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HarrahKIDS Policy and Procedures

HarrahChurch – Developing People in Christ

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Policies & Procedures

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VOLUNTEER EXPECTATIONS

Thank you for the role you play in the development of our children here at HarrahChurch. The following expectations are in place to help you be successful in your role.

1. Please arrive to your class at least 15 minutes prior to the start. This allows the Team Leader to meet with their leaders for VIP time. VIP time is a vital part of our ministry and the primary time for coaches to connect with leaders and for leaders to connect with each other.
2. Please remain in your class for the entire hour.
3. When you know you will be gone, please arrange for a replacement. Please inform your Team Leader of your planned absence and who will be replacing you. If you are unable to find a replacement, please inform Coordinator.
4. We understand that from time to time you may have an unplanned absence (i.e. wake up sick Sunday morning). Please contact your Coordinator or leave a message on the HarrahKIDS emergency line 454-6690.
5. Remember that your attendance is vital. You are needed every week! Yes, there is room for absences, but please be committed to your kids and team.
6. In 1st-5th grade small groups, girl groups need to be led by a female leader only. It is preferred that boy groups be led by a male leader, but boy groups may be led by females when necessary.
7. Please wear modest, appropriate clothes. You serve as a model to the children. Girls, no short skirts or low cut tops. Dress in a way that will allow you to interact with the children.
8. Please take time during each week to pray for your kids and prepare for the weekend.

If you have any questions about what's expected of you, please do not hesitate to contact one of the HarrahKIDS staff. We are here to serve you!

We are glad to have you as a part of HarrahKIDS.

HarrahKIDS

Nursery

VOLUNTEER PROCEDURES

Check In

- Volunteers are to arrive at least 15 minutes before the scheduled service.
- Please check in with the Team Leader for instructions.

- Volunteers age 16 and older may serve in the Nursery rooms, although you must be 18 and older to work with children 0-6 months.
- Volunteers age 14 and older may serve in the Preschool rooms.
- Please wear comfortable clothing and shoes. If possible, do not wear perfume or cologne when serving in the nursery.
- Wash your hands often!
- Please do not bring any beverages into the nursery.
- Please enforce our well child only policy.
- The Team Leader will monitor worker/ child ratio.

Child Care

- Care for the children according to their parent's instructions. Rock, sing, read, and play to communicate God's love to them. Seek to devote ALL your attention to them.
- Please change diapers as needed and before pick-up time. Wash your hands and disinfect the changing table pad after every diaper change.

NOTE: Our policy states that only adult women will change diapers.

- Please do not use cell phone during your schedule times, this includes texting. This assures that our full attention is on the care of each child. If it is a need for you to use your cell phone, please let the team leader know so they can step into your classroom and you can step out for a moment.

Check Out

- The room leader will check all Name Badges during check out. Children are to be released only to adults. NO CHILD is to be released without a matching Name Badge. This is for the safety and protection of the children.
- Briefly describe the child's nursery experience to the parent by writing notes on the Check-Out Slip.

Clean Up

- Put dirty linens into laundry basket.
- Clean all large toys and equipment with disinfectant spray. Cleaning supplies are on the counter near changing table.
- Put small toys in the sink and clean with spray antibacterial cleaner and water (1/4 cup cleaner to 1 gallon water). Rinse and allow to dry.
- Return other toys to designated areas.
- If anything is left, label and date it, and put it in the lost and found.

SECURITY & SAFETY

- All parents are to fill out a registration card or have a Check-In Badge.
- Parents are to fill out the sign-in sheet every week. This allows parents to write out any special instructions in the comment space provided.
- We use a Badge System for security. One numbered Badge sticker will be put on the parent/guardian, and an identical one will be worn by the child.

A child will only be released to the person wearing the Badge.

- Workers are not permitted to walk the halls with a fussy child. If a child continues to fuss, the parent will be paged. (The I.D. number will be flashed on the monitors in the auditorium.)

