

DISCOVERY LAND VOLUNTEER HANDBOOK



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2016-17

Mission Statement:
To assist parents in teaching
their children about God
and the gospel.



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welcome to discovery land!

To contact Discovery Land,
please e-mail
Becky Ferleman,
Discovery Land Director
bferleman@covlife.org
or call the church,
301-869-2800
and ask for Discovery Land.

Also, please check out our website at
covlife.org/discoveryland

Dear Discovery Land Volunteer,

Thank you for choosing to invest in the next generation of Covenant Life Church. We are so glad you are taking part in this high calling.

Because children are important to Jesus, they are important to us. In Discovery Land, child safety is our number one priority. So the purpose of this handbook is to familiarize you with Discovery Land, our child safety policies, and the responsibilities you have. Your role as a volunteer is critical to the goal of loving children the way Jesus did and protecting those who have been entrusted into our care. Please allow the details of this handbook inform your care of the children.

Discovery Land is much more than simple childcare or a practical way to allow parents to attend the worship service. It is a strategic way to spread the gospel to hundreds of member and guest families each year. Our mission in Discovery Land is simple: To assist parents in teaching their children about God and the gospel. So whether you stock supplies, lead a small group, rock babies to sleep, teach Bible stories, or watch our hallways, be encouraged that you have a vital role in this wonderful privilege.

Discovery Land has chosen The Gospel Project for Kids curriculum, whose goal is that children see how every story of the Bible points to Jesus. The curriculum provides volunteers with many resources to effectively partner with parents in discipling the precious children in our care. To effectively do this, we invite you to preview materials prior to your serving week.

On the next page, you'll find inspiring Scripture passages that show God's care for children, and the responsibility we have to teach them about his amazing plan of salvation. We hope this encourages you as you seek to effectively communicate the gospel in Discovery Land.

As Discovery Land begins a new year, we ask you to join in prayer for the safety of every child, the power of the Word to change lives, and the encouragement of being in community with one another in reaching the next generation for Christ.

If at any time you have questions, concerns, or suggestions, please contact us. We're eager to listen.

With gratefulness,

The Discovery Land Staff

Please note: The information in this handbook is not a complete summary of all aspects of Discovery Land, but is intended to give a general overview of child safety, and departmental practices to ensure the best possible care for the children. Department team captains will provide you with more details pertaining to your specific responsibilities. Additionally, the full Covenant Life Church Child Protection Policy is available from the Discovery Land Director.

why children's ministry?

scripture is filled with references to children and our responsibility to teach them. May God's Word inform how we train the next generation.

"One generation shall commend your works to another, and shall declare your mighty acts." / **Psalms 145:4**

"The Lord looks down from heaven; he sees all the children of man." / **Psalms 33:13**

"Now they were bringing even infants to him that he might touch them. And when the disciples saw it, they rebuked them. But Jesus called them to him, saying, 'Let the children come to me, and do not hinder them, for to such belongs the kingdom of God. Truly, I say to you, whoever does not receive the kingdom of God like a child shall not enter it.'"
/ **Luke 18:15-17**



"Behold, children are a heritage from the Lord, the fruit of the womb a reward." / **Psalms 127:3**

"And these words that I command you today shall be on your heart. You shall teach them diligently to your children, and shall talk of them when you sit in your house, and when you walk by the way, and when you lie down, and when you rise." / **Deuteronomy 6:6-7**

"Only take care, and keep your soul diligently, lest you forget the things that your eyes have seen, and lest they depart from your heart all the days of your life. Make them known to your children and your children's children." / **Deuteronomy 4:9**

"Train up a child in the way he should go; even when he is old he will not depart from it." / **Proverbs 22:6**

"Whoever welcomes one of these little children in my name welcomes me; and whoever welcomes me does not welcome me but the one who sent me." / **Mark 9:37**

helpful information



Administrative Items

Serving Schedule:

You can obtain a serving-week magnet with the dates below, to use as a handy reference. Magnets are stored in the Discovery Land office.

Week 1	Week 2	Week 3	Week 4
SEPT 4	SEPT 11	SEPT 18	SEPT 25
OCT 2	OCT 9	OCT 16	OCT 23
OCT 30*	NOV 13	NOV 20	NOV 27
NOV 6	DEC 11	DEC 18	DEC 25
DEC 4	JAN 8	JAN 15	JAN 22
JAN 1	JAN 29*	FEB 19	FEB 26
FEB 5	FEB 12	MAR 19	MAR 26
MAR 5	MAR 12	APR 16	APR 23
APR 2	APR 9	APR 30*	MAY 28
MAY 7	MAY 14	MAY 21	JUNE 25
JUNE 4	JUNE 11	JUNE 18	JULY 23
JULY 2	JULY 9	JULY 16	JULY 30*
AUG 6	AUG 13	AUG 20	AUG 27

New this year:

On 5th Sundays, the Adventure (1-5th) grade class will not meet. All other classes are in session. *Denotes 5th Sundays.

Also please note:

September 4: No Adventure Class

December 25: TBD if Discovery Land will be in session.

Volunteer Responsibilities:

Thank you for volunteering to serve in Discovery Land! Your commitment to care for the next generation is a vital part of church life. As a volunteer in Discovery Land, you play a critical role in ensuring children receive the best possible care while attending Discovery Land classes. As a reminder, all volunteers signed an agreement on the volunteer application to abide by the following, which are detailed in this handbook, along with other important aspects of child safety:

- Two-Adult Rule (p.11)
- Child Pickup Procedures (p.17-18)
- Emergency Procedures (p.11-12)
- Reporting Suspected Child Abuse/Neglect (p.12-15)

Video & Photography of Children:

In an increasingly visually connected world, we recognize and affirm a parent's desire to guard his or her children's identity and use of their image in printed and digital contexts. Therefore, Discovery Land will:

- only use identifiable images of children if and when granted written permission by parents.
- require any photographer assigned by Discovery Land staff to take photos or video (for informational or promotional purposes such as the church website or a brochure) to avoid photos or video where children are identifiable.
- require that Discovery Land volunteers never videotape or photograph children while children are in Discovery Land care.

