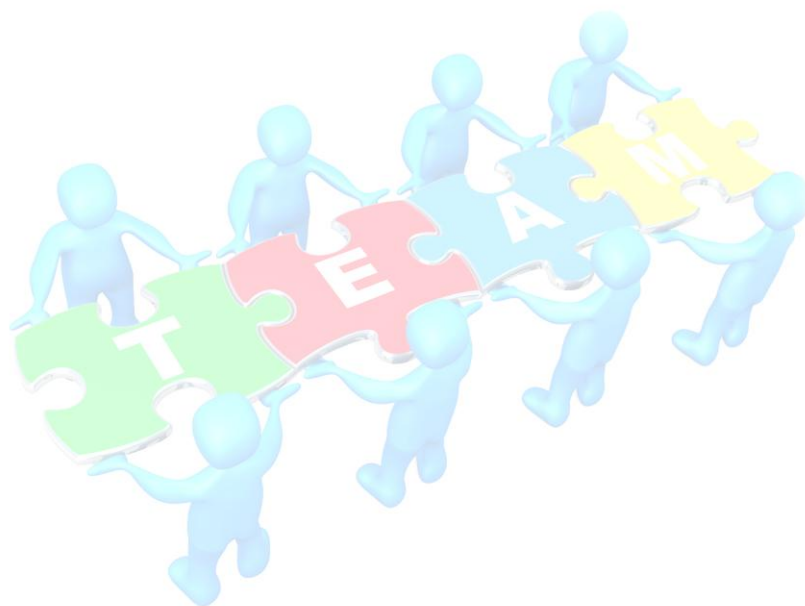


# Woodstream Church

## Children's Ministries



## Volunteer Handbook

Bob Wingfield, Senior Pastor  
Wanda Coleman, Children's Ministries Director

*Work at everything you do with all your heart. Work as if you were working for the Lord, not for human masters.*  
*Colossians 3:23*

## Greetings Volunteer!

Welcome to a journey of a lifetime! We are so excited that you have decided to become a vital part of Woodstream Church's Children's Ministries Department. This handbook is designed to introduce you to our purpose, vision and ministry goals. It includes information about Department procedures and guidelines to ensure a safe, secure and loving environment for our children and for you. Most of all it will help you get the most out of your serving experience. Please take the time to read this valuable handbook so you can become an informed and knowledgeable volunteer. Keep this handbook as it should help answer many questions that you might have during your season of service in Children's Ministries.

The Director, Ministry Leaders and Coordinators want to come along side of you, to train, mentor, and care for you in the ministry position you have chosen. You are valued and appreciated for your time, faithfulness and investment in the lives of children. As you will see, you do not need all the time in the world, but you can successfully minister to children with a minimal time commitment. You will be able to form relationships with team members, children and their parents that will communicate God's love for each group them and how much He values them.

You are not alone. You will be supported in your ministry through prayer, and by the Ministry Leaders, Coordinators and the leadership teams. There are two ministry enrichments a year which are designed to encourage, equip, energize and empower you for ministry. We want you to not only serve, but build relationships, pray, enjoy your time of service and grow to maturity in Christ.

The Children's Ministry leadership looks forward to getting to know you better and ministering alongside you. It will be exciting to watch God at work in you and through you as you minister to God's most precious gift He has entrusted us with – His children. Once again, we are honored that you have chosen to serve God and His children at Woodstream Church, and we are confident that He will richly bless all of your efforts.

Respectfully,

*Bob Wingfield*

Bob Wingfield, Senior Pastor

*Wanda Coleman*

Wanda Coleman  
Children's Ministries Director

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## Section 1: General Information

**Vision:** To impact the world for Christ by inviting children of all ages to know Christ in a way that transforms their lives; know the importance of a vibrant, active personal relationship with Him and know how to impact the lives of others around them.

**Purpose:** To partner with families in teaching their children to:

- Love Christ-Know Him
- Live for Christ- Life Application
- Lead Others to Christ-Evangelism

The **methods** used to accomplish our purpose are:

- Prepare - Develop Bible stories that bring the scriptures to life
- Purpose -Teach to evangelize and disciple
- Passion - Provide instruction with excitement and creativity.

### Core Values:

1. *God's word is foundational truth.* We desire to train every child to use the Bible as their guide, authority, and conscience in everything.
2. *Speak the Gospel message and follow Christ's example.* We are devoted to sharing the Gospel, the Good News of Jesus Christ, and exhibiting Christ-like characteristics to the children, families, and to each other.
3. *Church should be FUN!* We are committed to ensuring children are taught God's word in a fun and exciting environment.
4. *Everything should be done with excellence.* In serving as unto the Lord, we aim for things to be done well and in an orderly manner.
5. *A nurturing, relational environment creates room for growth.* All areas of Children's Ministries should be inclusive and friendly, allowing for children to grow individually and collectively.

