



# VOLUNTEER HANDBOOK

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# VOLUNTEER HANDBOOK

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## **:: MISSION STATEMENT**

**Kidlife exists to glorify God by helping all kids, all the time, advance in their journey with Christ on their level. Each child will experience a safe, engaging environment where the Bible is taught in an age appropriate and creative way.**

## **:: CORE VALUES**

**FUN - Cultivating an environment where laughing is easy and kids cannot wait to come back.**

**SAFETY - Creating areas of safety where families can entrust us with their children each week.**

**RELATIONSHIPS - Encouraging kids to develop a personal relationship with Jesus Christ and friendships with their peers.**

**CREATIVE BIBLE TEACHING - Bringing the Bible to life in exciting, energetic, and glorifying ways through music, teaching, drama, and video in both small and large group settings.**



## **:: VOLUNTEER PREREQUISITES**

**Leader positions include Coordinators, Small Group Leaders, and Security. All volunteers for these positions must meet the following prerequisites:**

- **Complete a Volunteer Application Form**
- **Authorize BLC to run a background check (renewed annually)**
- **Read the Leader Handbook agree to and abide by the policies herein with signature**
- **Attend leadership training conducted twice a year (usually August and January)**

## :: LEADER POSITIONS

- **COORDINATOR** – oversees the respective area and provides leadership to the Leaders and Youth Helpers. The coordinator assists Leaders with area needs, takes attendance, and aids in discipline or security issues.
- **SMALL GROUP LEADER** – primary teacher for a group of kids, who encourages spiritual growth through relationships, discussion, and small group activities.
- **SECURITY** – keep Kidlife a secure, safe environment. They are stationed at each of the exits in the area and check each child's security tag as they leave.
- **SUBSTITUTE/FLOATER** – will work in any position



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## **:: ARRIVAL & CHECK-IN**

**We ask that you make it a priority to arrive promptly to ensure that all classrooms are properly staffed during each Sunday morning session:**

**First session time: 8:30-10:45AM. Huddle at 8:30.**

**Second session class time: 10:55-12PM. Huddle at 10:30.**

**Please do the following when you arrive:**

- **Sign in with your initials next your name on the clipboard at the front desk.**
- **Go to volunteer central for Huddle and grab some coffee and breakfast.**

## **:: ABSENCES**

**Notify a staff member of any scheduled absences. Please give at least a 2-week notice for travel, vacation, etc.**

**If an emergency or illness prevents you from attending that morning, please call or text.**



## **:: DRESS CODE**

You will be seen as a representative of the church, so dress accordingly. Always wear clean, neat and comfortable clothing. If you work on the floor with children, please be mindful of short dresses/skirts or low-rise pants. Always wear your Kidlife shirt so you are easily identifiable to families as a volunteer.

## **:: YOUTH HELPERS**

Youth workers are volunteers under 18. They will be asked to sign a covenant, read this handbook and abide by the policies in each. When in a classroom they are expected to serve by interacting with the children and assisting the leaders. However, they do not take the place of an adult. No one under the age of 18 should ever be alone with a child, including in restrooms.

## **:: INCIDENT FORMS**

If an injury/accident or altercation occurs on the church premises, an eye witness will need to fill out an Incident Report Form and signed by a Coordinator. This form helps in communication with the parents/doctors that inquire information about the accident. The forms are found at the front desk.

## :: SICK POLICY

In order to limit the spread of illness, these guidelines apply to you as a Leader or Youth Helper as well as the children in your classroom.

**DO NOT** come to your room or admit a child into your classroom when any of the following are present.

- Fever
- Vomiting or Diarrhea
- Any symptom of any infections or contagious disease
- Common cold from onset through one week
- Strep throat
- Croup
- Any unexplainable rash
- Any skin infections - boils, ringworm, impetigo, lice, scabies
- Pinkeye and other eye infections
- Cough or green runny nose

## :: LEADER CONDUCT

Under **NO** circumstances will a Leader be alone with a child behind a closed door.



## **:: PROPER DISPLAY OF AFFECTION**

Physical touch is an important element in the communication of love and care to children. However, physical contact should be age and developmentally appropriate. The following guidelines are recommended as pure, genuine and positive displays of God's love.

- **Meet the child's eye level by bending down or sitting.**
- **Hold the child's hand (younger children) while listening or speaking to him/her or when walking to an activity.**
- **Put your arm around the shoulder of a child when comforting or quieting is needed.**
- **Pat a child's head, hand, shoulder or back when encouraging.**
- **Gently hold the shoulders and make eye contact when redirecting the child's behavior.**
- **Console a child who is crying.**
- **Age appropriate hugging IF initiated by the child. Never initiate yourself as this makes some children and parents uncomfortable.**

**:: PROHIBITED BEHAVIOR** - The following behaviors are prohibited for all volunteers. This list is not meant to be all-inclusive, but is intended to provide guidance as to what may constitute prohibited behavior.