Cell Phone Use:

Volunteers should not use cell phones in contexts involving children while in Discovery Land. Classrooms are "no phone zones" and children should never be given or shown a volunteer's cell phone. This protects children and allows volunteers to stay focused on care and effective interaction with children.





Child Safety

Because we take child protection seriously, all volunteers must adhere to the following rules and procedures.

Annual Volunteer Application, Training and Approval:

Every adult (18 and over) completes the volunteer application, and submits to a background check. We also consult the National Sex Offender Registry. Applicants may be interviewed as part of the process. Every adult volunteer must complete training in abuse awareness, and training in their ministry area of service. Youth complete the volunteer application with a parent. Youth receive training from other adult volunteers on the days in which they serve. Applications are kept secure by Discovery Land staff, and are only used for volunteer positions in CLC ministries involving child oversight.

Two-Adult Rule:

There must be at all times a minimum of two approved adult (i.e. 18 and over) Discovery Land volunteers in every classroom or any other context on the church premises where children are located in a Discovery Land context. There are no exceptions to this rule! Volunteers should alert leadership of any lack of adherence to this rule.

Volunteer Name-tags:

All volunteers will be issued a laminated Discovery Land nametag for the current serving year, indicating their role and if they are a youth (under 18) volunteer. No volunteer should serve without a nametag. If you do not have a permanent nametag on your first Sunday, please see the Discovery Land staff, and inform your departmental leader. Volunteers without nametags will be asked by Discovery Land staff and or/Discovery Land safety/security to provide identification, and obtain a temporary nametag from DL Staff. Volunteers may not serve without proper nametag identification.

Emergency Procedures:

Every Discovery Land classroom has the following important classroom documents stored in a wall-mounted bin or classroom binder:

- Volunteer handbook
- Emergency evacuation procedures
- Lockdown procedures
- Tornado procedures
- Earthquake procedures
- Lost child procedures
- Closed classroom sign
- Choking child poster
- Child CPR poster
- Child Protective Services Abuse/Neglect Fact Sheet

If a classroom does not have all of these documents, a volunteer should alert their departmental coordinator or the Discovery Land administrative assistant.

Emergency Situations:

All volunteers should familiarize themselves with all emergency procedure documents (evacuation, lockdown, etc.) which are located in each classroom's wall-mounted bin or binder and follow the instructions in the event of an emergency. If a child is choking or needs CPR, please refer to the related wall posters in the classroom. Please review these frequently so you will be prepared in the event of an emergency.

Reporting Potential Child Abuse and/or Neglect:

A vital aspect of care for children in Discovery Land is understanding what to do if you believe a child is at risk of harm. Covenant Life Church ("CLC") cares deeply about children and desires to prevent all child abuse and/or neglect. Any suspected child abuse and/or neglect must be reported immediately to legal authorities, in accordance with Maryland state laws. CLC believes that it is the moral responsibility of every CLC employee and Discovery Land volunteer to report to local law enforcement authorities if there is reason to believe that child abuse and/or neglect has occurred.*

Volunteers should exercise sound judgment in reporting potential child abuse and/or neglect. If a volunteer has reason to believe that a child has suffered abuse and/or neglect, that individual must immediately follow a two-step reporting process:

First, to the local department of social services or to a local law enforcement agency, and

Second, to the Discovery Land director. If the director is not available, the report must be given to a CLC pastor.

Because CLC hires police security for all Sunday morning services and other DL events, CLC has sought and received assurances from local law enforcement departments that volunteers can accomplish **step 1** by reporting directly to any of the sworn law enforcement officers on duty at CLC. (An officer is usually available at the Info Center in the main church lobby.) If a law enforcement officer is not available at that time, the volunteer must contact the Montgomery County Child Abuse and Neglect Hotline (240-777-4417) or the Montgomery County Police non-emergency line (301-279-8000). Proof of abuse and/or neglect is not required before reporting.

To protect children even further, CLC requires volunteers to report any suspicion whatsoever of child abuse and/or neglect to the DL director even if the suspicion does not rise to the level of state-mandated reporting based on the "reason to believe" standard.

When reporting reasonable belief about abuse and/or neglect to the local law enforcement officer on duty at CLC and the DL director, DL volunteers should state the following, to the extent of their knowledge:

1. The name, age and home address of the child
2. The name and home address of the child's parents or other person who is responsible for the child's care
3. The whereabouts of the child
4. The nature and extent of any potential abuse and/or neglect of the child, including any evidence or information available to the reporter concerning possible previous instances of potential abuse and/or neglect
5. Any other information that would help determine (a) the cause of the potential abuse and/or neglect, and (b) the identity of any individual responsible for the potential abuse and/or neglect

(*Important note: In Maryland, the legal standard for reporting potential abuse and/or neglect is "reason to believe," not just "suspicion." As a practical guideline, having a "reason to believe" means that there should be something objectively observable—and not just intuition or "a gut feeling"—that can be rationally explained to a third party and supported by the type of evidence that is indicative of abuse.)

