



KIDS MINISTRY
**Leader | Volunteer
Handbook - SPW**

Dear Ministry Partner,

We are thrilled to serve with a truly gifted staff and incredible volunteers like you we believe we're serving in one of the most important ministries in the church. When we are successful the difference isn't measured in just lives, but quite possibly in generations. We believe that together, we can make an impact that will change our community—one life at a time.

As a volunteer in Kids Ministry, we thank you for your willingness to be used by God to do his work. Our prayer is that while in Family Ministry at Westside you will experience powerful and lasting life-change as you make a difference in the lives of kids.

As a team we are deeply committed to the safety and well being of the children God has entrusted into our care. We require every one working with our kids and students to adhere to strict child protective policies and procedures.

The first part of our program encompasses training. By raising the level of individual awareness, many potential risk situations can be eliminated. All staff and volunteers that work with minors in any capacity are required to review training materials which includes information describing what the different forms of abuse are, who we are safeguarding and appropriate ways in which to interact with the various age groups. Every volunteer is given a handbook that outlines the policies and protection guidelines for Westside Family Church. We expect each volunteer to read and study the materials in their entirety and be familiar with the content before serving with minors. Always refer back to it if you encounter questions about requirements or procedures.

Secondly, we screen all staff and volunteers and require application, contact references, criminal background check and an in-person interview. Supervision takes place during ministry time and is carried out by staff and leaders, as well as every volunteer in ministry. This is the third part of our protection program.

Finally, in order to remain above reproach in all aspects, we require that anyone working with the children and youth entrusted to our care report any suspicion of child abuse or neglect immediately.

Our ministry to children is based on relationships. We want children to grow in their relationship with God and His Word. In addition, the children you work with will look to you as a role model. You will have many opportunities to share examples from your own growing walk with God.

In His service,

Kids Ministry Team

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WESTSIDE
FAMILY CHURCH

KIDS MINISTRY
General Information

EMERGENCY PROCEDURES:

In the event of a fire or fire drill:

1. Gather your children and take a quick head count.
2. Pick up the Red Emergency Evacuation Bag. You have important evacuation plans.
3. Move them calmly but quickly to one of the exits indicated on the map in your Red Evacuation Bag. Take the most direct, unobstructed route out of the building.
4. Proceed past the parking area to the grassy area. Recount your children. If a child should be missing, do not go back into the building. Notify a staff member or fire fighter.
5. Once evacuated, hold up the room sign card that is in your red bag to identify your class. Please wait for further instructions from a staff member.
6. Please stay with your group at all times. First aid will be brought to you if needed.
7. Do not dismiss any children to go on their own. Do not allow parents to take their child from your care during the "process" of your evacuation. Remind the parents they can walk with you, but you cannot release a child until you have arrived at your evacuation location.

In the event of a tornado:

1. Gather your children and take a quick head count.
2. Please take note of your class's instructions located in your Red Emergency Evacuation Bag. Be sure to take this bag with you and attendance sheet.
3. Move calmly through hallway area indicated on the map in your bag, taking the most direct route to your class's evacuation destination.
4. Guide children to sit against the wall with their arms covering their head.
5. Once evacuated, please wait for further instructions from a staff member.
6. Please stay with your group at all times. First aid will be brought to you if needed.
7. Do not dismiss a child to their parent until you are in your evacuation destination.

Intruder emergency procedure (LOCKDOWN)

1. Stay calm and do not panic.
2. Staff will communicate threat and destination.
3. Be quiet and as out of sight as possible when calling for assistance. WAIT for further instructions from WFC staff or police.
4. If outside, DO NOT enter the building. Instead, proceed past parking lot to grassy area.
5. When it is safe, the Staff and Safety Team will help connect parents with their children.

Baby Evacuation Process

1. Place babies in the crib labeled "evacuation crib." Raise the bar and push the crib out the door and to the designated area.

POLICY + PROCEDURES:

Well Child Policy

A child who is ill and could therefore expose other children and teachers to illness should not be received into the classroom. Some signs of illness are listed below. If a child shows signs of any of these symptoms* while in our care, contact your coach or staff leader.