Lost Badge

If a Badge is lost, the following procedure MUST be carried out:

1. Send parent/guardian back to look for badge.
2. The parent/guardian must wait until ALL children have been picked up.
3. The parent/guardian must show identification.

Worker/Child Ratios

- In the Nursery rooms the ratio is one worker to three babies.
- In the Preschool rooms the ratio is one worker to four children.
- Volunteers who are age 12-13 will only be counted as a half, when figuring out the ratio.

If the worker/child ratio has been exceeded, graciously ask parents to wait while we page additional workers.

In order to provide a safe and secure environment for the children who participate in our programs and to protect the volunteers who work with the children, it is a policy at HarrahKIDS that background checks be performed on all applicants who engage in the supervision of children.

SECURITY & SAFETY

Emergency Procedures

In Case of FIRE:

- If a fire alarm sounds, assume the danger is real and prepare to evacuate immediately!
- DO NOT accept any offers of outside help. The adult/child ratios are in place so that we may adequately handle evacuations. If a parent comes to the nursery, invite them to walk out of the building with you.
- This policy is in place so that we have an accurate account of all children.

1. Nursery

- Each worker is to either carry two babies, or place them in the evacuation cribs-four to a crib and prepare to roll them out.
- Volunteers will evacuate the babies through the emergency doors.
- Everyone should move out the doors and away from the building.
- The Team Leader will check the room, and take the sign-in sheet outside.
- The Team Leader should check the sign-in sheet to make sure that all babies are out. Only then will the Team Leader be able to release the babies to the parent/guardian with the matching Badge.

2. Preschool

- Each Volunteer should gather four children and hold hands.
- These teams of four should go directly to the east side of the entrance parking lot. Follow the evacuation route posted in the rooms.
- The Team Leader will check the room, and take the sign-in sheet outside.
- The Team Leader should check the sign-in sheet to make sure that all babies are out. Only then will the team leader be able to release the babies to the parent/guardian with the matching Badge.

In Case of TORNADO WATCH:

If there is a tornado watch during the service, the nursery workers must stay with the children until the parents arrive to pick them up.

In Case of TORNADO WARNING:

If a tornado warning is issued, go directly to the inner hallway, and sit down. The Team Leader will check the sign-in sheet to make sure that all babies are present. Only then will the Team Leader be able to release the babies to the parent/guardian with the matching Badge.

WELL CHILD POLICY

In order to promote health and wellness in all children, our nursery is for well children only.

Therefore, if a child has any of the following symptoms, please do not admit him/her to the nursery.

- Any degree of fever
- Vomiting
- Diarrhea
- Unexplained or contagious skin rash
- Chronic cough
- Runny nose (yellow/green discharge)
- Eye/ Ear infections

- Parasites (nits, lice, mites, ring worm, etc.)
- Unusual fatigue or irritability

If a child enters the nursery, and one of the above symptoms are found, page the parent immediately. When the parent arrives, tactfully explain that “We are concerned about ___ not feeling well.” Lovingly say goodbye to the baby with a positive comment such as “Come back and see us when you are feeling better.” All comments to parents should reflect our love and concern for their baby’s comfort and well being.

INJURY PROCEDURES

Minor Injury

In the case of a minor injury, please use the following procedures:

- A first aid kit is available the specified location.
- Always wear gloves when there is potential contact with blood, vomit, or excrement. Please notify maintenance staff promptly.
- If there is an open wound, carefully wash the wound, and apply a bandage if necessary.
- If an infant or child has fallen, comfort him, and examine him for injury. Place a cold compress on any emerging bumps.
- Page the parents.
- Fill out an Incident Report form, and give it to the nursery director.

Major Injury

If medical assistance is needed, use the following procedures:

- Call 911 if the injury is life-threatening. There is a phone located at the Welcome Center.
- Send a representative to the emergency station located at east entrance to the Education Building to meet the Medical Team and direct them to the emergency.
- Contact parents and the nursery director immediately.

