## STUDENT LIFE VOLUNTER HANDBOOK

"Tell the coming generation of the glorious deeds of the Lord, and his might, and the wonders that he has done."

-Psalm 78:4

ds Explaring od's story



A Volunteer Guide for Covenant Life Church Children and Youth Revised 2018

#### **Mission Statement:**

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

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#### contact information

DiscoveryLand@covlife.org 301.869.2800 covlife.org/connect/kids-and-students/discovery-land

Find Student Life Ministries at covlife.org/connect/kids-and-students/overview

Find more information about volunteering at covlife.org/LoveKids

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## **Mission Statement:**

For each age group, the Student Life mission is the same: to help the next generation become disciples of Jesus Christ, who worship God, love one another, and spread the good news they've received.

### Student Life Ministries & Covenant Life Church's Child Protection Policy:

In addition to Discovery Land practices, the contents of this handbook cover vital aspects of the Covenant Life Church Child Protection Policy (CPP). While much of the handbook is specific to Sunday morning Discovery Land, the CPP is applicable to any CLC ministry involving oversight of a minor (children and youth under age 18). The principles of child protection, care, and reporting of potential abuse are applicable to all ministries regardless of context.

Student Life has chosen a unified delivery method of the CPP and Discovery Land practices, as many volunteers will desire to serve in mulitple ministries that involve child or youth oversight, in addition to Discovery Land.

Please note: ALL policies contained in this handbook are applicable to Discovery Land. If you have questions regarding the applicability of these policies to your role as a volunteer in another ministry, please contact the appropriate overseeing pastor.

## General Information for ALL Volunteers:

#### Volunteer Responsibilities:

Thank you for volunteering to serve children or youth at CLC! Your commitment to care for and disciple the next generation is a vital part of church life. As a volunteer you play a critical role in ensuring children receive the best possible care while attending Discovery Land classes, or ministry activities. 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.3)
- Reporting Suspected Child Abuse/Neglect (p.3)
- Emergency Procedures (p.14)
- Child Pickup Procedures (p.16)



## Child & Youth 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 Public Website. 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 (11 to 17) 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) volunteers in every classroom or any other context on the church premises where children are located in a ministry context. Volunteers are to maintain a line of sight with one another at all times. There are no exceptions to this rule! Volunteers should alert leadership of any lack of adherence to this rule.

#### Doors:

For the safety of children and volunteers, 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. During the week, entry is controlled by a CLC security member, through the main doors.

### Mandatory Reporting of Potential Child Abuse and/or Neglect:

A vital aspect of care for children is understanding what to do if you believe a child is at risk of harm. Covenant Life Church 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 volunteer to report to local law enforcement authorities if there is reason to believe that child abuse and/or neglect has occurred.\*

(\*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.)

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:

 $\mathsf{Eh} \! \mathbf{q} \mathsf{r} \mathsf{s},$  to the local department of social services or to a local law enforcement agency, and

Rdbnmc, 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 rsdoÂ0 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.

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

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

Reporting observations is one way to provide a safe environment for children and youth. Law enforcement agencies are equipped to respond and we are grateful to partner with them.

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

Taken from Montgomery County Family Crimes Division website 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): c gqr s' sd-l c-t r Montgomery County Family Violence Division's child abuse: l nmsf nl dqxbnt msxl c-f nu.r' n.t msr.e' l hx-gsl k

## welcome to discovery land!



#### **Dear Discovery Land Volunteer,**

Thank you for choosing to invest in the youngest 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. Child safety is our number one priority. So the purpose of this handbook is to familiarize you with Discovery Land, CLC 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 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.

Join us in praying 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 this 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

Old' r dÅmsd9The 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." /  $Or' \ \hat{M} \ \hat{A} 34 \Re$ 

"The Lord looks down from heaven; he sees all the children of man." / Or' K & 2902

"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."" / Kt j dÂ07904,06



"Behold, children are a heritage from the Lord, the fruit of the womb a reward." / Or' kl  $\,{\rm \hat{A}01692}$ 

"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." / C dt sdqnml xÂ $\mathfrak{B}$ ,6

"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." / C dt sdqnml  $x\hat{B}$ 

"Train up a child in the way he should go; even when he is old he will not depart from it." / Oqnudqar Å 195

"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." / L '  $qj \, \hat{\&} \mathfrak{D} 6$ 

## Children's Ministry Administration

## Children's Ministry Administration

See website for current year information.

#### 5th Sundays:

There are four 5th Sundays each year; one every quarter. The Adventure class is closed on 5th Sundays. Adventure children are warmly invited to attend the main service on 5th Sundays. We encourage volunteers in Adventure to be subs for other classes on 5th Sundays. Please check in at the Discovery Land office when #70 is paged. This is our general call for help.