## Section 2: Volunteer Application Process

Because we love children and desire to protect them, Woodstream requires all volunteers working with children to complete the following volunteer application steps.

1. Application-All Children's Ministries volunteers must complete the Volunteer Application, including providing references, signing the Consent to Background Checks, the church doctrinal statement and the Volunteer Covenant.

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2. Reference Check-All references will be contacted and asked to assess the applicant's suitability/capability for working with children.
3. Policies & Procedures-Volunteers are required to review the policies contained in this handbook and sign the last page indicating that he or she has read and understands the material and agrees to comply with the requirements.
4. Criminal History Check-Woodstream uses, subscribes, and pays for the services of a reputable public data screening firm in order to check the background of all volunteers and employees for possible criminal history and/or registered sex offender information. Individuals who have been arrested for, charged with, are on deferred adjudication or regular probation for, or have been convicted of sexually oriented or sex related crimes, either misdemeanor or felony, cannot serve in any area of Children's Ministries. Woodstream utilizes a comprehensive background check and relies upon the truthful answers of applicants and their references for this information.

### Section 3: Volunteer Expectations

**New Volunteer Orientation:** Each volunteer must participate in a Children's Ministries Volunteer Orientation. Orientation sessions are conducted in August, November, February, and May. A volunteer's background check must be cleared (usually within 5-10 business days) and orientation completed prior to service in Children's Ministries.

**Dress Code:** One biblical guideline to follow is 1 Corinthians 10:23-24: *"Everything is permissible—but not everything is beneficial. Everything is permissible—but not everything is constructive. Nobody should seek his own good, but the good of others."* To represent Woodstream Church in a clean and professional manner, volunteers are expected to wear the following:

- Khaki, Blue, or Black Slacks (No jeans, sweat pants, or shorts)
- Skirts
- Ministry Shirt or other appropriate shirt
- Name Badge

#### Arrival and Departure

- Volunteers must arrive 15-30 minutes prior to the event at which they are serving.
- Volunteers must remain in the classroom/event until the last child is picked up and the specific ministry area is placed back in order.

**Trainings and Fellowships:** Each volunteer must attend the annual planning/informational meeting regarding his/her area of ministry. Additionally, volunteers are required to choose at least one training session a year from the provided training schedule.

To encourage, celebrate and appreciate YOU, we will have fellowship gatherings that take place over the course of the year. Ministry Leaders will inform their perspective volunteers of the gathering dates.

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## Attendances and Absences

**Attendance:** The children we serve are depending on us. Therefore, attendance is paramount. If you do not show up to fulfill the ministry service you've agreed to it not only impacts your respective group or classroom but the entire ministry. We need reliable people to fulfill the ministries and programs of the church.

We expect commitment from all of our volunteers. So attendance—whether it's for training meetings, fellowship times with ministry team members or during your scheduled time of serving—is a commitment you must consider, make, and then take seriously. Again, the children you serve are depending on you.

**Absences:** Some absences will likely be necessary. You may get ill, injured, or may be called out of town for business or personal reasons. If you know in advance that you won't be able to serve during a time you're scheduled, or that you cannot attend a scheduled meeting, be sure to inform your Ministry Leader or Coordinator. We then ask you to make an effort to find a substitute or to "trade" scheduled service times with another volunteer. Finding a replacement is primarily your responsibility. If your absence is caused by an emergency, please contact someone immediately if possible. In cases of emergencies, you should still make an effort to search for a replacement, but under some circumstances, you may not be able to accomplish this.

If the Ministry Leader or Coordinator notices a pattern of absences, he or she may follow up to see if something besides illness seems to be the reason you're not able to serve. If you have excessive absences beyond the scope of these guidelines, you may be relieved of your volunteer duties.

The Director, Ministry Leaders and/or Coordinators—and the entire leadership of the church—have two concerns. One is for the children who may be left out if you're unable to serve. The other is for you. Perhaps you're not in a place of ministry that "fits" you. If this is the case, please speak to the Director, Ministry Leader or Coordinator who will assist you in determining volunteer service that better matches your gifts and skills.

**Note:** All volunteers who serve during a Worship Service are asked to serve only once per month in order to afford you the necessity and opportunity to be spiritually nourished. There are certain occasions you may be asked to serve more than two times per month.

