



:KidsRoad:

Policy and Procedures Manual

KidsRoad exists to:
keep kids **safe**,
love them well,
and show them **Jesus**.

Dear KidsRoad's Volunteer,

Thanks so much for your interest in Restoration Roads children's program, KidsRoad. 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. 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 acknowledgment page and leave it with the registration desk in care of Michelle Warner.

Sincerely,

Eli Hurzeler
Deacon of Family Ministry

CONTACT INFORMATION

Administration: (Scheduling, Registration Desk, General correspondence)

Contact: Michelle Warner
kids@restorationrd.org

Family Deacon / Director: (Classroom policies, Reporting Concerns, Curriculum.. etc.)

Contact: Eli Hurzeler
eli@restorationrd.org
360.926.3977

KidsRoad Volunteer Handbook

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SECTION 1: INTRODUCTION

ABOUT THIS HANDBOOK

The purpose of this handbook is to provide policies and procedures for KidsRoad 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

“Train up a child in the way he should go;
even when he is old he will not depart from it. ”

- Proverbs 22.6

Mission

We proclaim the gospel to young hearts and confidently send them into the world to live like Jesus. To be on mission, our children must be equipped. We aim to equip them, not just protect them, so they are prepared to stand firm, both now and when they leave father and mother.

Vision

We call our vision **ROUTE 11**, and it is organized around the concept of establishing a strong gospel foundation by the age of 11. This is done through: teaching children on Sundays, equipping parents to pastor their homes, and actively incorporating children into the church body.

In a 1999 Barna Research Poll, titled, “*Teens and adults have little chance of accepting Christ as their savior*,” it was found that 80% of those who consider themselves evangelical Christians were ‘converted’ before the age of 12. Proverbs 22.6 speaks to this idea; a child who is nurtured in the Word will experience the world through the lens of the gospel. A child who does not have this foundation will most often revert to understanding the world through the lens of personal experience. For this reason, the building of a strong gospel worldview is the driving force behind everything that we do at Kids Road.

Guiding Convictions

We believe that children can handle deep biblical truth at a young age. Because our culture has fallen victim to sensory overload, we mistakenly assume that our ministries must compete and be largely attractive in nature. While we believe in having dynamic ministries that engage kids, we want to win our kids to the gospel and **not** develop mini-consumers in the image of today’s adults.

Therefore, we believe that the Bible must be taught in depth, yet in a child-friendly, engaging manner. Beginning with the gospel, we desire to fill them with solid Bible truth that will give them a foundation to fall back on when they go through difficult times. For ALL ages we feel it important to provide a thorough understanding of the authority and primary teachings of Scripture. All ages will be equipped to defend the Bible, and become conformed to the image of Christ, as they apply God’s Word in their everyday lives.

“Always be prepared to make a defense to anyone who asks for a reason for the hope that is in you.”

I Peter 3:15

VOLUNTEER APPLICATION PROCESS

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

1. Application

All Kids Road volunteers must complete the Volunteer Application, signing the consent to a background check and reading Restorations Roads "Theology of Children" Statement. Volunteers must be at least 13 years of age. Teens will serve with an adult, to ensure safety.

2. 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.

4. Criminal History Check

Restoration Road Church runs background checks on all of our volunteers. In order to weed out those with a history of negative behavior, but we also aim to protect against any future behavior. 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 KidsRoad.

4. Interview

All KidsRoad volunteers must be willing to submit to a brief interview by either KidsRoad Director / Administrator or Elder. Restoration Road Church reserves the right to revoke any volunteer's ability to serve in the KidsRoad with or without notice at any time for any reason.

SECTION 2: CHILD ABUSE AND PROTECTION

POLICY AGAINST CHILD ABUSE

Restoration Road 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.

Restoration Road Church will not 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.

REPORTING & INVESTIGATIONS

Child abuse is a serious crime, and Restoration Road 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.

3. Imminent threat and Reporting Incident

In all cases where an imminent threat of continued or actual abuse exists, any witness shall immediately contact a Restoration Road Elders 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 Director (or in his/her absence other appropriate staff or member of the Board of Elders).

4. Responding to a 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 KidsRoad Director or any member of the Board of Elders. They will then contact the parents or guardian of the alleged victim to inform them of the incident. 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 an investigation.

VOLUNTEER/CHILD PROTECTION

Restoration Road 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, registration desk attendant must be notified so that the two volunteer policy can be upheld. **No one is ever allowed to be alone with a child** (other than their own, no exceptions).

2. Bathroom Policy

We ask that parents take their kids to the bathroom before dropping them off in KidsRoad to minimize the number of visits that we make to the restrooms. In the event that a trip is needed, this protocol will be followed:

1. Registration Lead will take ANY child to the bathroom (only female leaders)
2. Two by two enforced – due to downstairs placement of bathrooms, dark hallway that is not visible by other classrooms. Take an assistant or front security guard.
No one is ever allowed to be alone with a child (other than their own, no exceptions)
3. Registration leader should check the restroom before ANY child enters.
4. Have the child wash their hands.
5. Registration leader will remain outside the bathroom
6. If a child is uneasy going with the leader or has an accident, the parents will be paged.
7. Parents will be contacted when children need a diaper change.

3. Physical contact

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

- An arm around the shoulder
- Walking hand in hand
- 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 (parents should be paged for diaper changes or bathroom help if a young child needs assistance on the potty.)