*PLEASE NOTE: Coughing, sneezing, runny nose and eyes can also be symptoms of allergies. Be sure to check with parents as to the cause of the symptoms before denying the child entry into the class.

- Persistent coughing
- Persistent sneezing
- Any discolored nasal discharge
- Vomiting
- Inflamed throat
- Earaches
- Diarrhea
- Fever (> 99°; must be fever free for 24 hrs)
- Runny nose and/or eyes
- Unusual fatigue and irritability
- Complaints of stomach ache
- Swollen glands
- Rash (except diaper rash)

Child Abuse Information & Policies

“The National Committee for Prevention of Child Abuse” designed the definitions below.

Physical Abuse

Physical abuse can be defined as a non-accidental injury, which may include beatings, violent shaking, human bites, strangulation, suffocation, poisoning, or burns. The results may be bruises and welts, broken bones, scars permanent disfigurement, long-lasting psychological damage, serious internal injuries, brain damage or death.

Physical/Emotional Neglect

Physical/Emotional neglect is the failure to provide a child with basic needs including food, clothing, education, shelter, and medical care; also abandonment and inadequate supervision.

Sexual Abuse

Sexual abuse is constituted through the sexual exploitation of a child by an older person as in rape, incest, fondling of the genitals, exhibitionism or pornography. It may be done for the sexual gratification of the older person, out of a need for power or economic reasons (such as prostitution, etc.)

Emotional Maltreatment

A pattern of behavior that attacks a child’s emotional development and a sense of self worth, such as constant criticizing, belittling, insulting, manipulation. It can also be defined as providing no love, support, or guidance for the child.

Reporting Suspected Child Abuse

1. If you suspect that a child involved in any of the programs at Westside Family Church has been abused, the following steps are to be followed: Report the suspected abuse to a member of the Kids’ Ministry Staff or the Pastor over said ministry.
2. Do not interview the child regarding the suspected abuse. This could be considered leading the child.
3. Do not discuss the suspected abuse with other volunteers, parents, etc. All information regarding the child should be kept confidential with your ministry supervisor and the proper authorities.

4. You may be asked to complete a Suspected Child Abuse Report. Confidentiality will be maintained as much as possible. This form will be returned to your ministry supervisor.

Incidents

In the case of any non-accident or injury incident that is a cause for concern, please inform a coach or staff member right away. This may include behavior that indicates possible abuse, inappropriate talk or touch from one child to another or any other incident that a parent or staff member needs to know. In addition to a conversation with a coach/staff member, an incident form will need to be filled out.

Safety

All car seats and strollers must be stored in the classroom.

Injuries

Typically injuries can be treated with tender loving care, a cool cloth and a Band-Aid, but we need to be prepared for everything. Please treat the child, notify the team lead and complete and turn in an "Incident Reporting Form." Talk with the parent upon arrival and let them know what happened. A staff member will follow up with the parent, if necessary, the following week. If there is a spill of body fluid (due to cuts, nosebleeds, vomit, etc.), latex gloves must be worn. In case of a serious emergency, call 911.

Location of all First Aid Kits

- Check In Desk | Kitchen
- Red Evacuation bag in each classroom and/or family ministry environment.

Serious Injuries

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

- Remain calm and keep the children and the injured person as calm as possible. Speak calmly to the child.
- Do not move or leave the injured child alone.
- Send a fellow volunteer to find a staff member for assistance.
- The staff member will call 911 if necessary.
- The staff member will contact the parents.
- If the child is to be transported to a hospital and the parent cannot be located in time, the staff member will accompany the child to the hospital.
- The staff member will follow up with the parent as needed.
- All volunteers and staff members involved in the emergency will write out a report of what happened immediately following the emergency.

Medication

We're not authorized to administer any over the counter or prescription medications. In the event a child needs more attention than we can provide, the parent will be notified.

Accidents and Emergencies

Please review our policies and procedures regarding accidents, incidents and allergies, particularly how we document both for occurrences and prevention.