By running a smaller Discovery Land four times a year, it accomplishes two things:

- 1. We think it's important for elementary school aged children to enjoy worship in the "Big Meeting" alongside their family.
- 2. It gives the congregation a reminder of one of the next generations usually not seen on Sundays.

#### Video & Photography of Children:

In an increasingly visually connected world, we recognize and affirm a parent's desire to guard his or her child'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.

#### Volunteer Nametags:

Every volunteer must wear a name tag produced from our Check-Ins system. This demonstrates that you have met the training requirements and are approved to work with children at CLC. To obtain your name tag on Sunday, scan your barcode at one of the self check-in stations. If you do not have a barcode, please see the Discovery Land Welcome/Help Desk, and they will show you how to sign in. No one is allowed in a classroom without a name tag. Every child, youth helper, and adult volunteer must wear a tag.

#### **Emergency Procedures:**

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

- Volunteer handbook
- Lost child proceduresClosed classroom sign
- Emergency evacuation procedures
- Choking child posterChild CPR poster
- Lockdown proceduresTornado procedures
- Child Protective Services
- Earthquake procedures
- 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.** 

#### Safety/Security Team:

On Sunday mornings, the Safety/Security team (Volunteers in red CLC shirts) monitors the hallways of Discovery Land, and enforces controlled access during the service. They also report any suspicious activity or emergency situations to the police officers on duty. At any time, you can request a Safety/Security team member to assist in these matters. They are not authorized to receive abuse reports, but can assist you in

locating the police or director.

#### Youth Serving Rule:

Male and female youth (ages 11-17\*) 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.) \*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:

Because every volunteer is pre-assigned to a serving week, it is important to find a sub when you are sick or not able to serve. And because every volunteer is pre-approved, you can't just ask your spouse or friend to sub for you unless they too are pre-approved.

To obtain a sub, please send an email to your serving team group email. This will email everyone on that team. Please specify in the email what class you serve in, when you need a sub, and when you are available to return the favor. Group emails are created and purged each serving year and only contain those who are pre-approved. **For example**, the group email for the 17-18 serving year Adventure class is <u>DLAdventure17-18@</u> <u>googlegroups.com</u>. If you do not know your group email address, please contact Discovery Land.

## **Caring for Children**

#### Child check-in:

The automated system we used to track child attendance and provide families with pre-printed name tags is called Planning Center Online Check-Ins. Self check-in kiosks are provided for families that are already registered. These stations are also where volunteers sign in on the Sundays that they are serving in Discovery Land. Parents should only check-in their children and themselves if they are going to class or a volunteer serving assignment. Check-Ins will print out selected name tags for those attending Discovery Land that day, and will provide a security sticker to be used for all children. To print stickers, present your barcoded keytag at the kiosk. For first time visitors, or for troubles, please visit the Welcome/Help desk.

#### Child drop-off:

When parents drop off a child at the classroom, attentive volunteers should greet the family, confirm the child's name and class location by looking at the name tag, and note any allergies that are listed. Ask the parent if they will designate anyone else to pick up the child, other than their spouse. If so, this needs to be noted in the child's record at the Welcome/Help Desk so that the "trusted person" will show up on the Check-Ins screen. Please take appropriate time to ensure you are receiving a child into class with care. Mark the child's arrival on the binder roster under the appropriate date. The child will already be listed as checked-in on the Check-Ins roster screen. This double entry method is important and should not be skipped. In case of emergency evacuation, either roster is available and accurate. Only attentive and trained volunteers should be positioned at the check-in/check-out station in the classroom.

#### Child pick-up:

Volunteers may release a child from Discovery Land ONLY when the parent or "trusted person" presents a pre-printed pick-up slip that matches the security code on the child's sticker. There are NO exceptions to this rule. Volunteers should never release a child to a person not presenting this pick-up 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 check them out of the paper roster, and out of Check-ins using the touch-screen monitor. Both steps are necessary and should not be skipped. In the case of the Adventure class, these steps may not be done simultaneously due to the large class roster, but should still be done prior to declaring all children as appropriately picked up.

If a child is escorted to Family Paging, the classroom volunteer marks them out on the classroom paper roster only. When arriving in Family Paging, the volunteers will mark the child into the paper roster there. This way, we have noted both electronically and on paper that the child is still in Discovery Land custody. When parents arrive at Family Paging, the same pick-up procedure is to be followed as noted in the above paragraph.