## Section 4: Conduct

**Team Unity:** Our goal for Woodstream's volunteer teams is unity. The church encourages you to work toward quick resolution of any conflict or disagreement.

The following steps are based on Matthew 18:15-16: "If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses."

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1. **Speak in love directly to the person who has offended you.** Try to explain the facts as well as your feelings about the situation in a calm manner that is free from accusation or blame.
2. However, if the other person doesn't listen, or you can't resolve your differences privately, **bring the matter to your leader's attention.** Make sure the leader understands that the problem is affecting your service.
3. If you don't feel satisfied with the answers that your leader provides (or if you feel uncomfortable discussing the problem with your leader, for example, because the problem is with your leader) you should **speak with the Children's Ministries Director or ask the Children's Ministries to accompany you to discuss the problem with the other party involved.**

**Confidentiality:** Volunteers are asked to ensure confidentiality and privacy when it comes to the history, records, and conversations about the families Woodstream Church serves. Please be mindful concerning conversations relative to the children. If you need to address a situation relative to a child ask to speak to the parent/guardian in a private area or contact them by telephone.

If anyone requests information from you, your wisest answer is, "Church policy doesn't allow me to give out that information." Direct questions or requests for information to the Children's Ministries Director.

### **Accountability**

If you know that a fellow volunteer has violated biblical standards, you should follow the biblical principle of bringing this directly to that person's attention. If this fails to change his or her behavior, you should take the next step and ask your Ministry Leader or Coordinator to speak to the person with you. If this also fails, you should discretely bring the violation to the attention of the Director of Children's Ministries.

**Note:** Generally, the only exceptions to this policy relate to legal information and fulfillment of the church's ministry and mission. In the event of a severe accident or death, it is likely that the media will be on site to cover the incident. The Senior Pastor or his designee is the only persons to make any statements. If asked by a media member for a statement, please direct them to the Senior Pastor.

### **Drugs and Alcohol**

At no time should any volunteer engage in behavior that is contrary to the teaching of the Bible, or against local, state, or federal law. Examples of behavior are:

- Abuse of or addiction to alcohol, tobacco products, or controlled or illegal substances
- Manufacturing, distributing, possessing, or using controlled or illegal substances
- Inappropriate sexual behavior
- Providing alcohol, tobacco products, or controlled or illegal substances to persons under the legal age limit
- Behavior against local, state or federal law
- Violent behavior

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## Section 5: Safety and Security

**General Safety Measures and Emergency Procedures:** Woodstream Church strives to ensure an environment where all volunteers, members, and visitors feel safe and secure. Each volunteer is required to wear a volunteer badge at all times during their service. This enables parents, other volunteers, and security to identify you as an authorized ministry volunteer.

**If a person is in distress, immediately contact 911.** All other medical concerns should be reported to the Ministry Leader or Coordinator on duty for the day/event. The notified Ministry Leader or Coordinator will decide if 911 should be called and send a runner to the Worship Center or other central location to notify the doctor/nurse on call. The teacher should remain calm and divert the attention of the other children. The individual should be kept quiet and lying down.

**Food Allergies:** Woodstream is a “nut-free” and “tree-nut free” zone. All snacks are provided. Special snacks should be cleared by the Ministry Leader or Coordinator and parents informed ahead of time. Food Allergy stickers are available to put on children. No child is allowed to walk around the room with a sippy cup or bottle. **No hot beverages are allowed in the classrooms.**

**Missing Child:** In the event that a child is missing, the Ministry Leader or Coordinator and the Director of Children’s Ministries and Security should be notified so a thorough search of the building takes place. The child’s parents will be notified, along with an increase church awareness. All should remain calm while moving in as timely a manner as possible.

**First Aid:** First-aid supplies are located in several areas of the church building. Please become familiar with these locations. Ask your Ministry Leader or Coordinator if you have any questions.

- East Wing-(Upper Level) Nursery Room 1 Rest Room
- East Wing – (Upper Level) Information Center
- East Wing (Lower Level) – Nurses’ Station
- West Wing (Upper Level) – Church Copy Room
- West Wing (Lower Level) -Kitchen
- Defibrillator located behind the Information Center

**Note:** There is a nurse or physician on call during each service and Sunday School. Please call extension 221 or see an usher for assistance.

**Fire Prevention:** Please remember to turn off electrical equipment when not in use. Notify the Ministry Leader or Coordinator of any equipment that has cracked or exposed wiring, is causing a shock or emitting sparks, or appears to be a potential fire hazard.

**Fire Emergency:** The first priority in case of a fire is to ensure the children and volunteers’ safety is maintained. In the event of a fire, pull the fire alarm to alert people in the building. If it’s a small fire, use a nearby fire extinguisher. Teachers are asked to lead children from the building through the nearest marked exit.