KIDS MINISTRY

Early Childhood

Infant-Kindergarten

Grade School

1st-5th Grade

KIDS MINISTRY

Partnering with families to make a first impression of our Heavenly Father in such a way that we make a lasting impression on the heart of a child.

We believe in presenting lessons and activities that engage all the sense making mastering Bible concepts a blast. Crazy fun small group activities to large group Bible story and worship time, it's all part of the plan to help a child learn basic Bible truths by the time they graduate each ministry area.

Early Childhood Ministry Teaching Goals INFANT-KINDERGARTEN

By the time a child is five years old we want them to know:

1. **God Made Me**

"For you created my inmost being; you knit me together in my mother's womb. I praise you because I am fearfully and wonderfully made; your works are wonderful, I know that full well."

PSALM 139:13-14

2. **God Loves Me**

"For I am convinced that neither death nor life, neither angels nor demons, neither the present nor the future nor any powers, neither height nor depth, nor anything else in all creation, will be able to separate us from the love of God that is in Christ Jesus our Lord."

ROMANS 8:38-39

3. **Jesus wants to be my friend forever**

"For God so loved the world that he gave his one and only Son, that whoever believes in him shall not perish but have eternal life."

JOHN 3:16

Grade School Ministry Teaching Goals 1ST-5TH GRADE

By the time a child promotes to student ministry we want them to know:

1. **I need to make the wise Choice.**

So I will...

- Trust & follow Jesus
- Spend time getting to know God
- Do whatever God says.
- Discover God's unique plan for my life.

2. **I can trust God no matter what.**

Because...

- He is my Creator
- He is my Father
- He is my Guide
- He is my Savior

3. **I should treat others the way I want to be treated**

So I will...

- Show God's love to those around me
- Care enough to put others before me
- Respect whoever God puts over me
- Be the right friend to those beside me

VOLUNTEER GENERAL INFORMATION

The following information is important for you to know, regardless of where you serve. Westside's Kids Ministry is a multi-faceted team serving hundreds of kids. Please familiarize yourself with this essential information.

Leading in Kids Ministry

"Be shepherds over the flock God has entrusted to you. Watch over it as God does; don't do this because you have to, but because you want to. Don't do it out of greed, but out of a desire to serve."

1 PETER 5:2-6

Leading and Learning are important:

Leading: Guiding children involves heart, motivation, skill, honor, tactfulness, awareness and lots of energy. We believe things are more often "caught" than taught. It means being consistent in what you teach, and in how and where you teach.

Learning: Here are a few areas we'd like to help and encourage you to grow and learn.

1. **Your relationship with Christ.**
2. **Attending church services weekly.** Serving is great, but it doesn't take the place of attending a service. Stay connected to how God is leading our church by participating in the adult services.
3. **Getting involved in a A2 Group.** We believe that life-change happens best in the context of relationships. Join a small group. LifeGroups, LifeLines, and LifeStudies are all great ways to get connected and grow. You can find groups at the following link: westsidefamily.church/grow
4. **Discovering your spiritual gifts based on your S.H.A.P.E. assement and how to be the leader God intends you to be.** Christ wants his church Body to be fully resourced so the Early Childhood ministry and the many other ministries of the church can continue to expand and serve others. Be willing to ask God how he wants you to use your finances to resource the body and then just do what he says. Together through being the church, we can make a huge impact, that none of us could do alone if we honor him with our resources.

MINISTRY AREAS

Babies/Tots

Babies consist of all children ages six weeks through babies that are crawling. This area is characterized by having a 3:1 child to teacher ratio, gentle play and a place where faith is introduced to babies and toddlers through Bible conversation, music & movement, and simple songs.

Young Child

Young child consists of young children that have started walking through children that are in preschool. This area is characterized by having a 8:2 child to teacher ratio, activities and games that relate to one of the three basic truths, activities repeat for duration of the month, snack time, music & movement, and simple songs.

