

The logo features a large orange circle with a white upward-pointing arrow at the top. Inside the circle, the word "Rockpoint" is written in a white, sans-serif font, and the word "Kids" is written in a larger, white, rounded, playful font below it.

Rockpoint Kids

CHILDREN'S TEAM

Handbook



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Welcome

MISSION STATEMENT

*Building a strong
foundation for kids and
families to follow Jesus
together.*



A Word from Pastor Wendy

Thank you so much for choosing to serve in our Rockpoint Kids ministry! Your role is so much more than “filling a slot” or “meeting a need.” By saying “Yes” you have chosen to make a difference in the life of a child by showing up regularly, getting to know them, giving them a safe space and teaching them about how to begin and grow in their relationship with Jesus.



Another non-negotiable aspect of ministry to kids is the commitment to do all we can to provide a safe environment. That is why each of our volunteers must complete a ministry application, background check and watch our Ministry Safe videos. In addition, your knowledge and adherence to the policies in this manual help us provide a safe and healthy space for both kids and volunteers. Even if you're a veteran in Rockpoint Kids, these policies, always serve as a reminder that parents are leaving their most precious possession in our care.

Thank you for showing Jesus' love to our kids and for wanting to make a difference in their lives. We know that you are extremely busy, and we are honored and humbled that you have chosen to volunteer valuable time in our ministry. We are here to partner with you, so please don't hesitate to let us know how we can better serve you. Thanks for being a Rockstar in Rockpoint Kids!



Pastor Wendy

Volunteer Expectations

In addition to completing a ministry application, background check and watching our Ministry Safe videos, ministry leaders must understand and agree to the following guidelines:

- I have trusted Jesus as my Lord and Savior.
- I am continuing to grow as a disciple of Christ through Bible reading, prayer and worship in a corporate setting on a regular basis.
- My lifestyle, words and actions, including that represented on social media, reflect my relationship with Jesus, and although far from perfect, I strive to be Christ-like in all that I do.
- I will set a good example for the children in my group by being prepared and arriving early for my serving time.
- I will notify my ministry leader if I need to be absent.

Ministry Safe

We implement Sexual Abuse Awareness Training through MinistrySafe that we require all of our adult volunteers to take in order to continue serving in Children's Ministry.

MinistrySafe was created by legal professionals who are sexual abuse experts. After decades of litigating sexual abuse cases, Gregory Love and Kimberlee Norris founded MinistrySafe to help ministries meet legal standards of care and reduce the risk of sexual abuse by creating preventative measures tailored to fit the needs of churches, camps, and ministry programs.

If you have not completed this training, let your ministry leader know and someone from the Rockpoint Kids Team will send you the link.

**** Background checks and Ministry Safe training need to be renewed every 2 years.***

Arrival & Departure

UPON ARRIVAL

- Arrive 15 minutes before we start welcoming kids. (Sundays 8:30/10:15 AM, Tuesdays 6:00 PM)
- Check-in at a mobile station in lower level and pick up name lanyard.
- Attend morning meeting.
- Be ready for class when the first child arrives!

WHEN LEAVING

- Make sure ministry area is cleaned up—tables & chairs disinfected, ministry supplies and toys put away.
- Turn all room rosters into the registration desk so they may be shredded.
- After 10:30 service, stack chairs in rooms, turn off lights and close doors.

Ministry Buddies

- Wear your Rockpoint Kids name badge that identify buddies with a yellow lanyard.
- Always introduce yourself as a buddy to the teaching team when you enter the classroom and identify the child you're serving.
- Arrive to the ministry area at the start of the hour and stay with the child for the class.
- Do your best to engage the child in the ministry space by using items in the fidget bag and using redirection techniques. It's our priority to include all kids in activities and make adaptations as necessary.
- If it seems like additional measures are needed, have a conversation with the parents. For example, "we wonder if using a weighted blanket or vest during Bible story time would be helpful?"

Child Safety Guidelines & Policies

We are concerned for your safety as well as the safety of the children. And we do our best to provide guidelines and policies to help prevent situations where abuse or false accusations can occur. It is important that you become familiar with and follow closely the policies listed below.