Physical/Behavioral Signs of Child Abuse and/or Neglect:

Taken from Montgomery County Family Crimes Division website

DL volunteers should be aware of the physical and behavioral signs of child abuse and/or neglect. Some of the more common indicators are summarized below:

1. Physical Abuse

- a. Physical indicators may include:
 - i. Unexplained bruises on face, torso, back, buttocks, thighs
 - ii. Multiple injuries in various stages of healing
 - iii. Bruises/welts
 - iv. Human bite marks
 - v. Injuries regularly appearing after absence, weekend, etc.
 - vi. Unexplained fractures, lacerations, abrasions
- b. Behavioral indicators may include:
 - i. Reports he or she has an injury caused by his or her caretaker
 - ii. Uncomfortable with physical contact
 - iii. Complains of soreness or moves uncomfortably
 - iv. Wears clothing inappropriate to weather (to cover body)
 - v. Afraid to go home
 - vi. Chronic runaway (adolescents)
 - vii. Behavior extremes (e.g. withdrawn, aggressive)
 - viii. Apprehensive when other children cry

2. Physical Neglect

- a. Physical indicators may include:
 - i. Consistent hunger, poor hygiene
 - ii. Unattended physical problems or medical needs
 - iii. Consistent lack of supervision
 - iv. Abandonment
- b. Behavioral indicators may include:
 - i. Reports that he or she has no caretaker at home
 - ii. Begs, steals food
 - iii. Constant fatigue, listlessness, or falling asleep in class
 - iv. Extended stays (early arrival and late departure)
 - v. Shunned by peers

3. Sexual Abuse

- a. Physical indicators may include:
 - i. Sexually transmitted disease
 - ii. Pregnancy
 - iii. Difficulty walking or sitting
 - iv. Pain or itching in genital area
 - v. Torn, stained, or bloody underclothing
 - vi. Bruises/bleeding in external genitalia
- b. Behavioral indicators may include:
 - i. Reports sexual abuse
 - ii. Highly sexualized play
 - iii. Detailed, age-inappropriate understanding of sexual behavior
 - iv. Role reversal, overly concerned for siblings
 - v. Chronic runaway
 - vi. Seductiveness
 - vii. Suicide attempts (adolescents)
 - viii. Deterioration in academic performance
 - ix. Sudden, noticeable behavior changes

4. Mental Injury

- a. Physical indicators may include:
 - i. Speech disorders
 - ii. Delayed physical development
 - iii. Learning problems
- b. Behavioral indicators may include:
 - i. Habit disorders (sucking, biting, rocking in older child)
 - ii. Antisocial, destructive
 - iii. Passive and aggressive behavior extremes
 - iv. Appears to derive pleasure from hurting others or animals

(Important note: Volunteers should recognize that it could be significant if a child exhibits multiple indicators, while also understanding that in and of themselves, such indicators do not prove abuse and/or neglect.)

For more information, visit:

Maryland Department of Human Resources' Child Protective Services (CPS):

dhr.state.md.us

Montgomery County Family Violence Division's child abuse:

montgomerycountymd.gov/sao/units/family.html

CPS Hotline: **240-777-4417**

Safety/Security Team:

On Sunday mornings, we have a team of volunteers, the Safety/Security "Red Shirts". Their job is to ensure the hallways of Discovery Land are kept clear of anyone restricted from the area, and to report any suspicious activity or emergency situations to the police officers on duty. At any time, you can request a Red Shirt to assist in these matters.

Doors:

For added safety all exterior doors are monitored and opened only by appropriate greeting team members. Volunteers should not open or leave outer doors of the building propped open.

Youth Rule:

Male and female youth (ages 12-17*) who are children of members in good standing in the church, and are in good standing themselves, may serve without their own parent present in Discovery Land, except for the following situations:

- Youth may not serve in the Infant Care Room.
- Youth may not serve on the Safety/Security team and Family Paging team.
- Male youth may not serve in Nursery/Toddler classrooms unless their own parent is also serving in that room.

(Note: The two-adult rule is still in effect without exception in any Discovery Land context. Please see related section in this handbook, p.11)

*Youths turning 18 will be asked to submit a background check to continue serving in the DL serving year.

Volunteer Arrival:

Some teams arrive earlier than others, such as the Welcome Center team, Supply team, and Adventure creative and classroom volunteers. Most others arrive at 9:30am. Punctuality is really important. If you're not there on time, you'll miss important announcements, training reminders, and time to pray for the children. In addition, classrooms may not be adequately staffed, resulting in closure, or ratio caps, so please be on time! Please check with your team leader to know when to arrive.

Substitute Policy:

A volunteer who will miss their serving week is responsible to find a substitute. To do so, he/she should use Covenant Life's online Ministry

Team Roster to find the e-mail addresses* for all other volunteers in their department who don't serve on the same week, then contact those individuals to find a substitute. The Ministry Team Roster website address is connect.covlife.org/MTRoster/. The department user name and password is given to all volunteers when they are approved to serve each serving year. If you did not receive this information, please contact the Discovery Land administrative assistant. If you're subbing for someone please sign-in on Sunday next to their name indicating you are their sub.

*Please note: E-mail addresses are to be used for Discovery Land purposes only and not for solicitation. Also, please use the "bcc" (blind carbon copy) function in your e-mail when sending mass e-mails to department volunteers.

Child drop-off/pick-up:

ACS Checkpoint

The automated child check-in system used on Sundays is called ACS Checkpoint. There are Checkpoint kiosks and help desks (staffed by Discovery Land welcome center volunteers) located in the south lobby and on the first floor (Covenant Life School area). Checkpoint allows parents to print their child's nametag and the corresponding pickup slip by scanning a barcoded key tag issued to them by the Discovery Land Help Desk. First-time guests must register at the DL Welcome Center in the main lobby or the DL help desk in the south lobby.

Child drop-off

When parents drop off a child at their classroom, volunteers must scan the child's barcoded nametag to electronically check the child into Checkpoint. Volunteers should also mark the child's arrival on the classroom's printed child roster. This double-entry method is important and should not be skipped. In case of emergency, either roster is available and accurate. Only attentive and trained volunteers should be positioned at the Check-in/Check-out stations in classrooms.