Pre-K

Pre-K consist of children age 4 and older. This area is characterized by having a 8:2 child to teacher ratio, activities and games that relate to the weekly Bible story, snack time, music & movement and simple songs.

Kindergarten

Kindergarten consists of children age 5 through children currently enrolled in Kindergarten. This area is characterized by medium teacher/child ratios, the Bible is taught through engaging story videos, fun worship songs with motions and movement, live sketches, and activities and games that relate to the weekly Bible story. The Clubhouse is where children are first introduced to meeting in small groups and beginning to build relationships with each other and leaders, while learning about God.

Grade School, 1st-5th grade

Grade School consists of children currently enrolled in 1st through 5th grade. This area is characterized by medium teacher/child ratios, the Bible is taught through engaging story videos, fun worship songs with motions and movement, live sketches, and activities and games that relate to the weekly Bible story. Kids East (1st-2nd grade) and Kids West (3rd-5th grade) is where children will continue to meeting in small groups to go deeper in their relationships with each other and their leader while learning what it means to love Jesus, become like Jesus, and share Jesus with the world around them.

Check-In and New Family Welcome

The Check-In & Welcome team is vital to our success. This is where families are greeted; children are checked in and guided to their environments. Our check-in volunteers are warm and friendly and help our families have a safe and great experience.

Support Team

The Support team is the backbone of our ministry. The support team consists of volunteers that serve by preparing resources, gathering resources, setting up classrooms, and tearing down classrooms. The support team makes it possible for small group leaders/classroom leaders to come on Sundays and focus on building relationships with the children.

Special Needs

The Special Needs program exists to provide an opportunity for children with different abilities to learn about God's love for them in practical ways. This is accomplished through interaction with their peers and teachers in a developmentally appropriate environment. Special needs volunteers strive to specifically serve those children who have special needs by providing an adult buddy in their small group and if necessary facilitating the child's involvement so that the child may get the most possible benefit out of his/her time in the Kids' Ministry program.

KIDS MINISTRY VOLUNTEER ROLES

SMALL GROUP VOLUNTEER ROLES

Coach

Provides leadership and connects relationally with a team of small group leaders while overseeing the learning environment within the classroom.

Commitment:

Weekly volunteer arriving 15 minutes prior to their volunteer hour and communicating with volunteer team with lesson info and announcements.

Small Group | Classroom Leader

Connects relationally with children in classroom and their families while leading children through activities that relate to the Bible story.

Commitment:

Weekly or biweekly volunteer, reads through lesson and announcements in preparation and arrives 15 minutes prior to volunteer hour.

Substitute Small Group | Classroom Leader

Serves in place of the regularly scheduled leader connecting relationally with children in the classroom while leading them in activities that relate to the Bible story.

Commitment:

As needed or available volunteer arrives 15 minutes prior to their volunteer hour.

VOLUNTEER EXPECTATIONS

As a volunteer in Kids Ministry, you're in a leadership position with children and students watching what you say and do closely. You are a role model for the next generation. As a role model, your lifestyle is important to us. We want to make sure who you are on Sunday is who you are the rest of the week. There are several issues that are most important to us, so we'll go into more detail about them in order to ensure that we're all on the same page.

Regarding Sexual Behavior

We believe that sex was created by God as an expression of intimacy within the content of marriage. We may ask you not to serve for the following reasons:

- If you are involved in a sexual relationship and not married.
- If you are currently living with someone of the opposite sex and not married.
- If you are married and are currently involved in a sexual relationship outside of your marriage.

Regarding Substance Behavior

If you have a history of alcohol or drug abuse, this might be something God uses in a positive way to impact the future of the next generation. We'd love to talk with you further about your story and how it can impact the children and students in our ministry. We have a few guidelines that will determine your volunteer placement, and a few reasons we may ask you not to serve at this time:

- If you have been arrested for or convicted of an alcohol or drug-related offense in the past twelve months.
- If you are currently being treated for alcohol or drug abuse.
- If you have used any illegal substance in the past twelve months.
- If consuming alcohol to the point of being unable to drive legally is a regular part of your lifestyle.