#### Lost Child Name Tag:

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 help desk and obtain a new name tag for the child. This is necessary because the child's security code will change when reprinting a name tag. Only parents should do this.

#### 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 help desk and go through an identification verification process using the information they put on their registration form.
- 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 the child, and are not listed as a "trusted person" in the child's record, the child SHOULD NOT be released to them. Please direct the person to the help desk, where they will follow set procedures to contact the parent, note the authorization, and produce appropriate pick up slips for the person. If necessary, please involve the Discovery Land director for assistance. 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.

#### **Classroom Capacities:**

State laws do not mandate classroom capacities for church functions, but in the interest of child safety, we have sought to use guidelines for best practices. At the director's or coordinator's discretion, classroom capacities may be capped to properly care for children. Please refer families to the coordinator, rather than turn away a guest. Events like holidays or combined classes call for discretion, and coordinators' best judgement. In general our ratios are:

- Mtqrdqx9Â1,sn,0Â
- SncckdopA2,sn,0
- Chrbnudq944, sn,0
- Dwoknqd940/, sn,0
- @cudmstqd9404,sn,0

When a classroom reaches its ratio as defined above, volunteers should alert a coordinator, who will address the concern by:

- 1. Attempting to increase staff by moving volunteers, borrowing from another department, or calling for general help using the #70 paging call.
- **2.** Assessing the overall safety and effectiveness of the classroom by discussing with classroom volunteers and observing briefly the dynamic in the room.
- **3.** If it is necessary to cap the classroom, the coordinator will communicate this decision to the volunteers, and post the pre-

printed sign on the door for late-comers. (There should be a sign in the wall pocket, or classroom binder).

- **4.** In the event of closure, volunteers should graciously explain to late-comers the reasoning, and not just rely on the posted signs. "Closures are made in accordance with ministry policy and child safety considerations (specifically, evacuation)."
- **5.** If parents still have concerns, please thank them for expressing those concerns, and direct them to 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 to wear a visitor name tag 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.) based on age or grade. However, parents may request 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:

- 1. The parent should fill out a Child Database Update Form at the South Lobby help desk.
- **2.** The Discovery Land staff will either approve the switch or contact the parent if it seems advisable to keep the child in his/her current classroom.
- 2- Classroom volunteers should not accept a child into a classroom for which the child has not been assigned.

#### 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, Discovery Land staff, and obtain a sub if possible.

#### Bathroom Breaks: General Rules for All Departments

- 1. Discovery Land's two-adult rule must be in effect at all times during bathroom breaks.
- **2.** Youth volunteers may be added to help adults move the class to/from the restrooms.
- **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.** Volunteers should ensure bathrooms are not in use by others before or during DL use.
- **5.** Parents serving as volunteers in their child's room should still abide by the two-adult rule, when assisting their own child during class. This communicates the importance of the two-adult rule to everyone.
- 6. Female volunteers supervise male and female children up through Explore 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.
- 7. Male volunteers may only supervise K-5th grade males during bathroom breaks.
- **8.** Unless a child is in urgent 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.

- **9.** Volunteers may help a Discover class child sit on the toilet if needed. Parents should be paged for any older children needing assistance.
- 10. 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 ms help a child with their underwear or pullups. Parents should be paged for any older children needing assistance.
- **11.** 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.
- **12.** Volunteers should never help a child wipe. If a child needs assistance with this, page the parents.
- **13.** 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.
- **14.** If a child needs to use the bathroom outside of designated bathroom break times, two volunteers accompany the child to the appropriate bathroom.

\*Each department has specific procedures. Please consult with your coordinator to understand how your department handles procedures.\*

#### Discover/Explore (Ages 2-5) Procedure

- 1. Before leaving for the bathroom, volunteers ensure that the bathroom is empty. Then they must do a headcount, and lead the entire class to the women's bathroom in the cross hallway as the children hold a rope.
- 2. One gender uses the bathroom while the others wait in the hallway along the wall, with two volunteers supervising. If enough volunteers aren't available, ask a coordinator, a safety/security volunteer or DL administrative assistant to help.
- **3.** Two female volunteers accompany children 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. Children should clean hands with hand sanitizer or water and soap.
- 5. Volunteers should do a headcount to ensure all the children are present.
- **6.** 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 K-5) Procedures

- 1. At the designated time, volunteers should shut the south lobby doors leading to the main DL hallways and check the men's and women's south lobby 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 classroom 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 classroom door guard. The south lobby volunteer(s) and floating coordinator need to make sure that no unauthorized individuals enter the south lobby/bathroom area.
- **5.** After the children are finished, volunteers monitor their return to class and do a head count.
- **6.** The volunteers maintain their position until every child has returned to class.
- 7. After children return to class, volunteers spot-clean the bathrooms as needed using the cleaning materials in the caddies.