Child pick-up

Volunteers may release a child from Discovery Land ONLY when the parent or authorized guardian presents a pickup slip that matches the family paging number and randomized security code on the child's nametag. There are NO exceptions to this rule. Volunteers should never release a child to a person not presenting this pickup slip,

even if they are known. This is for the child's safety, the volunteer's protection and demonstrates adherence to this critical policy. Once that verification has taken place, volunteers should scan the child's barcoded nametag and check them out of DL in Checkpoint using the touchscreen monitor. Volunteers must also mark the child as having been picked up on the printed child roster. Both steps are necessary and should not be skipped.

If a child is escorted to Family Paging, the classroom volunteer marks the child out on the classroom paper roster, and signs them in on the Family Paging paper roster. They do not check the child out of Checkpoint, since the child is still in the custody of Discovery Land. Family Paging volunteers will check the child out of Checkpoint when a parent presents the pick-up slip.

Lost Child Nametag:

If a child loses his/her nametag during the service, volunteers should alert one of their departmental coordinators, who will have the parent paged so that they can go to the south lobby help desk and obtain a new nametag for the child.

Lost Pickup Slip:

In the event of a lost pickup slip, the parent/guardian must go to the DL help desk and show valid identification to receive a new pickup slip.

Other lost pickup slip scenarios:

1. First-time guest: If a first-time guest loses their pickup slip, they must go to the place where they first registered that morning (either the guest registration kiosk in the main lobby or the help desk in the south lobby) and go through an identification verification process using the information they put on their registration form. If the main lobby guest registration staff are no longer present, the guest should be directed to the south lobby help desk to perform this requirement.
2. Non-parent guardian: If a non-parent guardian does not have a pickup slip but claims that they have been authorized by a child's parent to pick up a child, the child SHOULD NOT be given into the guardian's custody, even if the guardian has a barcoded key tag. The guardian must come to the south lobby help desk, where a welcome center staff member will call the parents to verify the guardian's identity and confirm that the guardian is allowed to pick

up the child. If a parent cannot be reached, a voicemail should be left and the child must stay in Discovery Land's custody until the parent has been contacted and the issue has been resolved. In these situations, the welcome center staff member and the guardian must also fill out a "Guardian Information Form" to document the situation. This form must include the guardian's name, address and contact info; a description of the situation; and the signatures of the guardian and the welcome center staff member. This is to be kept for Discovery Land records.

In the event a volunteer has problems with any aspect of drop-off or pick-up, please consult with a coordinator to resolve.

Child Discipline Issues:

When working with a child who is struggling to obey, volunteers should always address the child verbally, graciously and in a manner that reflects biblical values. We want to make sure we always address children appropriately. Volunteers may never use any form of physical or emotional means of adjusting a child's behavior, including physically removing an unwilling child, spanking or withholding snacks. Any behavior that cannot be easily addressed by a gracious and verbal appeal, must always involve a coordinator. If the child continues to be disobedient, you must page the parents. Do not wait until the end of class if a child will not respond to the appeal. Volunteers still maintain the two-adult rule during escorting a child to Family Paging, and should directly communicate to parents any issues regarding a child's obedience.

Child-to-Adult Ratios (Closing Classrooms):

The following child-to-adult ratios classroom are set as a guide. Coordinators can adjust these in certain situations. Please defer to the coordinator, rather than turn away guests at the door. Events like holidays or combined classes call for discretion, and coordinators' best judgement:

Nursery: 3-to-1

Toddler: 4-to-1

Discover: 5-to-1

Explore: 10-to-1

Adventure: 15-to-1

When a classroom reaches its ratio limit (as defined above), volunteers should notify a coordinator, who will address the concern by the following:

1. The coordinator should post a pre-printed sign on the classroom door (stored in wall-mounted folder near door) informing parents that the class is closed.
2. Volunteers in the full-capacity room should graciously direct all parents according to these steps, not just rely on the posted sign.
3. The coordinator should attempt to increase volunteer staff in the room by checking for excess volunteers in other classrooms that are not in danger of reaching their ratio limits or by paging DL Staff. If staffing in the room can be increased to return the child-to-adult ratio to an acceptable level, the coordinator should remove the "closed class" sign from door and allow children to be admitted again.
4. Volunteers should graciously explain that the decision was made in accordance with ministry policy and child safety considerations (specifically, fire evacuation), and direct the parent to an alternate class within the child's age group if one exists, or the video room.
5. In the event resolution cannot be made, volunteers should thank the parent for their concern and notify the Discovery Land director.

Parents Entering a Classroom:

A parent who is not an approved Discovery Land volunteer may still remain in class with their child. To identify them as a classroom visitor and not a classroom volunteer, parents will be asked by a classroom volunteer to wear a visitor nametag provided by the coordinator. They may only act as a caretaker/observer of their own child. This rule applies to the following situations:

- A parent wants to help their child acclimate to class.
- A parent wants to observe their child's class and/or its routine.
- A parent wants to stay with their child in the classroom because the classroom's child-to-adult ratio limit has been reached.

The classroom director should graciously inform the parent that our family paging system will alert them if their child needs their attention while they are in the main meeting.

Classroom Switching:

Children are assigned to one class for the entire Discovery Land year (Sept. - Aug.). However, parents may fill out a Classroom Change Request Form at any time to switch their child's class, but the potential

switch is left to the discretion of the Discovery Land administrative staff. If a parent wishes to switch their child's class, the following steps should be taken:

1. The parent should fill out a Classroom Change Request Form (located in the classroom binder, at the South Lobby help desk or the Discovery Land office).
2. The classroom volunteer should forward the form to the departmental coordinator or team captain, who will give an approval/disapproval recommendation, depending on the circumstances.
3. The departmental coordinator or director should forward the form to the Discovery Land team captain for a final decision.
4. The Discovery Land director will either approve the switch or contact the parent if it seems advisable to keep the child in his/her current classroom.