When a Child Bites

1. If the bite DOES NOT draw blood and is not on the face:

- The biter is immediately directed to a chair, away from the other children.
- He/She is lovingly reminded that biting is not an appropriate behavior.
- Wash off the bite and comfort the bitten child.

When the parents come to pick up their children, both will be informed of the incident. If the bite is severe, both parents will be called immediately.

2. If the bite DOES draw blood, leaves a mark, is on the face, or occurs a second time (regardless if it is the same day or not):

- Give first aid and comfort to the bitten child, while another volunteer isolates the biter.
- Call both parents out of the service separately and immediately. Do not disclose the names of the children involved in the bite incident to the other parent.
- If they are not already aware of the biting policy, explain it and give them a written copy.

3. If the child bites more than once, we will work with the parents in this manner:

- Discuss the problem with the preschool small groups director to discover why the child is biting.
- The parent is to be in the class two or three sessions to determine what may be inciting the behavior.

4. If the biting continues:

- We will ask that the child be withheld from the class for a period of time; this duration will be determined by the preschool small groups director after conferring with the HarrahKIDS staff and the parents.
- When the child is allowed to return to the class, the parent will be asked to stay with the child in the class for a few sessions, to ensure that the biting will not begin again.

Suspected Abuse

If a worker suspects abuse:

- Keep it confidential.
- Have the Coordinator witness the evidence of your suspicions.
- The Coordinator will then take the appropriate action.

DIAPER CHANGING POLICY

Church policy states that women only are to change diapers.

- Check and change a child's diaper if it is wet, soiled, or if the child seems fussy.
- Always refer to the sign-in sheet before changing a diaper. Some parents may have specific requests.
- Always use the diapers and wipes provided by the parent in the child's diaper bag.
- Place a clean, disposable pad under the child.
- Wear gloves to protect yourself and the child from the possibility of infection. Gloves are located near the changing tables.
- Dispose of diapers in covered trash containers.
- Dispose of pad, and wipe down changing table with a disinfectant spray and paper towel after each diaper change. Dispose of towel in covered trash container.
- Wash baby's hands.

- Wash your hands for at least 30 seconds. A good rule of thumb is to sing your ABCs while washing your hands.
- Extra diapers, wipes, gloves, and plastic bags are in the cupboards located by the changing tables.
- If a child is wearing pull-up, you must follow the following training procedures:
 - ◆ Take child to the bathroom
 - ◆ Remove pull-up and sit child on potty
 - ◆ Clean child with a wipe
 - ◆ Dispose of pull-up and gloves in covered trash container
 - ◆ Put clean pull-up on child
 - ◆ Wash child's and your hands for 30 seconds

FEEDING POLICY

Nursery

- Nursery workers are not to spoon feed a child baby food.
- Bottle fed babies are to be given their bottles only according to their parents' instructions, which should be written on the sign-in sheet. Please make sure the bottle is labeled.
- If the bottle needs to be made up, the ratio is one scoop of formula to two ounces of water. (Always follow parent's instructions).
- Do not warm bottles in the microwave. Use warm tap water. Check temperature before feeding to baby.
- We do not give food to younger babies, unless instructed by the parents.
- Workers are to watch that babies do not "borrow" each others cups, bottles, or pacifiers.

Preschool

- Check sign-in sheet before feeding the children. Some children have food allergies!
- Make sure all cups are labeled.
- Ideally, the children should sit at the tables while they are eating a snack or taking a drink.
- A worker should always supervise the children while they are eating.
- Workers are to watch that babies do not "borrow" each others cups, bottles, or pacifiers.

Nursing mothers are welcome to use the nursing room, after they have been checked in.