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- Familiarize yourself with the locations of evacuation routes, fire exits, alarms, and extinguishers in the areas of the church where you regularly serve – evacuation maps are in many places throughout the building.
- If an evacuation is necessary, use the closest unaffected exit. Guide the class/group to walk in single file and to proceed quickly and calmly. Please stress to the children absolutely no talking, running and to follow the teacher's lead. Reassure the children that everything will be fine.
- If you and your group encounter smoke, stay low.
- Move as far away from the building as possible for everyone's safety and make room for emergency vehicles.

**Power Failures:** Please follow the following guidelines in the event of a power failure:

- Remain where you are. Emergency lights will activate within a minute. By law, emergency lights are located in strategic areas of the church's corridors and stairwells.
- If you exit the building during a power failure, don't re-enter until power is restored.

**Weather Alert:** If there is a fear of dangerous weather, volunteers should wait for the Director of Children's Ministries to instruct them in what to do. In no way should a volunteer act in such a way as to incite panic among children or other volunteers.

**Emergency Codes:** A safety level code system will be used in the event of emergencies. Please become familiar with the following codes listed in the appendices.

## Keeping Children Safe and Secure

Woodstream intends to ensure the health, safety and well-being of volunteers and children. As a precaution and to ensure strict accountability, follow these rules:

1. **Two Teachers in Room**-Two adults should remain together in a classroom at all times. If a volunteer needs to leave a classroom, the Ministry Leader or Coordinator must be notified to maintain the two volunteers in a room policy.
2. **Restroom Time**-Volunteers should assist a child in using the restroom only if the child is five years or younger. No more than five children at a time should be taken to the restroom and there should be two volunteers accompanying the group. If a child is five years or younger, the volunteers should leave the outer door of the restroom open. If a child is over the age of five, the volunteer should check the restroom before the child enters it and then wait outside for the child.
3. **Transitions**-Children should be taken to another classroom in an orderly fashion with one teacher monitoring the front of the line and another monitoring the back of the line. Children should be counted prior to leaving one area as well as upon arrival at the new area.
4. **Open Door Policy**-If a classroom has a door without a see through class, volunteers must keep classroom doors open at all times for safety and accountability measures.

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5. **Appropriate Touch**-Appropriate touch is part of a healthy ministry. Below are the following guidelines for when, where and how to use appropriate touch. Please note the actions a volunteer should NEVER take. Using good judgment, the following are appropriate ways to touch children:

- an arm around the shoulder
- short congratulatory or greeting hugs
- handshake and high-fives
- walking hand in hand
- a brief, assuring pat on the back or shoulder

**NEVER:**

- never touch a child in anger or disgust
- never touch a child in any manner that may be construed as sexually suggestive
- never touch a child between the bellybutton and the shin
- never touch a child's private parts

6. **Visitors:** Only parents, children's ministries volunteers, church staff, and children are allowed in the Children's Ministries areas during events. All other adults (including any other church members) should be asked for identification and the nature of why they are entering the area. immediately escorted out of the Children's Ministries area. If there are any questions or concerns associated with a stranger in the area, notify your Ministry Leader or Coordinator immediately to question the stranger.

7. **Special Family Situations:** Due to the nature of child custody laws, volunteers must act diligently in making sure the correct people are picking up children. Please be aware that only parents with custody of their child may pick up the child. If there are any questions regarding this procedure, please notify a Ministry Leader, Coordinator, or Director of Children's Ministries for clarification.

8. **Special Events:** While we encourage staff and volunteers to develop relationships with their children, for legal reasons, any event hosted outside the Woodstream program, i.e., outside regular meeting and class time, must have prior written (email can serve as written) approval by the Children's Ministries Director.

**Child Abuse:** Woodstream supports and maintains an environment free of child abuse and neglect. Child abuse and neglect include physical or mental injury, sexual abuse, negligent treatment, or maltreatment. Sexual abuse is defined as the use, persuasion, or coercion of any child to engage in any sexually explicit conduct (or any simulation of such conduct) for the purpose of producing any visual depiction of such conduct or rape, molestation, prostitution, or incest with children. It is against the law and against Woodstream's policy for any volunteer, male or female, to physically, sexually, or mentally abuse or neglect any child. *Woodstream reserves the right to dismiss or to exclude from affiliation with Woodstream any volunteer who is or has been convicted of child abuse or neglect of any child.* Woodstream will neither condone nor tolerate:

- Infliction of bodily injury upon any child or physically abusive behavior towards a child.
- Physical neglect of children, including failure to provide adequate safety measures, care and supervision in relation to church activities.
- Emotional mistreatment of children, including verbal abuse and/or verbal attacks.