#### **Diaper Policy:**

Only adult female volunteers are allowed 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, we have a strict food policy. If a child has allergies, it should be pre-printed on their name tag. 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. Volunteers are not to bring food into classrooms. Please refer to classroom binders and/or child name tags 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.
- Only bottles with water are allowed into classrooms.

**Note:** In the event there is only ONE Nursery class level, food and drinks follow the 9-12 month rule.

#### 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 wants 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.

#### **Cleanliness:**

- Volunteers should wash their hands before caring for children.
- Volunteers who are sick should not serve. Please obtain a sub and inform your coordinator.
- Order should be restored to classrooms prior to departing. This includes:
  - Sanitizing toys
  - Replacing supplies and toys to proper locations
  - Emptying garbage
  - Putting smocks, towels, and blankets in the laundry tub
  - Report any excessive damage or dirtiness that you cannot fix
  - Seal and restore all food items
  - Dry out water pitcher
  - Shut off bubble machines and CD players
  - Take down baby gate
  - Vacuum room



## 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
- -Non-stop crying

#### 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

Mnsd9 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.



**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. If there is an insufficient number of volunteers present, we may have to turn people away.

**4. What should I do if I am running late on my serving Sunday?** Call your coordinator, Discovery Land staff at 301.778.7846, 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. Volunteers serve on 5th Sundays as follows:

WEEK 1 TEAM: SERVES ON THE **FIRST** 5TH SUNDAY WEEK 2 TEAM: SERVES ON THE **SECOND** 5TH SUNDAY WEEK 3 TEAM: SERVES ON THE **THIRD** 5TH SUNDAY WEEK 4 TEAM: SERVES ON THE **FOURTH** 5TH SUNDAY **7. Is there a dress code for volunteers?** You may wear comfortable attire appropriate for your role. Please consider you may be on the floor or bending while caring for children. Footwear is required at all times. Smocks are provided for Family Paging, Infant Care Room, and Nursery/Toddler volunteers. All volunteers wear a nametag issued on the day they serve. No exceptions.

**8. What should I do with a disobedient child?** See "Child Discipline Issues" in the Administrative Items section. (p.18)

**9.** What should I do if someone comes to pick up a child from class without a security pick-up slip, but has what appears to be a good excuse? 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 Pick-up" in the Caring for Children section. (p.16))

**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?** Yes, see "Parents Entering a Classroom" in the Administrative Items section. (p.19)

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? See the Health/Medical Procedures section. (p.25)

**18.** Can a child bring a favorite toy, video game, etc., to class? Volunteers should 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. Children are not permitted to use electronics during class, and we are not

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

responsible for care of any devices.

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.3 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.3-7, or refer to the information online at: <u>covlife.org/lovekids</u>. Contact the DL director for CLC's full Child Protection Policies.

**21. How do I respond to a shelter in place situation?** Emergency documents located in every classroom address this. All doors are pre-locked so volunteers can quickly close. Each door has a magnet cover for the door window that volunteers place over the window. Volunteers should close blinds as well. No door should be opened by volunteers. Doors will be reopened by police, church administrator, or DL director when it is safe.

## discovery land departments

### **Discipling/** 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	<b>DESCRIPTION OF ACTIVITY</b>
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.

- —Seasoned mom
- -Discernment
- -Loving kindness

## **Discipling/** Nursery/Toddler

6 mo-1yr olds

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

#### class levels:

- —Nursery 001 (6-8 mo.)
- —Nursery 002 (9-12 mo.)
- —Toddler

ratios: -Nursery 3:1

-Toddler Overflow

-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/quardian'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.
- -Encourage parents; share something positive whenever possible.
- -Be flexible to serve in whatever ways help the classroom.



note: Because children progress quickly through the Nursery/Toddler stages, we move children up more than once per year. For this reason, volunteers will be shifted between Nursery and Toddler rooms as need dictates. Thank you for caring for the youngest baby to the oldest toddler!

- -Loving kindness
- -Playfulness
- -Graciousness with crying
- -Fortitude with bodily functions
- —Jov
- -Ability to lift small children
- -Ability to sit on the floor

## **Discover**

2 and 3 yr olds

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

#### class levels:

**ratio:** —5:1

—Discover 2 yrs

—Discover 3 yrs

—Discover 2/3 yr combo

#### timeline:

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

#### 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.



--Encourage parents; share something positive whenever possible. --Be flexible to serve in whatever ways help the classroom.