DISCIPLINE

If a child needs discipline, follow these simple steps:

1. Redirect the child to a different activity.
2. Use a gentle, but authoritative verbal correction.

If an overly aggressive behavior continues:

1. Contact the Team Leader and explain the entire situation.
2. Page the child's parents, and remove the aggressive child from the nursery.
3. The Team Leader will discuss the situation with the parents in a gentle and loving manner.
4. The director will also inform the parents of the following policy:
 - The parents will need to be in the nursery with the child until the behavior improves.
 - If behavior still continues, they will be gently asked to refrain from using the nursery until the behavior improves.
 - When the child does come back to the nursery, we ask that a parent stay with the child for one additional week.

This policy is in place for the safety of all our children.

Preschool and Elementary

DISCIPLINE

In Hebrews 12:9-11, the author explains:

Moreover, we have all had human fathers who disciplined us and we respect them for it. How much more should we submit to the Father of our spirits and lives! Our fathers disciplined us for a little while as they thought best; but God disciplines us for our good, that we may share in his holiness. No discipline seems pleasant at the time, but painful. Later on, however, it produces a harvest of righteousness and peace for those who have been trained by it.

Our goal in discipline is to lead the child to make an inner response of obedience that will result in a harvest of righteousness and peace in all their relationships. This can only be accomplished in an environment of loving care that will make it safe for him/her to be obedient to staff and, ultimately, to God.

Let children know what is expected of them regarding their behavior.

- Keep hands and feet to themselves.

- Show respect to one another.
- Participate with a positive attitude.

Suggestions for consequences when children do not follow rules:

First Warning: Verbal warning, stating expectations and consequences. Reprimand.

Second Warning: Period of time outside classroom with supervision. Reseat.

Third Warning: Removal from classroom to parents. Remove.

Discipline must be carried out in a kind and quiet manner. Volunteers should never raise their voice toward a child. Volunteers should never threaten to get parents or threaten separation to achieve the desired behavior. This can cause great anxiety in the child. Only state the consequences of their actions. "Time Out" is merely a time for the child to gain control of his/her feelings and actions before returning to the group.

Physical contact with children should be minimal and only in the presence of other adults. Please use your discretion in discipline. If you need assistance at first warning, contact another leader or staff member. Coaches, if a child's behavior is consistently difficult, it may be appropriate for you to talk with their parents.

NOTE: Appropriate touching should be limited to handshakes, high fives, "knuckles," brief hugs, or a brief touch on the shoulder. Children in Elementary classes should not sit on the small group leader's lap.

Keep directives simple and positive!

Example: SAY "Crayons are for coloring on paper."

DON'T SAY "Don't color on the tables or walls!"

Example: SAY "It's time to color."

DON'T SAY "Would you like to color now?"

Recognize and reward appropriate behavior. Others wanting to receive praise will seek to imitate praiseworthy behavior. Model patience, kindness, goodness, etc. Children learn more by absorption. Remember that you can only shape and discipline another life effectively when you are submitting to the discipline of the Holy Spirit yourself. Have a good sense of humor! Be sensitive to the insecurities of the children. Learn to laugh at yourself and with, NOT AT, the children.

Be prepared for class. Good planning is the key to preventing boredom, which can lead to inappropriate behavior.

PLEASE NOTE: While recognizing that children may require disciplinary action in various forms, THE CHURCH DOES NOT CONDONE THE USE OF UNREASONABLE FORCE AND FEAR AS AN

APPROPRIATE PROCEDURE IN DISCIPLINE. Volunteers and staff should not find it necessary to resort to physical force or violence to compel obedience. If all other means fail, volunteers and staff may always return the student to their parents.

HEALTH & WELLNESS

Health Guidelines

In order to assure a healthy and safe environment for all children in HarrahKIDS, we follow the recommendations of the American Academy of Pediatrics.