SUPERVISION GUIDELINES

- All rooms used for children's ministries activities shall have visibility with at least one uncovered window. Unscheduled visits from parents or ministry leaders can be expected at any time.
- At least two children's ministries workers will be assigned to minister with a group of children. In a small group situation where there is one leader, clear sightlines into the room will be maintained and they will be in close proximity to other groups (ie, Elementary breakout rooms)
- Children birth-fifth grade will only be released to parents or persons authorized by the child's parent/guardian. Siblings must be Middle School age or older to pick up a child from a ministry area.
- Children kindergarten and younger are never to leave the ministry area to get a drink, use the bathroom, etc. except in the presence of a ministry leader or helper.

PROHIBITED BEHAVIORS

- A volunteer and/or paid staff member shall not place himself or herself in a situation where he or she is alone with a child.
- A volunteer and/or paid staff member shall not use profanity, vulgarities, or emotionally abusive language, drugs or alcohol.
- A volunteer and/or paid staff member shall not strike, hit, spank, or otherwise physically punish a child or youth.
- A volunteer and/or paid staff member may not use their position of authority as a means to intimidate or coerce a child.

Touch & Toilet Policies

When accompanying a child to the bathroom, prop the door to the bathroom fully open. If a child needs assistance in the bathroom, leave the stall door open, help the child and return to the main area of the bathroom as quickly as possible.

Children's ministry workers shall refrain from touching children in a manner that could be considered sexual. Such touching shall include:

- Anywhere a one-piece swimsuit would cover.
- Caressing.
- No kissing initiated by the teacher or helper.
- Healthy touch (high fives, first bumps, brief hugs initiated by the child) is permissible.
- Please refrain from having a child sit in your lap, or giving piggyback or shoulder rides.
- Keep an awareness of any photographer in the room, and be sure BOTH hands are visible in photographs.

INCIDENT REPORTING

All allegations of incidents involving improper touching, physical abuse, or sexual abuse of a child or youth regardless of whether or not it occurred at a Rockpoint sponsored activity must immediately be brought to the attention of the Children's Pastor and Senior Pastor. Allegations will then be reported to the police. If the alleged abuser is a volunteer they will be removed from their ministry position until an investigation is completed.



Discipline Guidelines

The general behavior guidelines that we follow are:

- Treat everyone with kindness and respect.
- Listen when others are talking.
- Follow directions.
- Keep hands, feet and objects to yourself.
- Show respect for church and personal property.
- Use your indoor voice.

RESPONSIVE STRATEGIES

The **IDEAL** Response

- **I**mmEDIATE (3 seconds or less)
- **D**irect (Engagement Strategies)
 - *Healthy touch, eye contact, voice quality, behavior matching, playful interactions*

- **E**fficient (Levels of Response)

LEVELS OF RESPONSE

- Playful Engagement
- Structured Engagement
- Calming Engagement
- Protective Engagement

- **A**ction-based (Behavioral Scripts)
 - *Choices, Compromises and Re-Do's*
- **L**eveled at the behavior and not the child



There is an excellent YouTube video that explains this further:

TBRI Animate: The IDEAL Response:

[YouTube.com/watch?v=cuDH85R3rtc&t=53s](https://www.youtube.com/watch?v=cuDH85R3rtc&t=53s)

Health & Allergens

WELLNESS POLICY

In order to prevent the spread of illness, we have a wellness policy in place. If you feel like a child should not be in your ministry area due to illness, please talk to your ministry lead.

- Persistent cough
- A fever (100.4 degrees or higher)
- A new headache or muscle aches
- Green nasal discharge
- Unexplainable rash
- Watery, matted eyes
- Sore throat
- Gastrointestinal issues including nausea and diarrhea
- Regardless of the illness, please keep your child at home until they have been symptom free without the use of fever reducing drugs for at least 24 hours.



If a child appears unwell, parent/guardian will be contacted to take the child home. If you, as a leader, do not feel well please stay home!

We ask that you attempt to find a replacement and notify your ministry leader as soon as possible.

Our Guidelines for Lice:

If a notice is sent home from school or daycare, please check your child for lice before bringing them to church.

Children with head lice can only return to church after being treated with a lice killing medication, no live lice are seen and all nits are removed.

ALLERGY PRECAUTIONS

We do not serve snacks on a regular basis, however, there are occasions when food is part of a lesson or celebration. When snacks are served, please observe the following guidelines:

- Inform ministry leader so a snack notice can be sent out to the ministry families in advance.
- Snacks should be store bought and individually packaged.
- Please read labels carefully to ensure that you are not serving snacks containing nuts or traces of nuts.
- If parents provide an alternative snack, store and serve separately from other snacks.
- Have all children wash their hands both before and after snacks.