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## **Allegations of Abuse:** Report Allegations or Suspicion of Child Abuse/Neglect

1. Where a volunteer has reasonable cause to believe that a minor child (0-18 years old), known to the volunteer in a ministry capacity, has been or may be abused or neglected by either known or unknown persons inside or outside of Woodstream, the volunteer shall immediately report of these allegations directly to the Children's Ministries Director.
2. A report is filed if a child:
  - Verbally complains about, or mentions in passing, specific acts of neglect or abuse (physical/ sexual/verbal) or exposure to sexual activity, pornography or abuse of others;
  - Verbally complains about, or mentions in passing, vague references to having to do bad things or having bad things/secret things done to him or her;
  - Alludes to abuse or neglect in writing, in prayer requests, or in drawings;
  - Has an injury [e.g. a patch of missing hair, a burn or a bruise] that can't be adequately explained or which the child attempts to hide or deny;
  - Has an inordinate number of explained injuries;
  - Has an age inappropriate interest in, knowledge of or acting out of sexual behaviors;
  - Is frequently dirty or smelly or inadequately dressed, has bad teeth or hair falling out, is undernourished, does not receive appropriate medical care for injuries;
  - Reports or evidences difficulty urinating or discomfort sitting;
  - Reports or evidences an atypical fear or discomfort of being with particular people.
3. All allegations or suspicions of abuse or neglect **shall be kept confidential and be discussed only with the appropriate persons indicated in this policy.** Once reported, the volunteer shall complete and submit a "Suspicion of Child Abuse or Neglect" Form. This form is available from the Children's Ministries Director who will forward the report to the Senior Pastor.

## **Section 6: DISCIPLINE**

One of the best deterrents to discipline is a well-planned class. It is also important to pray consistently for your children and for patience, asking the Lord to guide you throughout your class or group time. If discipline is necessary, carefully consider a child's dignity. Gentleness, respect, and understanding must guide all actions and words. Disciplinary steps will be carried out through instruction, training, and correction. **Physical punishment will not be used!**

### **Steps to use when disciplining a child**

- 1<sup>st</sup> Occurrence-Give the child a verbal warning using positive words. You may want to find a way for the child to assist you with your lesson. In this case, instead of disrupting your class, they can end up becoming a helper. Emotional punishment such as humiliating, shaming, or threatening will not be used.
- 2<sup>nd</sup> Occurrence-The child/youth will be separated from the group (but remain in the same room). At this time, talk to them about the behavior that needs to be changed in loving and positive words. In addition, inform the Ministry or Coordinator who will note all incidents.

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- 3<sup>rd</sup> Occurrence-Either speak with the parent or inform your Ministry Leader or Coordinator who will speak with the parent and ask him or her to come into the class with the child. Ultimately, the child may be removed from the ministry event for a prescribed timeframe.
- If a child uses foul language, injures others, or does anything to affect another child in a negative way, the child will be removed from the group and you are to immediately discuss the incident with them. The parents will be called and the Teacher, Ministry Leader, or Coordinator will discuss the consequences with the child and parent.

**Communicating with a Parent:** When discussing a child's behavior with a parent, please pull the parent aside and speak to him or her in a private location. Never speak to the parent in front of the child or in front of other individuals who may be in the hallway. Speak encouragingly to the parent, collaborating on methods that may best assist the child with his or her behavior in the classroom.

**When to Meet with a Parent:** A parent should be called by the Ministry Leader, Coordinator, or Director in the event that the child is completely inconsolable (after ten minutes of care) or a danger to himself or other children.

**Remember, Consistency, Responsiveness, Resolution, Reconciliation, & Reward.**

## Section 7: Transfer/Resignation/Dismissal

We realize that life situations may come up that may cause you to change your commitment to a ministry for a season. Our desire is for God to use you in great ways to further His kingdom. We also know that you may find it necessary to transfer volunteer positions or ministry areas or resign from a ministry for a time. While we are confident our volunteers are capable of meeting the set expectations, there may be occasions that cause for a dismissal. The processes for a transfer, resignation and dismissal have been created so volunteers are aware of the steps taken in all three situations.

**Transfer Request:** In fact, this is an area where you should be proactive. Rather than avoiding a ministry task that you feel uncomfortable performing, go to your Coordinator or Ministry Leader to ask about other needs in the church. If you feel uncomfortable approaching your Ministry Leader or Coordinator, then contact the Director of Children's Ministries and he or she will help you find another place where you may feel more comfortable. There are a number of other places to serve; and one that fits you.