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

Certain topics of discussion are best left for parents and their children. If you have a question about the propriety of discussing one of these topics, speak with the teacher or leader in charge of the area in which you serve:

- The rapture
- The tribulation
- Satan & Demons - if the purpose is to incite undue fear or confusion
- Hell - if the purpose is to incite undue fear or confusion
- Speaking in tongues
- Human sexuality or reproduction
- Drugs, alcohol, or other questionable behavior

5. Verbal interactions

Verbal interactions between volunteers and children should be positive and uplifting.

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.

SECTION 3: VOLUNTEER GUIDELINES **& VOLUNTEER ATTENDANCE**

Restoration Road takes seriously the obligations to its children and asks volunteers to abide by the following guidelines while serving in KidsRoad.

1. Arrival

Volunteers must arrive **20 minutes** early unless 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.

3. Absences

Volunteers are responsible for their assigned shifts. Should the need arise for a volunteer to be absent please fill out and submit a notice with dates your classroom will need a substitute. These are located at the registration desk, please leave in the correspondence box at registration.

In the event of a last-minute illness or emergency, volunteers should call **Eli Hurzeler** at: 360.926.3977 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, marijuana or any illegal drugs while working with or supervising children in KidsRoad.

CHECK-IN

In order to attend Sunday classes, children (infants through 5th grade) must be checked-in at their designated classroom. A clipboard is provided with regular students names and 1st and 2nd service check boxes. Teachers are in charge of **checking-in** each student and adding new students name to the list so it can be updated. This **checklist** of students in your classroom is important and key in an emergency. Pre-printed stickers with students names are located outside each classroom door, parents are to be given their pick up tag card when student is dropped off. Parent pick-up tags are not required for children in 9-11 year classroom. Guests to Restoration Road should be directed to the registration desk. These children and parents will receive handwritten name tags and parent security pick up tags as needed from the Registration desk volunteers or staff on duty.

CHECK-OUT

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 different than that who dropped them off, the volunteer on duty must notify the registration desk or director to make the decision to release a child. Parent pick up cards are permanent card for each regularly attending student, this card **MUST** be returned in order to pick up their child. Please be sure to check the corresponding name on the child's sticker and pick up card to ensure safety. Parent pick-up tags are not required for children in 9-11 year classroom.

PROMOTION

KidsRoad promote to the next class level once each year at the end of the school year. Children remain in their class level until the next promotion date unless given specific permission by the Kids Road Director.

PARENT INVOLVEMENT

Parents are encouraged to visit any and all services and programs in which their child is involved in at KidsRoad. 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 children in KidsRoad will be required to complete the volunteer application and screening process. A parent should be called from Service by registration leads in the event that the child is completely inconsolable, is ill or injured, has a severe disciplinary problem, or is a danger to himself/herself or other children or needs diaper changing/potty assistance.

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) 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) Monitor the child through the entire time-out without giving your undivided attention.
- e) 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 Registration lead or Director for assistance. They will determine what further action should be taken (paging the parent, discussion with parent, sitting quietly by registration desk, etc.)

SECTION 4: SAFETY & SECURITY

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

1. Kid Supervision

No kids are allowed to be outside of the church building unattended at any point.

2. Stranger in the KidsRoad area

Only parents, children's ministry volunteers and children are allowed in the Children's Ministry area. All other adults (including any other church members) should be escorted out of the Children's Area by registration desk lead. If there are any questions or concerns associated with a stranger in the area, registration desk or security team member 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 and **must have the security pick up tag**.

3. Transfer of children

If Children should be taken to another location or safety in an emergency do so 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 the classroom as well as upon arrival at the new location.

******* EMERGENCY PROCEDURES *******

In case of an emergency, do the following:

1. Medical concerns

Immediately report any medical needs or concerns to registration leader or security team. The notified person will decide if 911 should be called. The volunteer should remain calm and divert the attention of the other children. Do not attempt to move a severely injured person unless in imminent danger.

2. Food Allergies

Please be aware of children with special food allergies in your classroom, regular attending children have food allergy noted next to their name. If child starts showing ANY symptoms of a reaction contact the registration desk or security immediately.

3. Earthquake

In the event of an earthquake volunteers should follow the guidelines below.

Further instructions will be given by a registration leader and security team.

Stay calm. Gather your children to crouch under the nearest strong desk, calmly instruct them to hold one hand over the back of their head and hold onto the desk legs with the other.

4. Fire

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

Volunteers should follow the directions on the following page in the event of a fire.

- Stay **CALM**, follow room ready procedures (posted in every classroom)
- Get your **CLIPBOARD**, check in roster with students names
- If you are a volunteer who is not assigned to a classroom, report to the nearest classroom to provide assistance
- **WHEN** do you go? – When ordered to evacuate by KidsRoad registration desk leader. Or when you are in immediate danger (see smoke or flames)
- **WHERE** do you go? – Follow evacuation map as posted in classrooms
- **GO** to the rally point as indicated on the evacuation map.
- Keep students calm while you read through your classroom roster to double check you have ALL students accounted for.
- Students may NOT be released to parents until KidsRoad leadership gives permission once all students are accounted for.

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

5. Missing child

Time is critical if a child is reported missing. Volunteers should contact a security member as soon as possible with the following information: Name/age/sex and color of hair, shirt, and skin

The person reporting the lost child should remain with the security/registration lead until further direction is given by a member of KidsRoad leadership or security team.

**EXPECTATIONS POLICY & GUIDELINES
ACKNOWLEDGEMENT AND AGREEMENT**

I have received and read a copy of Restoration Road Church's KidsRoad Policies and Procedures and understand the importance of the material in the manual.

I agree to abide by these guidelines while serving in KidsRoad.

I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by Restoration Road 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 Restoration Road. 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 KidsRoad policies and procedures manual.

Signature

Date

Printed Name

KidsRoad Leadership

Date