Sickness:

Sick children (even ones with only a runny nose) are not allowed in Discovery Land classes or the video room. Volunteers should graciously explain to the parent that this policy exists to protect the health of other children and our volunteers. Volunteers who are sick should notify their departmental coordinator, the DL Admin, and find a substitute (using the Ministry Team Roster tool online).

Bathroom Break Procedures: General Rules for All Departments

1. Discovery Land's two-adult rule must be in effect at all times during bathroom breaks. These volunteers must be adults, not youth.
2. Youth volunteers may assist in maintaining the class to/from the restrooms. Volunteers always maintain a line of sight with each other.
3. Outer bathroom doors should always be propped open during bathroom breaks. Do not use the first two stalls of the 1st floor cross-hallway women's room, due to mirrors over the sink that reflect images in the stalls.

4. Parents serving in their child's room should still abide by the two adult rule, which communicates the importance of the two-adult rule to everyone.
5. Female volunteers supervise male and female children up through age five during bathroom breaks. Children are taken to the restrooms as a class, but one gender uses the restroom at a time. For this reason, additional volunteers may be needed to assist. Male volunteers may only supervise 1st-5th grade males during bathroom breaks.
6. Unless a child is in obvious need, volunteers should not go inside a bathroom stall with any child. If a child needs help, a volunteer should help while another volunteer stands in view.
7. Volunteers may help a Discover class child sit on the toilet if needed. Parents should be paged for any older children needing assistance.
8. Volunteers may help a Discover class child with their clothing such as zipping, buttoning, pulling up tights, etc., only if the child's underwear is already up. Do this in view of the second volunteer. Volunteers should **not** help a child with their underwear. Parents should be paged for any older children needing assistance.
9. Volunteers should never touch a child's private areas. Volunteers should never help a male child "aim" while urinating. If the boy needs help with this, page the parents.
10. Volunteers should never help a child wipe. If a child needs assistance with this, page the parents.
11. If more than two volunteers are needed for a particular group of kids, the third or fourth person who monitors the children in the hallway (not one who enters the bathroom) may be of the opposite gender.
12. If a child needs to use the bathroom outside of designated bathroom break times, two volunteers accompany the child to the appropriate bathroom.

Discover/Explore (Ages 2-5) Procedure

1. Before leaving for the bathroom, volunteers should do a headcount

and then lead the entire class to the women's bathroom as the children hold a rope.

2. Usually, the girls go into the bathroom first while boys wait in the hallway. The boys should sit along the wall, with two volunteers supervising. If enough volunteers aren't available, ask a coordinator, a safety/security volunteer or the DL administrative assistant to help.
3. Two female volunteers must accompany any girls who need to use the bathroom. Volunteers monitor girls going into and coming out of stalls and give assistance as needed with clothing (see clothing note above under general rules), locking stall doors, washing hands, etc.
4. Girls should clean hands with hand sanitizer or water and soap and return to the hallway.
5. Two female volunteers must accompany any boys who need to use the bathroom. Make sure that the bathroom is clear of all other females. Volunteers monitor boys going into and coming out of stalls and give assistance as needed with clothing (see clothing note above under general rules), locking stall doors, washing hands, etc.
6. Boys should clean hands with hand sanitizer or water and soap and return to the hallway.
7. Volunteers should do a headcount to ensure all the children are present.
8. The entire class walks back to the classroom, holding the rope. Volunteers should do another headcount to ensure all the children have returned.

Adventure (Grades 1-5) Procedures

1. At the designated time, volunteers should shut the south lobby doors leading to the main DL hallways and check bathrooms to make sure no one else is in either. Safety/Security provides assistance with securing the south lobby.
2. With two volunteers leading, the children leave the Events Center to go to the bathroom. There should be another 1-2 volunteers in the south lobby, plus the coordinator, who acts as a floater.

3. At all times, two volunteers must be inside the bathroom monitoring the children. The volunteers keep each other in sight and make sure there is order and that the kids clean their hands with the hand sanitizer or soap.
4. The volunteer(s) in the south lobby and the floating coordinator monitor the lobby and hallways and maintain contact with the Events Center door guard. The south lobby volunteer(s) and floating coordinator need to make sure that no unauthorized individuals enter the south lobby/bathroom area and that all children return to the Events Center after using the bathroom.
5. After the children are finished, they walk back to the Events Center and are accounted for by a volunteer at the door.
6. The volunteers maintain their position until every child has returned to class.
7. After children return to the Events Center, volunteers spot-clean the bathrooms as needed using the cleaning materials in the caddies.

Diaper Policy:

Only adult female volunteers are permitted to change diapers in Nursery/Toddler classes. Volunteers should use diapers provided by the parents, if possible. Otherwise, there is a supply of diapers in the classroom's changing table. Nursery/Toddler volunteers should not take potty-trained children to the bathroom. In Discover classes, parents should be notified through Family Paging to change their child's diaper or pull-ups, if necessary. In the event a potty-training child has an accident, volunteers page parents. This way, only parents are attending to a child's physical needs regarding bathroom events.

Food Policy:

Because of the prevalence of allergies these days, we have a strict food policy. If a child has allergies, it should be pre-printed on their nametag. If it isn't, alert the parents to visit the Help desk to get this resolved. Please direct parents to the Discovery Land Director for any classroom issues relating to allergies.

Please refer to classroom binders for allergies before giving any of the children snacks.*

Nursery 6-8 mo.*

- No snacks provided by volunteers and no outside food allowed.
- Parents allowed to leave bottles with milk or formula.