**Resignation:** Volunteers who desire to leave their ministry position should attempt to give at least two-weeks notice (both verbally and in writing) of their intent to resign. This allows the Ministry Leader or Coordinator time to recruit new volunteers to fill vacant positions.

Once you have resigned your ministry position, the Director of Children's Ministries may be contacting you for an exit survey. He or she, at this time, will also be available to help you find your next ministry position. Before you make a decision to vacate your position, be sure to give it another chance. Finding the right fit in ministry can bring you a great sense of purpose and personal satisfaction, and it can be very fulfilling and rewarding to fulfill the purpose for which God created and gifted you.

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If you are experiencing dissatisfaction or discontentment in your ministry position that is leading you to resign, discuss your concerns with your Ministry Leader, Coordinator, or Children's Ministries Director. Ideally, speak with your Ministry Leader or Coordinator before circumstances reach the point where you feel that resigning is the only option.

Your Ministry Leader or Coordinator may be able to change the conditions in the ministry or program you're serving in, rearrange ministry teams so you're not forced to serve with certain individuals, or work with you to change your ministry description to make the duties more enjoyable. If changes in your current position do not help, perhaps an entirely different position would be better suited to your gifts, passions, and skills.

**Dismissal:** Dismissal from volunteer ministry positions is a rare occurrence. However, it may occur if a volunteer commits a serious offense. As with other serious violations of a moral or spiritual nature, the church wants to help those who are struggling with problems and who express a sincere desire to change. Out of a spirit of Christ-centered love for all people, including those who volunteer at the church, the church may refer him or her to seek the following types of assistance:

- Treatment programs and centers
- Community programs for assessment and treatment
- Counseling programs

Some offenses may warrant dismissal, particularly if the volunteer doesn't express remorse or a willingness to change. These include but are not limited to:

- Theft including the removal of church property or the property of another individual from church facilities without prior authorization
- Drugs/Alcohol - Possession, use, sale, purchase, or distribution on church property of alcohol or any illegal drugs or illegally possessed drugs. Also, reporting to serve in a ministry or program after having ingested alcohol or illegal drugs or illegally possessed drugs, in a condition that adversely affects the volunteer's ability to safely and effectively perform his or her job functions, or which would imperil the safety of others
- Falsifying or altering church records
- Sabotaging or willfully damaging church equipment or the property of others
- Insubordination involving defaming, assaulting, or threatening another person
- Fighting or provoking a fight on church premises
- Carrying concealed weapons on church property

**Exit Interview:** Woodstream Church is committed to helping every Christian find, and be equipped for, the ministry to which God called them. So, if you decide to leave an area of ministry, the church strongly desires to evaluate the circumstances surrounding why you're ending your term of service, whether the separation is voluntary or involuntary. Exploring your reasons for resigning or the factors resulting in termination enables us to evaluate how that ministry area can be improved to make volunteer service more satisfactory.

The Director of Children's Ministries may conduct an exit interview or web survey. If you would like for him or her to contact you, call or e-mail them and they will be sure to contact you. Information you share will be kept in confidence by the church; nothing will be included in the record that identifies you personally.

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# APPENDICES

## Appendix A

### MINISTRY AREA GUIDELINES

Sunday morning and Wednesday evenings are Woodstream Church's primary time to serve the children of Woodstream. On Sunday mornings, volunteers must adhere to these guidelines:

#### Nursery/Toddler Area

1. Room Set-Up: It is the responsibility of the Coordinator and all volunteers to set up the Nursery and be prepared to receive children 30 minutes prior to the beginning of service/event. All toys, apparatus, and high chairs must be disinfected.
2. Check in policy-Children will be checked in at the Welcome Center and given a name tag to be placed on their back. Parents should have their **security card to take with them. Remind the parent that this card is necessary for pick up.**
3. Age Requirements-Unless expressed permission is granted by the Children's Ministries Director, volunteers must be at least 12 years of age to volunteer in the Nursery.
4. Diaper Procedure-All children must have their diaper changed during their time in the nursery. Never move away from the changing table while changing a diaper. Volunteers must wear disposable gloves while changing diapers and must wear new gloves with each change. Volunteers must dispose of diaper in provided diaper pail. Volunteers must disinfect diaper changing area after each diaper. Volunteers must disinfect their hands after each diaper change.
5. Stroller/Walking Policy-Adult volunteers may stroll or walk up to 2 children at a time, but must stay within eye contact of the Nursery Ministry area.
6. Room Clean-Up Policy-It is the responsibility of the volunteers to put away all toys and equipment used in the nursery area. Please leave all soiled laundry in the laundry room located next to the Messiah Music Hall.
7. Check-Out Policy-A child may not be released unless a parent has a security card and pager which corresponds to the name tag on that child. If an adult attempts to pick up a child without the corresponding security card, a Coordinator must be notified to make the decision to release a child.