Regarding Social Behavior

The kids (and/or the parents of the kids) in your group will definitely visit your Facebook page. If you use any social media platform, your few will probably follow you through those platforms. We think social media can be a great way to connect with your few outside of Sunday. However, they'll also be able to see everything you post publicly. Please be mindful of these guidelines, and we may ask you not to serve for the following reasons:

- If you use inappropriate language on a regular basis.
- If you post pictures of yourself in revealing clothes.
- If you post pictures of yourself consuming alcohol.

We believe God loves all people and His grace is offered to everyone, regardless of his or her current lifestyle. The criteria listed above are specifically for those in leadership and influence. This understanding is vital in order to see these parameters rightly. If you have concerns, questions, or feel the guidelines listed above disqualify you from serving, please contact the Kids Ministry Director and he will be glad to talk with you.

REGARDING SUNDAYS

Arrive on Time

All volunteers should arrive no later than 15 minutes prior to their service time. This time will allow for preparation and connection with those you are serving with and allow those serving before you to leave.

Be prepared

Please come fully prepared and ready to go. That means lessons, skits, lyrics or whatever else is needed to present, play or teach.

Communicate

We want to hear from you. If you're going to be absent, please inform your coach or team leader as soon as possible. This helps us prepare for Sunday mornings. In addition, we value your constructive feedback.

Appearance

Please dress **modestly** and comfortably as you will be bending over and playing on the floor during class time.

Hygiene

Please help us prevent the spread of illnesses by washing or sanitizing your hands:

- When you first arrive in a room
- After a diaper change
- After assisting a child to the restroom
- Before handling food
- As needed

Please instruct children to wash their hands:

- After using the restroom
- Wiping their nose
- Before eating

VOLUNTEER REQUIREMENTS

Application & Background Check

ADULTS: All adult volunteers (18 years and older) must complete a volunteer application and criminal background check. Adults serving with or around children must also review and sign our Child & Youth Protection Policy acknowledging their understanding of Westside policy and practices in relation to minor children.

westsidefamily.church/serve

MINORS: All student volunteers (under the age of 18) are required to review and sign the Child & Youth Protection Policy with a parent or legal guardian acknowledging their understanding of the policy and the student's eligibility to serve according to these policies.

westsidefamily.church/serve

The application and required background check and/or Child Protection Policy will be sent to a potential new volunteer as part of the Westside Volunteer process.

Student Volunteer Leaders

We love our younger volunteers. Our student leaders serve to assist our adult volunteers.

Age Requirements

- Babies classroom leader: Adults 18 years or older may serve in a baby class.
- Walkers' student leader: Youth age 14 or older may serve in a walkers' class.
- Toddlers' student leader: Youth in 6th grade or older
- Pre K student leader: Children may serve in a pre-k/K classroom if they are in 1st grade or older and serving with their parents.
- Small Group student leader: approved students may lead a group of K-5th graders. Observation and training will be required.
- Small Group helper: youth in 6th grade or older may assist an adult leader with a K-2nd grade group.
- Tech Team: approved youth in 6th grade or older may run sound and lights during large group programming
- Adult Volunteer: Adults 18 years or older can serve in any area as a volunteer or leader.

Student Exceptions

- Student leaders serving in Early Childhood may not under any circumstance pick up a child unless the volunteer is at least 16 years old.
- Student leaders are expected to attend their age specific service/small group.
- Friends: Volunteers may not bring friends not approved to volunteer with them.
- Bathrooms: No volunteer under the age of 18 is allowed to escort children to the bathroom.
- Diapers: Only women, 18 years or older may change diapers.
- Appearance: Please dress modestly. No short skirts/shorts, low cut shirts, or low cut pants.
- Cell Phones: Please refrain from using your cell phone in the classroom. Cell phone use may result in being asked to leave the classroom.
- Classroom: Never be alone in a class with kids. If an adult is not present when you arrive, wait in the please hallway. Only adult leaders should answer the door at pick up and drop off. (Early Childhood specific)
- Role Model: Please remember that you are a role model for the children you lead. Always model appropriate actions and language.
- Rough play: Avoid rough play with the kids. Do not give piggyback rides or put kids on your shoulders.
- Hot beverages: Hot beverages of any kind are not allowed in any classroom.
- Do not take pictures of children.