Nursery 9-12 mo.*

- Volunteers may serve saltine crackers, but only to children whose parents have authorized it on the classroom check-in sheet.
- No outside bottles or food allowed.

*In the event there is only ONE Nursery class, volunteers may serve saltines as parents allow. Bottles with water only are allowed.

Toddlers

- Volunteers may only serve saltine crackers and water.
- Sippy cups containing juice or water allowed, but none containing milk.
- No outside food allowed.

Discover + Explore

- Volunteers may only serve graham crackers and water.
- No outside drinks or food allowed.

Adventure

- No snacks or drinks provided by volunteers or allowed from outside.
- Only lollipops and Life Savers are allowed if the teacher or Tree House Gang want to distribute something as part of the lesson.

* Parents concerned about a child's severe/life-threatening allergies should contact the DL Director for options.

Health/Medical Procedures

A child should be taken to Family Paging for any of the following symptoms:

- Any symptom detailed in the Head Trauma Policy (see below).
- Bleeding of any type.
- An injury of any sort sustained by a child under 1 year old.
- Any suspected seizure activity.
- A severe allergic reaction.
- Wheezing or any trouble breathing.
- Chest pressure or pain.
- A serious injury (broken bone, large area of swelling, etc.).
- Nausea.
- Vomiting.
- Fever.

Head Trauma Policy:

If a child bumps his/her head while participating in Discovery Land activities, take the child to Family Paging and contact the CLC Medical Team immediately if any of the following applies, even if the child is not crying:

- A seizure (convulsion) occurred.
- Knocked unconscious for any period of time.
- Not moving neck normally (caution: protect the neck from any movement).
- Difficult to awaken.
- Confused thinking, slurred speech, unsteady walking or arm/leg weakness at any time.
- Bleeding.
- Age: under 1 year old.
- Neck pain.
- Chest pain.
- Shortness of breath or trouble breathing.



- Blurred vision.
- Skin is split open or gaping and may need stitches.
- Large swelling (larger than 1 inch or 2.5 cm).
- Large dent in skull.
- Injury from great height (e.g. twice the child's height) or blow from hard object.
- Any vomiting.
- Watery fluid dripping from the nose or ear while child not crying.
- Severe headache or crying.
- Can't remember what happened.

Note: When deciding whether to send a child to Family Paging because of injury or illness, it is always best to err on the side of caution. Family Paging volunteers will page the CLC Medical Team and the child's parents for any of the symptoms listed prior.

FAQ

1. Why do I have to fill out a volunteer application every year?

This provides the safest environment possible for our children by having the most up-to-date information on all volunteers and CLC Staff.

2. Why does the church require a background check to be performed on adult volunteers annually?

This is a necessary step to provide the safest environment possible for our children.

3. Why must I arrive at my classroom 30 minutes before service starts on my assigned week?

Our weekly ministry doesn't just start when the children arrive. There are classrooms to prepare, administrative items to go over and, most importantly, little ones to pray for. Early arrival greatly assists your department leaders in knowing how to staff rooms adequately. Also, classrooms start accepting children 15 minutes before service starts.

4. What should I do if I am running late on my serving Sunday?

Call your coordinator, the Discovery Land administrative assistant at the church office, or a volunteer who is also scheduled for your particular week to let someone know.

5. Am I allowed to bring my child with me into the classroom that I serve in if he/she does not fall within the age range of that class?

No. This would set a bad precedent, causing the classrooms to become filled with many different ages. Also, that parent's attention might be directed mostly toward their own child and not the group as a whole.

6. Who serves on fifth-week Sundays?

All classes except Adventure are open on 5th Sundays in the 2016-17 serving year. Volunteers serve on 5th Sundays as follows:

OCT. 30, 2016: WEEK 1 TEAM

JAN. 29, 2017: WEEK 2 TEAM

APR. 30, 2017: WEEK 3 TEAM

JULY 30, 2017: WEEK 4 TEAM

7. Is there a dress code for volunteers?

You may wear comfortable attire appropriate for your role. Footwear is required at all times. Smocks are provided for Family Paging, Infant Care Room and Nursery/Toddler volunteers.

8. What should I do with a disobedient child?

See "Child Discipline Issues" in the Administrative Items section. (p.19)

9. What should I do if someone comes to pick up a child from class without a corresponding family number slip, but has what appears to be a good excuse for picking up the child instead of his/her parent?

Do not, under any circumstances, release a child from class to any person without a pickup slip that matches the family number and security code on the child's sticker. Graciously inform the person of our policy, and if needed, involve a coordinator. (For more info, see "Child Pickup" in the Administrative Items section.)

10. Why do we need a two-adult rule?

This is a wisdom rule that helps avoid any opportunity for abuse. Also, it helps protect volunteers from false allegations of abuse. Volunteers must always follow this policy.

11. Why is cleanliness emphasized so much?

We put a high value on cleanliness in Discovery Land, not only for the obvious health reasons, but also to be a blessing to parents and a strong witness to visiting unbelievers by doing everything with excellence.

12. Why can't I bring healthy snacks for kids in my class?

The spectrum of health concerns among the children in a church this size is extensive. Many children have very specific allergies to certain ingredients or foods. There are some children in our care whose lives could be endangered if they eat or come in contact with a specific food. It is good to err on the side of caution.

13. Why aren't kids with a runny nose or other "minor" cold symptoms permitted to come to Discovery Land?

To serve the overall church body and the health of our children, we feel it is wise to ask parents to keep their sick children at home.

14. How should I turn away a child who looks sick? Graciously explain to the parent that our policy is not to allow sick children into Discovery Land. If the parent has further questions or concerns, direct him/her to your coordinator.