#### Two Year Olds to Kindergarten Classrooms/Areas

1. Check-In-Children will be checked in at the Welcome Center and given a name tag to be placed on their back. Parents should have their **security card to take with them. Remind the parent that this card is necessary for pick up.**
2. Check-Out-A child may not be released unless a parent has a security card which corresponds to the name tag on that child. If an adult attempts to pick up a child without the corresponding security card, the Ministry Leader or Coordinator must be notified to make the decision to release a child.

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1. Bathroom (2 Year Olds-3 Year Olds)-Parents should encourage their children to go to the restroom prior to class. If a child needs to go to the restroom during class, a volunteer must ask for the assistance of a helper or another volunteer so that there are always two volunteers present while a child is in the restroom. It is highly recommended that the entire class goes at the same time. Do not take more than five children to the restroom at one time.
2. Bathroom (4 Year Olds-5 Year Olds)-Parents should encourage their children to go to the restroom prior to class. If a child must use the restroom, an adult must accompany a child to the restroom and must check the restroom prior to the child using the facility. While the child is using the facility, the adult must wait outside for the child or the two teachers must take an entire class to the bathroom at the same time. Again, the teacher must check the restroom prior to children using the facilities. Do not take more than five children to the restroom at one time.
3. Transfer-Children should be taken to another program or classroom in an orderly fashion with one teacher monitoring the front of the line and another monitoring the back of the line. Children should be counted prior to leaving the classroom as well as upon arrival at the new classroom.

### **All Other Ages**

1. Pick-Up-Parents of children ages 5 and under and those in 1<sup>st</sup> & 2<sup>nd</sup> grades must pick up children their children following any event. A child is NOT allowed to leave alone or is NOT allowed to leave with another adult unless written provision has been made prior to the event. A child will not be released to an older sibling. The parent must pick up the child.
2. Bathroom policy-An adult must accompany a child to the restroom, while the child waits outside of the restroom, the adult must check the restroom prior to the child using the facility. While the child is using the facility, the adult must wait outside for the child. OR a teacher must take an entire class to the bathroom at the same time. Again, the teacher must check the restroom prior to children using the facilities.
4. Transfer-Children should be taken to another program or classroom in an orderly fashion with one teacher monitoring the front of the line and another monitoring the back of the line. Children should be counted prior to leaving one area as well as upon arrival at the new area.

### **CLASS SIZE/RATIO**

Woodstream Church will adhere as close as possible to these class size ratios:

- For infants: One volunteer to every two infants.
- For toddlers: One volunteer to every four toddlers.
- For two and three year olds: One volunteer to every five children
- For four and five year olds and kindergarten: One volunteer to every seven children
- For 1<sup>st</sup> – 6<sup>th</sup> Grades: One volunteer to every ten children.

[Partnering with families to teach their children to love Christ, live for Christ and lead others to Christ.](#)



## **Appendix B**

### **FIRE AND EMERGENCY EVACUATION**

#### **Teachers and Helpers:**

Proceed to your designated areas in a calm and orderly fashion. Ensure that your room is clear and close your classroom door as you exit.

#### **Ministry Leaders and Coordinators:**

Monitor the safe and orderly passage of classes that exit the building. Collect and verify your attendance from your respective teachers. If students are missing, report the names to Children's Ministries Director or Chief of Security.

#### **Facilities Manager and Staff:**

Close doors to the boiler rooms, utility closets, etc. and check all rooms, restrooms, stairwells, and sprinkler systems.

#### **Director of Children's Ministries:**

Coordinate with the Ministry Leaders and Coordinators to ensure all children and volunteers are accounted for in each class. Assist parents if pick-up is necessary.

#### **Child Pick-Up After an Emergency Evacuation**

Parents will be asked to wait in a designated area to pick up their child. The Children's Ministries Director along with the Ministry Leaders and/or Coordinators will begin to radio each other and pick up will take place in front of the church on Ruby Lockhart Road as long as there is no imminent danger to the either parents or children.

## Appendix C

### Fire Drill Exit Instructions

**Nursery and Toddler Classes:** Exit through the Upper Level East Wing Exit Doors. Proceed to the front parking lot facing Ruby Lockhart Drive and go to the very end of the parking lot. Form a single line for each class.