DROP OFF/PICK-UP SAFETY STANDARDS

- Greet family with a warm welcome. If you know the child or can clearly read their tag, greet them by name.
- Encourage parents to release child at the door rather than entering the classroom.
- All children 2 years and older are required to wear a nametag as well as a colored dot on their shirt.
- Collect the second nametag and place it on the attendance sheet located by the door or in the leader folder.
- Only release children to ADULTS with a matching security stub. No exceptions. No tag. No kid. No kidding.
- If a parent does not have the security stub, they must return to a manned check-in kiosk and get assistance to reprint their security stub before picking up the child.

*If you suspect that a child is in the wrong age group, or you are concerned with the amount of children in your group, contact the coach who will work out the details and alert the parents if the child needs to be moved.

Paging Parents:

If you should need to call a parent at any time during a service, contact the coach. Coaches will take the Security Tag number found on their nametag and give it to the check in desk. If for some reason a parent has not come within a reasonable amount of time, contact the coach again who will continue to page or call the parents.

Bathroom Policies:

Below are bathroom policies for the various bathrooms our kids use on a regular basis. Never allow yourself to be in a bathroom with a child alone.

- Women **ONLY** are permitted to change diapers.
- Only allow one child in a single stall bathroom at a time.
- If a child can go on their own, let them (just stand by the door ready to help if needed).
- If a child needs help or hasn't finished up after some time, talk through the door or slightly crack the door so you can talk while maintaining privacy.
- If your assistance is required, ask another volunteer to stand at the door and supervise as you assist the child. Never are you to be alone with a child in the bathroom.

Diaper Changing Procedure:

- Gather Supplies from diaper bag before gathering the child.
- Wear new gloves with each diaper change.
- Place wax paper on the changing surface.
- Change the diaper, cleaning the child thoroughly.
- Dispose of diaper, gloves, and wax paper in trash.
- Clean diaper-changing surface with Clorox wipe.
- Return child to play and wash hands.

Diaper Bag Procedure:

- Label all diaper bags at drop off.
- Ask parents to please wait a minute while you label their bag.
- Westside diaper bag tags are available for unlabeled bags.

Toy Washing Procedure:

- Spray toy with Clorox Anywhere hard surface sanitizing spray.
- Let sit for 2 minutes
- Wipe dry with washcloth or let air dry in drainer or on towel.

Leaving the classroom:

When leaving a classroom for any reason, follow these steps:

- Line up the children at the door.
- Do a head count of children.
- Take the red evacuation bag and attendance sheet.
- Leave a sign on the door with where you are going, unless it's an emergency.
- Have one leader lead the line, and the other leader follow the class behind.
- When you arrive at your destination, do another head count.

VOLUNTEER IDENTIFICATION & VISITING ADULTS

We make every effort to keep the Kids Ministry secure and safe. Below are our policies concerning adults in our ministry.

Volunteer Identification

- All volunteers are required to wear a nametag while in a classroom.
- Adult and student volunteers should print their volunteer security sticker from a check-in kiosk.
- If there are not events available in order to print a tag, a leader must wear a temporary Volunteer Nametag. Please see a check-in attendant.

Visiting Adults

- Unauthorized adults are not allowed into a classroom.
- If an adult is interested in observing, connect them with a ministry coach or team leader.
- Any adult/teenager seen in the hallways without proper identification must be asked to leave (contact a coach, team leader, ministry director).

Parents

- Parents are discouraged from entering early childhood classroom except for situations or circumstances where it would benefit the child to have a parent stay for a few minutes to help their child settle in.
- Nursing moms are not allowed in the classroom to nurse. They should check their child out of the room. They are welcome to use our nursing moms room in the commons.