PLEASE DO NOT accept a child in a classroom if he or she displays, or you are made aware of, any of the following symptoms:

- Fever (in the last 24 hours)
- Diarrhea and/or vomiting (in the last 24 hours)
- Pink eye or other eye infections (red, crusty, or watery discharge)
- Sore throat
- Sneezing or coughing, if persistent and/or productive
- Colored nasal discharge: white viral infection; yellow or green bacterial infection
- Jaundice (yellowing of the eyes or skin)
- Any skin infections: sores and/or crusts on the scalp, face, or body, particularly if red, swollen, draining, or spreading
- Skin eruptions or rash (other than diaper rash)
- Lice
- Swelling and tenderness of glands, particularly around the face or neck

Neither volunteers nor staff of HarrahKIDS are allowed to give any medication to any child.

Hands must be washed by anyone wiping a nose, including the child. Antibacterial wash is available in every bathroom and/or classroom. If information regarding a child who has an immunodeficiency, whatever the cause, is available to an HarrahKIDS staff member, the staff will make this information available only to those caregivers who need to know in order to protect the child against other infections. Parents of children enrolled at any HarrahKIDS children's functions shall not be privy to any confidential medical information.

HEALTH & WELLNESS

When a Child Bites

1. If the bite DOES NOT draw blood and is not on the face:

- The biter is immediately directed to a chair, away from the other children.
- He/She is lovingly reminded that biting is not an appropriate behavior.
- Wash off the bite and comfort the bitten child.

When the parents come to pick up their children, both will be informed of the incident. If the bite is severe, both parents will be called immediately.

2. If the bite DOES draw blood, leaves a mark, is on the face, or occurs a second time (regardless if it is the same day or not):

- Give first aid and comfort to the bitten child, while another volunteer isolates the biter.
- Call both parents out of the service separately and immediately. Do not disclose the names of the children involved in the bite incident to the other parent.
- If they are not already aware of the biting policy, explain it and give them a written copy.

3. If the child bites more than once, we will work with the parents in this manner:

- Discuss the problem with the preschool small groups director to discover why the child is biting.
- The parent is to be in the class two or three sessions to determine what may be inciting the behavior.

4. If the biting continues:

- We will ask that the child be withheld from the class for a period of time; this duration will be determined by the preschool small groups director after conferring with the HarrahKIDS staff and the parents.
- When the child is allowed to return to the class, the parent will be asked to stay with the child in the class for a few sessions, to ensure that the biting will not begin again.

HEALTH & WELLNESS

First Aid

Minor Incidents

- First aid kits are located in each room near the doors or at the Welcome Centers.
- Gloves are provided and must be used by anyone handling an injury or a situation in which any body fluids such as vomit or blood are involved. For clean up, the HarrahKIDS staff should be contacted.
- Parents are to be told the same morning of an incident involving their child, and an incident report must be filled out. Incident reports are located in your attendance packet, or at the Welcome Center.

Major Incidents

- Keep calm! Calm the children and the injured person.
- Do not move the injured person and do not leave them.
- Clear the area; move other children into another room.
- Call 911 if the injury is life-threatening. There is a phone located at the Welcome Centers.
- Send a representative to the east entrance of the Education Building to meet the Medical Team and direct them to the emergency.
- Contact parents and HarrahKIDS Staff immediately.
- Parents will be alerted and a 911 call made if warranted.

Contacting Parents in Service

If a child's parent needs to be contacted during the service, please contact the Team Leader.

HEALTH & WELLNESS

Child Abuse

Suspected Child Abuse

The following are possible signs of child abuse:

- Burn marks on the body
- Bruises and blisters on the arms, legs, face and buttocks
- Child tells you someone is or has been hurting him or her
- Repeated rubbing and scratching of private area
- The child has to go to the bathroom frequently and urgently
- Child is very edgy; sudden noises or movements cause him or her to flinch
- A distinct and sudden change in personality
- Seemingly unwarranted fear of certain people

Taking Action

If you suspect a child involved at HarrahKIDS has been abused, the following steps are to be followed:

- Report the suspected abuse to your Corrdinator or HarrahKIDS staff immediately and no later than 24 hours.
- Do not interview the child regarding the suspected abuse. This will be conducted by a trained professional.
- Do not discuss the abuse with other volunteers, the child, the child's family, or anyone other than your Coordinator or HarrahKIDS staff.