15. Are parents allowed to stay in class with their child?

See “Parents Entering a Classroom” in the Administrative Items section. (p.20)

16. Where are children taken in the event of an emergency evacuation?

All Discovery Land-age children are taken to the church’s back lawn (where the playground equipment is). Parents can pick up their children outside as long as they have a matching claim ticket, like normal. In the event of an emergency, volunteers should refer to the emergency procedure documents located on the wall near their classroom door.

17. What types of injuries necessitate a child being taken to Family Paging?

Please see the Health/Medical Procedures section. (p.26)

18. Can a child bring a favorite toy, video game, etc., to class?

Volunteers should generally discourage this since these items can be a distraction to the child and to other children and can get lost. However, please extend grace while encouraging parents to leave toys behind.

19. What should I do if I don’t know how to handle a situation?

Coordinators have been in your shoes before, and are there to provide assistance in any situation and should be called upon. In the case of suspected abuse/neglect, inform police immediate. See p.12-15 for details.

20. Why do I have to receive training on sexual abuse awareness?

Because we want to always be on guard to protect children. For more information see p.10-13, or refer to the Ministry Safe video training videos. Contact the DL director for CLC’s full Child Protection Policies.



discovery land departments

Caring/ Infant Care Room

NOTE: A BRIEF INTERVIEW WITH AN ICR LEADER IS REQUIRED TO SERVE HERE.

purpose: following the Titus 2 model, experienced moms serve in this room to care for fellow moms.

room used:

—Infant Care Room

timeline:

TIME	DESCRIPTION OF ACTIVITY
9:30 - 10	arrival, team meeting, prayer, setup
10 - 11:45	assisting moms
11:45 - 12	cleanup, departure

volunteer roles:

- Greet moms and take initiative by helping them.
- Listen to questions that moms might have.
- Pray for moms and their babies.
- Answer questions and provide biblical counsel about motherhood and babies.
- Serve snacks and water to moms.
- Hold babies for moms, if needed.
- Clean high chairs and countertops; gather up trash and dirty diapers.

Caring/ Nursery/Toddler

ages 6 mo-1yr

purpose: to provide a safe, loving environment for small children.

rooms used:

- Nursery 001
- Nursery 002
- Toddler 101
- Toddler 102

ratios:

- Nursery 3:1
- Toddler 4:1

timeline:

TIME	DESCRIPTION OF ACTIVITY
9:30 - 9:45	arrival, team meeting, prayer, setup
9:45	child drop-off begins
10 - 11:45	classroom activities
11:45 - 12	child pick-up, cleanup, departure

volunteer roles:

- Upon child drop-off, make sure child is checked off on paper roster, scanned at the classroom check-in terminal, and is wearing a family number sticker. Upon pickup, make sure the security info on the parent/guardian's pickup slip matches that on the child's sticker before releasing the child from class. They must match for child to be released from class.
- Graciously receive any parental instructions about allergies, medical concerns, etc., at drop-off.
- Follow activity schedule posted in the classroom.
- Attend to children's physical needs (e.g. changing diapers, sleepiness, etc.).
- Gently direct children toward obedience and participation.
- Show children the love of Christ.



Caring/ Discover

ages 2-3

purpose: to engage younger preschool children with the truths of the gospel at an early age.

rooms used:

- Discover 2
- Discover 3

ratio:

—5:1

timeline:

TIME	DESCRIPTION OF ACTIVITY
9:30 - 9:45	team meeting, prayer, setup
9:45	child drop-off begins
10 - 11:45	classroom activities (see schedule in room for details)
11:45 - 12	child pick-up, cleanup, departure

volunteer roles:

- Upon child drop-off, make sure child is checked off on paper roster, scanned at the classroom check-in terminal, and is wearing a family number sticker. Upon pickup, make sure the security info on the parent/guardian's pickup slip matches that on the child's sticker before releasing the child from class. They must match for child to be released from class.
- Graciously receive any parental instructions about allergies, medical concerns, etc., at drop-off.
- Follow activity schedule posted in the classroom.



- Help provide oversight and direct children's attention toward obedience, participation and worship, as necessary.
- Actively participate during assembly time.
- Assist with bathroom breaks.
- Show children the love of Christ.

Caring/ Explore

ages 4-5

purpose: to engage older preschool children with the truths of the gospel at an early age.

rooms used:

Edwards Room
—Explore 4
—Explore 5

ratios:

—8:1

timeline:

TIME	DESCRIPTION OF ACTIVITY
9:30 - 9:45	team meeting, prayer, setup
9:45	child drop-off begins
10 - 11:45	classroom activities (see schedule in room for details)
11:45 - 12	child pick-up, cleanup, departure

volunteer roles:

- Upon child drop-off, make sure child is checked off on paper roster, scanned at the classroom check-in terminal, and is wearing a family number sticker. Upon pickup, make sure the security info on the parent/guardian's pickup slip matches that on the child's sticker before releasing the child from class. They must match for child to be released from class.
- Graciously receive any parental instructions about medical concerns, etc., at drop-off.
- Volunteers are encouraged to preview the lesson to engage in discipling children.
- Follow activity schedule posted in the classroom.



- Help provide oversight and direct children's attention toward obedience, participation and worship, as necessary.
- Actively participate where appropriate.
- Assist with bathroom breaks.
- Show children the love of Christ.