- **Kissing a child or coaxing a child to kiss you.**
- **extended hugging and excessive tickling.**
- **Touching a child in any area that would be covered by a bathing suit.**
- **Physical contact when no other adults are present.**
- **Giving a full-contact, body-to-body hug.**
- **Threatening or inflicting physical injury upon a child, other than by accidental means.**
- **Committing any sexual offense against a child or engaging in any sexual contact with a child.**
- **Making any kind of sexual advance or making a request for sexual favors, or engaging in other verbal, visual, or physical conduct of a sexual nature.**
- **The presence or possession of obscene or pornographic materials at any function of the Church.**

## **:: EMERGENCY PROCEDURES**

**In any emergency, stay calm and follow instructions of your coordinators.**

**If necessary, prepare the children and leave the classroom to go to the designated area while following these guidelines:**

- **Leader is to take their binder with roster with them**
- **Check the classroom and restroom for children.**
- **Count the children.**
- **Remain with your classroom/small group. DO NOT leave to get your own children.**

## **:: FIRE ALARM ESCAPE PLAN**

**Follow the above guidelines, and escort the children away from the building. Listen for the “All Clear” signal and return to the classroom. Children are to only be released to parents from the class room.**

## **:: WHEN DO I NOTIFY A STATION LEADER/COORDINATOR?**

- **When a safety/conduct rule has been violated by a leader**
- **When a child gets a fever or becomes very sick during a session**
- **When you feel a child's family needs a follow-up call because of a child's needs**
- **When an accident has occurred**
- **When you are having a problem with a parent or another leader**
- **When a piece of equipment is faulty or the room is in need of repair**
- **When someone attempts to pick up and/or leave with a child without the proper security tags**
- **When you need additional supplies that are not stocked in your classroom cabinet/closet**
- **When there is an altercation between 2 children**

**Station Leaders will note any needs, concerns, or suggestions on his/her clipboard each week.**



## **:: SECURITY**

**Endeavor at all times to establish the goodwill and trust of the children and their parents. Families are to be greeted at the door with a courteous, warm, enthusiastic attitude and a smile. Be sure to introduce yourself to those who do not know you.**

**Make sure the child is wearing a security tag prior to entering their classroom. After service, verify each child's tag with the matching parent security badge before the child exits the area.**

## **:: CURRICULUM**

Age appropriate curriculum is provided for each class. It is expected that you review the curriculum and have an understanding of the activities prior to Sunday morning. Lesson plans are available through a weekly e-mail and a hard copy in the VIP room

A curriculum tub is prepared each week. In your curriculum tub, you will find:

- SGL folder with printed copies of the curriculum, prayer sheet.
- Resources needed to complete curriculum activities
- God-Time cards and event postcards (when applicable) to send home

## **:: BEFORE YOU LEAVE**

- Place all supplies back in your tubs and reorganize if needed, keeping scissors, glue, crayons and markers separate. Return to the classroom
- Clean up your area by throwing away trash or returning items to the curriculum tub.

## :: DISCIPLINE

Effective discipline involves guiding and encouraging the child with love to respond to you and to God with acceptable behavior. Always maintain unconditional love, just as God does with us. This is what we do to get the child to control him/herself, not what we do to control the child.

Two extremes of discipline are possible and are not desirable. At one end of the scale is authoritarianism, or total control of the child, while the other end is total permissiveness. Children have a need for order and balance in their lives; therefore, disciplining with love calls for direction and guidance that holds the child accountable for his/her own actions as you teach him/her the consequences of making poor decisions. At the same time, be generous with affirmation and encouragement.

Physical discipline, such as spanking, is never permitted. However, using physical restraint to prevent a child from hurting themselves or others is permitted but should be handed over to the Staff if possible. A Staff should be notified if there is an occurrence that requires any kind of physical restraint.



## :: POSITIVE DISCIPLINE

Always practice positive discipline.

- Whenever possible, use positive words to let any child know what is expected of them as opposed to what they are doing wrong. Children learn from positive rather than negative statements. For example, “Walk in the classroom” or “Use a quiet voice”.
- Set limits and boundaries. Children need to know their limits. Be specific, positive, and give consequences. Be consistent!
- Loving, positive discipline is communicated by our example. Raising your voice or losing your temper indicates that you are out of control. At this point, we lose our spiritual advantage.
- Never convey negative information to a parent. Tell a staff member and they will handle speaking with the a parent if necessary.
- Avoid boredom. Know your curriculum beforehand so that you can engage each child for the duration of the morning.

## **:: PROCEDURE FOR DISCIPLINE**

- 1. Verbal warning – ask child to stop behavior, be specific and refrain from bribery.**
- 2. “Take a break” – if the child continues, talk with the child away from the group. The child may return to the small group when he/she is ready to behave.**
- 3. “Think Time” – if the undesired behavior continues, remove the child from the room and hand over to a Coordinator.**

## **:: GUIDELINES**

- Never spank a child.**
- Never physically restrain a child unless they are harming themselves or others.**
- Never grab a child by the face.**
- Never lose control by yelling, but rather speak firmly and clearly when necessary.**



## :: LEADER COVENANT

As a Kidlife leader, I commit to:

- Personal spiritual growth through reading and meditating on the Bible and prayer
- Prompt arrival to my ministry placement. If an emergency prevents me from serving, I will responsibly call/text/e-mail/smoke-signal my Ministry leader
- Be fully prepared for my ministry placement prior to Sunday
- A lifestyle of Godly character
- Wholeheartedly support and respect the ministry leadership
- Actively look for ways to implement the Kidlife Core Values
- Take every effort to attend the semi-annual training sessions and Sunday morning huddle
- Serve in 1 or more Kidlife special events throughout the year such as SuperStart and camp
- Receive words of correction into my life with a positive attitude. I know these words are given with a heart of love and a desire to see me grow.

Name \_\_\_\_\_ Date \_\_\_\_\_