- Do not confront the person yourself!

If you have reason to suspect abuse, you are legally obligated to report it to a HarrahKIDS staff member and the Department of Human Services. If you fail to report it to DHS, you can be held liable for the abuse.

SAFETY

General Safety

- All volunteers must wear their HarrahKIDS nametag during their ministry hour.
- All children (Nursery-5th Grade) are to be dropped off by their parents or guardians only after attaching a numbered name badge to their child and keeping the numbered tab with them.
- Children are never to be dropped off in a classroom without a HarrahKIDS volunteer present.
- Only children, parents, staff, and volunteers are permitted to enter HarrahKIDS during ministry hours. Extra friends, family, etc. will not be allowed in the HarrahKIDS areas unless approved by the HarrahKIDS Coordinator.
- Teacher/ greeter/ helper will take attendance.
- Children will only be released to adults who have their numbered name tag or if they are authorized by parents on their registered card and have a picture ID.
- Shoes must be worn at all times by children and volunteers.

To provide a safe environment for children and protect our volunteers, it is a policy at HarrahKIDS to conduct police background checks on all applicants who regularly engage in the supervision of children.

Bathroom Procedure

Preschool

- Only adult females (16+) may take children to the bathroom or change diapers/ clothes.
- When assisting preschoolers, stand outside and leave the door open a crack while the child is using the bathroom. If the child asks for help, before going in, prop the door open. Do not help wipe the child, rather, use words to instruct them. Keep the door to the bathroom open.

Elementary (K-5th)

Children are to ask a leader when they need to use the bathroom. A leader should then direct to the nearest bathroom. Welcome Center or HarrahKIDS staff will ensure that the child exits the bathroom and returns to class.

SAFETY

Emergency Procedure

All classrooms have detailed emergency procedures posted. All volunteers must make themselves familiar with where they are located and the evacuation route for their room.

In Case of FIRE

- Have children form a line (Preschool rooms use ropes in drawer).
- Exit building via your evacuation route.
- Teachers must take attendance sheets and info card folders with them.
- DO NOT release children to their parents until you are outside and all children have been accounted for.
- Teachers will count kids before leaving class and after reach in designated area outside.

In Case of TORNADO WATCH

- Class will continue as usual.
- HarrahKIDS staff will monitor weather conditions.
- Parents may come and request to take their own children home.

In Case of TORNADO WARNING

- Remain calm and have children form a line (Preschool rooms use ropes in drawer).
 - Take children to designated shelter room (posted in room).
 - Teachers take attendance sheets and info cards with them.
 - Teachers will count kids before leaving class and on arrival.
 - Please DO NOT release children to their parents until the “all clear” has been given.
- Parents may stay with their children until they are released.

SPECIAL NEEDS

- Check in: Ask how the morning went. Ask if there are any changes we should know about (behavioral, medication changes, etc). Look at the student profile if you need any information.
- Diapers are not changed nor is bathroom assistance given to children over the age of five. Please display identification number for the parents if any child needs assistance.
- If a child becomes violent or very agitated, ask the Team Leader to page the parent(s).

OFFSITE ACTIVITIES

- Two adults must be present at all times. If the leaders are male and female and related, another adult must be present.
- One adult to every five to seven children.
- If both boys and girls are going, both an adult male and female must attend.
- An adult must accompany children to the bathroom, but not in the bathroom or the stall unless absolutely necessary and only with the assistance of another adult.
- Off-campus activities must be approved by the Family Ministry Director. Appropriate forms must be completed.
- Proper written consent and medical release forms are required for each child participating in an off-campus activity. Completed forms are to stay with the trip organizer during the outing and a copy must be given to the children's ministry director in advance of the event for our records.