**Classrooms 100, 102, 104, 112:** Exit to Lower Level East Wing Doors and to the rear parking lot. Proceed to the end of the parking lot facing Route 202. Form a single line for each class.

**Classrooms 106, 108, 110:** Exit through Upper Level East Wing Exit Doors to the front parking lot facing Ruby Lockhart Drive. Proceed to center of lot. Form a single line for each class.

**Classrooms 101, 103, 105:** Exit through West Wing Lower Level Doors. Proceed to the end of the parking lot facing Route 202. Form a single line for each class.

**Classrooms 107, 109:** Exit through West Wing Upper Level Doors. Proceed to the front parking lot facing Ruby Lockhart Drive. Proceed to the center of the lot. Form a single line for each class.

**Classrooms FH1, FH2, FH114, FH116, FH118, FH120, & FH120:** Exit through Gray Fellowship Hall Door. Proceed upstairs and out to the rear parking lot past the dumpster toward 202. Form a single line for each class.

**Library:** Exit down stairs through Rear West Wing Doors. Proceed to end of the parking lot facing Route 202. Form a single line for each class.

**Messiah Music Hall:** Exit down stairs through the Rear East Wing Doors. Proceed to the end of parking lot facing Route 202. Form a single line for each class.

**Worship Center:** Exit through Center Doors through the Atrium. Proceed to the front parking lot. Form a single line for each class.

**3<sup>rd</sup> Floor East Wing:** Exit down the stairs through rear East Wing Doors. Proceed to the end of the parking lot. Form a single line.

**3<sup>rd</sup> Floor West Wing:** Exit down the stairs through rear West Wing Doors. Proceed to the end of the parking lot. Form a single line.

## Appendix D

### Helpful Hints

1. Arrive early. Wear your name badge while you are serving. This identifies you to children, parents, and other staff.
2. Make prayer a habit before anything else you do for your class. Pray with another team member before children arrive. Of course, this means being in your classroom 15 minutes before your service begins and ready to greet children and their parents. First impressions are everything to our parents and especially our visitors.
3. Please make sure all children are checked-in and wearing a nametag. If the child is new or a visitor, make sure the family has filled out a visitor form.
4. If a child is hurt during classroom time and some form of first aid is applied, please complete an Incident Report Form, inform the parents when the child is picked up and give them a copy of the report. Leave the original in the Director of Children's Ministries mailbox.
5. If you need someone to fill-in for you, please switch with another staff person. Please be sure to give that person the necessary curriculum they will need for class and to let your Ministry Leader or Coordinator.
7. Terrific Tips for Teaching and Learning: (from Sharon Bowman)
  - \_ Tip # 1: Never talk longer than the average age of the group.
  - \_ Tip # 2: The person doing the most talking is doing the most learning.
  - \_ Tip # 3: Tell it with stories.
  - \_ Tip # 4: Balance active and passive ways of learning. Energy is important.
  - \_ Tip # 5: Walk your talk. Who you are speaks louder than what you say.
  - \_ Tip # 6: Active bodies equal active brains.
  - \_ Tip # 7: The process is as important as the product. Take time to build relationships.
  - \_ Tip # 8: You master what you teach.
  - \_ Tip # 9: Be the "guide-on-the-side" not the "sage-on-the-stage."
  - \_ Tip #10: You teach best what you most need to learn. It's okay to say, "I don't know."

## Children's Ministries Volunteer Covenant

It is important to be a representative of Christ to other Christ followers and non-Christ followers alike. As a volunteer, you agree to be "above reproach" so that the world will see, hear, and witness the grace of Jesus Christ. You agree to live a careful, exemplary Christian lifestyle. As a volunteer, you also agree that the following statements are reflective of your life:

1. I am committed to Christ as my Lord and Savior.
2. I will regularly attend worship services.
3. I will actively participate in Bible Study, Sunday School or a discipleship group on a regular basis.
4. I will live my life according to the standards of God's Word so that my influence to others will reflect my commitment to Christ (Romans 14; 1 Timothy 3; Titus 1).
5. I am committed to unity, teamwork and biblical respect for all ministry volunteers and church leadership (Philippians 2:1-4; Hebrews 13:7, 17)
6. I recognize, accept, pursue and hold in highest regard the biblical instruction concerning family and marriage responsibility (Ephesians 5:22-6:4; Colossians 3:18-24)
7. I will be genuinely interested in all that I serve.
8. I have received and read the Children's Ministries Volunteer Handbook and will abide by the policies and procedures stated within.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Please electronically sign and return to [children@woodstreamchurch.org](mailto:children@woodstreamchurch.org) or you may submit the volunteer covenant to the Children's Ministries Office.