- -Patience and kindness
- -Playfulness
- -Flexibility and stamina for energetic children
- —Joyfulness
- -Ability to lift children in case of emergency
- —Ability to sit on the floor

### **Discipling/** Explore 4 yr olds

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

**class level:** —Explore 4 yr **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.



--Encourage parents; share something positive whenever possible. --Be flexible to serve in whatever ways help the classroom.

- -Kindness and energy
- —Joyful leadership
- —Gracious ability to instruct
- -Respect for questions
- —Ability to move quickly in case of emergency
- —Ability to sit on the floor is a plus

### **Discipling/** Adventure Kindergarten-5th grade

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

#### rooms used:

Events CenterEdwards Room

**ratios:** —15:1

#### timeline:

TIME DESCRIPTION OF ACTIVITY	
9 - 9:20 team meeting, prayer, small group instruct	ion, 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, which contains specific assignments and a video overview of class Volunteers are encouraged to find their niche in this class, but to be



flexible to serve in a variety of roles.

- —Assist during bathroom breaks.
- —Show children the love of Christ.
- -Encourage parents; share something positive whenever possible.

- -Gracious ability to instruct and guide
- —Care to engage
- —Flexible for growing stages
- —Joy
- -Ability to sit on the floor is a plus, but not required



## **Creative/** Worship & Teaching Teams

**purpose:** to help children worship God through music, or hearing the Word taught.

#### 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
	10:50	teaching
	11:10	assist in small group activities

#### volunteer roles:

- -Enthusiastically guide children in worshipping God through music with energetic, Spirit-led leadership.
- -Biblically relate the Good News of the Gospel through teaching and storytelling

- —Joyful exhuberance
- —Humility
- -Commitment to biblical teaching
- —Energy

## **Creative/** Drama Teams

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

#### timeline:

- -Each drama team serves one Sunday a month.
- -Rehearsals are typically 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.

- -Humility
- -Energetic role-playing



## Support Services/ Safety/Security Team

purpose: to ensure a secure environment for the children.

#### timeline:

TIME 9:30 - 9:45 9:45 - 12 12

**DESCRIPTION OF ACTIVITY** arrival, prayer, announcement monitor hallways 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.

**note:** Safety/Security team members do not replace law enforcement or Child Protective Services (CPS) in receiving reports of suspected abuse.

- -Vigilance
- -Discretion
- -Attentiveness
- -Situational awareness



## Support Services/ Family Paging Team

**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
0 - 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. (#99)
- -Check child out of Check-Ins according to parent pick-up procedures.

- —Graciousness
- —Ability to care for sick, crying children while waiting for parents or help
- -Attentiveness





## Support Services/ Welcome/Help Team

**purpose:** provide a gracious, warm welcome and assistance to all families and volunteers checking in to Discovery Land classrooms and serving areas.

#### locations:

—Lobbies

#### timeline:

TIME	DESCRIPTION OF LOCATION
9:15-10:30	first-time guest registration kiosks staffed and
	attended
9:30-10:30	help desk staffed and attended by all members
9-12	team leaders present
9-1Z	team leaders present

#### volunteer roles, gifts & abilities:

**Guest Registration:** 

- ---These volunteers are especially poised to warmly invite first-time or returning guests, with friendly, hands-on care
- Register children for appropriate classes, issue name tags, record vital data of guardians
- -Explain how we contact them in an emergency (paging or text).
- -Guide families, or escort to class personally.

#### Help Desk:

- -These volunteers are equipped to warmly serve all guests, whether it is their first time, or they've been here for years.
- —They understand in-depth the details of registration as listed above.
- —They understand the functions of classroom and family paging dropoff and-pick up, classroom ratio caps, changing children's database information, how to issue replacement stickers, barcodes, and security tags.

## Support Services/ Supply Team

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

#### timeline:

- Most supply volunteers serve on Sunday before the service. A handful of others serve in midweek capacities, or after the service.
- —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).
- -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.

#### gifts & abilities:

- -Likes details, order and cleanliness
- -Resiliency

## **Other/** Discovery Land Occasional Roles

- —Assist with subbing for sick volunteers, or in times of shortages —Fill in for 5th Sunday
- —Serve on special occasions such as All-Hands Volunteer Training, Good Friday, Christmas Eve
- -Provide support for Discovery Land special events, such as administrative help, event preparation, classroom cleaning and beautification.

To serve in one of these ways, or if you have a new idea, contact <u>DiscoveryLand@covlife.org</u>. Thank you for exploring how God can use your gifts to serve the children at Covenant Life Church.

























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