee
- Touch a child's private parts (with the exception of diaper changes)

Physical contact in any form should be above reproach. The personal behavior of volunteers must foster trust at all times. Do NOT force physical contact of any kind on a reluctant child. A child's preference to not be touched must always be respected.

For safety and accountability purposes, it is important that all interaction between children and volunteers take place in a location where others can observe what is happening. **At no time should a child and a volunteer disappear behind a closed door with no visibility to outsiders.**

Policy Against Child Abuse

Milwood Baptist Church and KidCity support and maintain a **zero tolerance** policy against child abuse and neglect. Child abuse and neglect include physical or mental injury, sexual abuse, negligent treatment, or maltreatment. It is against the law, and against KidCity policy, for any volunteer or staff, male or female, to physically, sexually, or mentally abuse or neglect any child at any time. Milwood Baptist and KidCity reserve the right to dismiss or to exclude from affiliation with KidCity any volunteer or employee who is or has been convicted of child abuse or neglect of any child.

Reporting Suspected Child Abuse

All volunteers shall immediately document and report any incident of abuse or violation of the two adult policy of which they have knowledge or that they have observed. Any person making such a report shall keep the information strictly confidential. Reports shall be made to the KidCity Director. Action will then be taken by the director.

You will be responsible for documenting the suspected abuse. You may use the form found in the KidCity folder in your classroom or simply write down the following:

Date of abuse witnessed or heard _____

Name of child _____

Name of suspected abuser _____

Observations of the abusive incident:

The person reporting an incident of abuse shall contact the KidCity director (or in his/her absence, other appropriate staff member). The reporter shall provide information regarding all relevant facts with respect to the incident. Upon receiving a report of suspected abuse, the director or staff member together with the reporter, will complete a written report of the incident (if not already completed) and submit a copy of the report to the proper authorities. However, in all cases where the alleged wrongdoer is the director or staff member, he or she shall be considered absent for the purposes of this reporting procedure and the report should be submitted to another appropriate staff member.

In all cases where an imminent threat of continued or actual abuse exists, any witness shall immediately contact the KidCity Director to request that immediate steps be taken to ensure the safety of the alleged victim. Once the victim is safe, written reports can be completed.

In response to allegations, director and staff have the right to remove any persons suspected of abuse from the volunteer position regardless of findings from previous background check.

Sickness

Any child with any of the following symptoms will not be allowed to participate with the other children:

- Fever over 100* F in the last 24 hours
- Vomiting in the last 24 hours
- Diarrhea in the last 24 hours
- Skin rashes or eruptions of unknown origin, including but not limited to: impetigo, measles, chicken pox, etc. If your child contracts any of these or another contagious illness, please notify the KidCity Director at 512-436-5238.
- Persistent coughing associated with respiratory infection.
- Runny nose with yellow or green colored discharge or congestion associated with a cough or fever.
- Pink-eye
- Parasites, any form of lice, mites, or ringworm.

The parent or guardian of a child is the only one allowed to administer any form of medication with the exception of diaper rash cream with parental instruction.

There are thermometers located in the first aid kit above the sink in each classroom.

If a sickness, accident or injury causes a child's bodily fluids to be spilled. Follow the procedure below:

- Separate the injured or ill child from the other children.
- Isolate the area where any body fluid may have dropped on carpet, chairs, toys, etc.
- Keep other children from having contact with the body fluid.
- Wear protective gloves and clean the area with a rag or paper towels.
- Attend to the student as needed using the first aid kit.
- Clean the room with a 10% bleach/water mixture.
- Place all soiled gauze, bandages, and wrappers into a disposable bag. Remove gloves and place into bag. Seal the bag and dispose of it in the trash can.
- Wash hands carefully with soap and warm water.

If a child is injured in a classroom, please fill out an accident report. Accident reports can be found in the KidCity folder in your classroom. Please be as detailed as you can in your report. We want to communicate the injury clearly to parents.

Allergies- Volunteers should ask the parent dropping off if the days' snack is appropriate for their child. Allergies will be listed on the child's check-in sticker. Always check the children's stickers before handing out snack. Ask the parents when they arrive if the child has an alternate snack in his/her bag.

Emergencies

Fire- The first priority in any fire is that all children and volunteers' safety is maintained.

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

- How will you know if there is a fire? An alarm will sound or you will be instructed by the director to evacuate. What do you do?
- Remain calm.
- Grab your roster
- Line children up at the door and count them
- Check the bathroom for any children
- Place one adult at the front of the line and one adult at the back of the line
- Take the nearest evacuation route away from the fire. Where do you go?
- Once outside, take all children in a line across the parking lot to the ditch
- Count all of the children again (If one is missing, let the director and /or fire department know.)
- Remain with the children outside until a staff member informs you it is safe to enter the building

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

- Name/ age/ sex
- Color of hair, clothing, skin
- Class or ministry where child was checked in (i.e., Downtown, Midtown, Uptown)

Medical Emergency- Serious injuries involving broken bones, convulsions, fainting, unconsciousness, or other serious bodily injury should be treated as follows:

- Do not move the injured child. A volunteer must remain with the child.
- Stay calm and speak in an assuring manner to the child while another team leader cares for the other children in your class.
- Have another volunteer contact a KidCity director and the child's parents.
- A staff member will call for medical assistance, or, if necessary, will call 911. Please **DO NOT CALL 911** unless you are certain of serious injury to the child.
- You may be asked to give information to assist the staff in reporting the incident.

Discipline

Try to handle each child and issue individually. Give verbal instruction and re-direction when the child is not following the rules. Here are some ways to re-direct a child:

- Play dough by himself/herself at a table to calm a child down quickly
- Puzzle by him/herself in a secluded area
- Coloring by him/herself in a secluded area
- Send the child to a quiet area with the Bible or a book to read. They can read alone or with you.
- Threading beads on a string in a quieter area

Try not to use the word “time-out.” Instead, use phrases like “take a break” or “have some quiet time”. Verbal re-direction should not be harsh or demean the child in any way. Get the child’s attention and explain the behavior you want to see in the classroom. If the child’s behavior does not stop after giving verbal cues or redirection, you may contact the director or the parents.

REMEMBER: Pray with and for the child. We want them to see the power of Jesus in every situation of their lives, especially the difficult times.

When speaking with the parents/guardians at the end of class time, use positive words and encouraging examples of the child’s behavior. Don’t spend your only time with the parents telling them about the misbehavior of their child. What happens in your classroom should be dealt with in your classroom or with the help of the director.

Agreement & Acknowledgment

I have received and read the Milwood Baptist Church KidCity Policies and Procedures Handbook. I understand the importance of the material covered.

I understand that the policies and procedures may be revised and/or amended at any time.

I understand that it is my responsibility to review any new policies and procedures received or dispersed by the KidCity Director.

I acknowledge that the materials, guidelines, policies, and procedures are important to the safety and security of myself and the children in our ministry.

As a volunteer, I understand that by signing this document, I am not employed by Milwood Baptist Church, and I will not be receiving monetary compensation per hours worked.

Signature

Date

Printed Name

KidCity Director

Date