Caring/ Adventure

1st-5th graders

purpose: to engage grade-school children with the truths of the gospel through a variety of creative contexts (teaching, drama, singing, object lessons, etc.).

room used:
—Events Center

ratios:
—15:1

timeline:

TIME	DESCRIPTION OF ACTIVITY
9 - 9:20	team meeting, prayer, small group instruction, setup
9:30	child drop-off begins
10 - 11:05	main program
11:05 - 11:45	small group activities
11:45 - 12:15	child pick-up, cleanup, departure

volunteer roles:

- Upon child drop-off, make sure child is checked off on paper roster, scanned at the classroom check-in terminal, and is wearing a family number sticker. Upon pickup, make sure the security info on the parent/guardian's pickup slip matches that on the child's sticker before releasing the child from class. They must match for child to be released from class.
- Graciously receive any parental instructions about medical concerns, etc., at drop-off.
- Help provide oversight and direct children's attention toward obedience, participation and worship, as necessary.
- Actively participate where appropriate.



- This class affords the unique opportunity to engage in small group discipleship. Volunteers are encouraged to preview the lesson plan.
- Assist during bathroom breaks.
- Show children the love of Christ.



Creative/ Assembly Worship

purpose: to help children worship God through music.

rooms used:

- All Discover Rooms (traveling worshippers)
- Explore 4's Room (assembly)
- Adventure, Events Center

timeline:

CLASS	TIME	DESCRIPTION OF ACTIVITY
Discover	10	setup/preparation
	10:20 - 11:35	traveling worship (room to room)
Explore	8:30 - 9:30	setup/rehearsal
	10:40 - 10:55	worship
Adventure	7:30 - 9:30	setup/rehearsal
	10:10	worship
	11:10	assist in small group activities

volunteer roles:

- Enthusiastically guide children in worshipping God through music with energetic, Spirit-led leadership.

Creative/ Drama

purpose: to complement the teaching of God's Word and enable children to grasp biblical truth through the creative art of acting.

room used:

—Events Center (Adventure)

timeline:

- Each drama team serves one Sunday a month.
- Rehearsals are the Saturday before each serving Sunday from 4 to 6:30 p.m.
- Arrival on serving Sundays is 8 a.m.
- Perform during the service and clean up stage and backstage areas afterward.
- Assist in small group activities.

volunteer roles:

- Communicate the gospel and reinforce teaching through the art of acting.
- Commit to theological accuracy and Spirit-led discretion while also providing humor, creativity and spontaneity in performances.



Logistics/ Safety/Security

purpose: to ensure a secure environment for the children.

timeline:

TIME	DESCRIPTION OF ACTIVITY
9:30 - 9:45	arrival, prayer, announcement
9:45 - 12	monitor hallways
12	departure

volunteer roles:

- Direct all families to the Discovery Land entrance hallway.
- Screen all individuals trying to enter Discovery Land.
Graciously ask any unauthorized individuals to exit the Discovery Land area.
- Provide an extra set of eyes in hallways.
- Immediately report any suspicious behavior to police, the Agent of the Property and Discovery Land director.
- Fill out a report sheet and return it to Discovery Land office.
- Assist classroom volunteers in the event of an emergency or suspicious activity.

Logistics/ Supplies

purpose: to provide the practical materials needed for Discovery Land to function each week.

timeline:

- Most supply volunteers serve every Sunday before the service. A handful of others serve in midweek capacities.
- Arrive by 8 a.m. on Sundays.
- Departure is when all rooms are supplied, approximately 9:30.

volunteer roles:

- Purchaser: Purchase necessary supplies for Sunday classroom use (midweek role, as needed), typically from Sam's Club.
- Supply Distributor: Distribute supplies to classrooms (Sunday morning role).
- Print Distributor: Prepare binders for Sunday classroom use (midweek role, monthly).
- Launderer: Clean linens and uniforms for Sunday classroom use (midweek role).
- Curriculum prep: Help organize activity sheets and child cards for Discovery, Explore, and Adventure classes quarterly.

Logistics/ Family Paging Center

purpose: to alert parents in the main meeting when a child needs their attention.

rooms used:

—Discovery Land Office

timeline:

TIME	DESCRIPTION OF ACTIVITY
9:45	arrival
10 - 11:45	serving
11:45	departure

volunteer roles:

- Page parents in the service when their child needs attention (medical, disciplinary, inconsolableness, etc.)
- Care for children until paged parent arrives.
- Fill out Family Paging log book for each child.
- Graciously explain to parent the reason his/her child was brought to Family Paging.
- Page medical team, if necessary.
- Check child out of Checkpoint according to parent pick-up procedures.

Logistics/ Welcome Center

purpose: provide a gracious and warm welcome to all DL families. Facilitate the automated child registration and check-in processes for all Discovery Land classes.

locations:

- Guest Registration Kiosk: Main Lobby
- Nametag Distribution Centers: south lobby

timeline:

TIME	DESCRIPTION OF ACTIVITY
9 - 12	registration and check-in
12	approximate departure

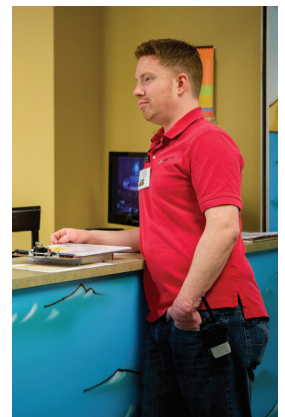
volunteer roles:

Main Lobby Welcome Center:

- Greet families warmly.
- Register visitors' children for appropriate classes and issue nametag and pickup ticket for each child.
- Explain the purpose of the family number and family paging system.
- Identify classroom locations or have a greeting team member escort the family to their class.

South Lobby Help Desk:

- Greet families warmly
- Assist families in printing nametags and pickup tickets through ACS Checkpoint.
- Issue barcoded tags.
- Help parents replace lost or misplaced nametags and pickup tickets.
- Answer questions and troubleshoot any items related to classroom registration or printing.



A Volunteer Guide for
Covenant Life Church
Children's Ministry

"Tell to the coming
generation the glorious
deeds of the Lord, and his
might, and the wonders
that he has done."
—Psalm 78:4



covlife.org/discoveryland