Questions? Contact the child's parent/guardian regarding the appropriate precautions needed for their child.

CLEAN-UP OF BODILY WASTE AND FLUID

Sometimes kids get sick or can't quite make it to the bathroom in time. When that happens, here's what you can do:

- Comfort the child. Let them know that you are here to help them.
- Notify ministry leader so they can help find parents/guardian and facilities team member for clean up.
- Wear disposable gloves and help child clean face and hands if needed.
- Keep other children away from the soiled area.
- Have a leader or classroom helper stay with the child until their grown up arrives.

First Aid

Always report injuries to the parent—even if it's minor. This may include split lips, small scrapes, rug burns, pinched fingers, etc. Typically the injury can be treated with a little loving attention, cool cloth or a Band-Aid. First aid kits can be found at the ministry desks. Fill out an "Ouch Report" (found in the First aid kit) after you are done treating a child.

Serious injury involving seizure, head injury, eye injury, broken bones, loss of consciousness, excessive bleeding, allergic reaction, etc. should be treated as follows:

- Keep calm! Keep the child as calm as possible, remove other children from the immediate area.
- Wear disposable gloves whenever dealing with blood or other body fluids.
- Do not move the child. Send a volunteer to find a staff member. The staff member will phone 911 if necessary and page the parents. If the parents cannot be found and the child needs to be transported to the hospital, the staff member will accompany the child.
- All volunteers and staff members involved in the emergency must fill out incident reports immediately after the emergency.
- Staff members will follow-up with the parents.



Attention Getting Strategies

"GIVE ME FIVE"

We use the "Give Me Five" method as a way to get the group's attention:

Teacher/Leader raises hand in the air and says "Give Me Five".

Other children and leaders raise their hands and direct their attention to the teacher.

- *Eyes on speaker*
- *Empty hands*
- *Listening ears*
- *Mouths closed*
- *Bodies still*



GET DOWN ON THEIR LEVEL

Children work best if they feel that they are being heard.

Make it a point to know each child in your group and address them by name.

Below are some tips to engage with the kids & make your ministry time successful:

- If kids are sitting on the ground, sit with them
- Look them in the eyes
- Show them respect
- Encourage & praise their accomplishments
- Establish a fun greeting within your group
- Please DO NOT allow a child to sit on your lap.

Emergency Procedures

For any emergency that occurs within the facility (electric sparks, loss of power, pipes bursting, fire, tornado, etc.), immediately remove the children from danger. Text or send a volunteer to get help and, if necessary, call 911. Whatever the emergency may be, remember to STAY CALM!

FIRE

- Take room roster with you.
- Quickly and quietly line up children by door or put in evacuation crib.
- Lead **nursery** kids out the west side exit, **preschool** the lower level entrance, **grades 1-3** back door of Elementary room and **grade 4-5** lower level entrance. Once outside, move away from the exit, walk to the top of the walkway/driveway (keeping out of the way of emergency vehicles) and take attendance of your group.
- **Preschool & Grades 4-5:** Once everyone is accounted for, take your children to the upper East corner of the parking lot. (see map in room.)
- **Nursery & Grades 1-3:** Once everyone is accounted for, take your children to the top of the walkway and wait in the grass by the large tree on the left. (see map in room.)
- Either wait for the “all clear” from your ministry leader, or wait until the parent comes to pick up their child.

TORNADO

- Take room roster with you.
- Lead children quickly and quietly to any of the interior rooms (**Rooms A & B, restrooms, adult classrooms**).
- Have children all sit together against the wall.
- Wait in either classrooms or hallway until “all clear” signal has been given from your ministry leader.

Emergency Procedures *continued*

LOCKDOWN

- Take room roster with you.
- We are in lockdown when blue light flashes in the room.
- Check-in volunteer closes and locks main doors to ministry area.
- Lock all classroom doors, turn off lights, and help children crouch under tables away from doors.
- Wait until security personnel personally give you the “all clear”.

ADDITIONAL POLICIES

CELL PHONES/ELECTRONICS

The children in our ministries are our first and highest priority. Please put away cell phones and other electronic devices during the ministry hour.

OFF-CAMPUS ACTIVITIES

- Talk with your ministry leader about event and get approval.
- Obtain signed permission forms from the parents of each child attending.
- If providing transportation, all drivers must be over 21 and submit to a background check regarding their driving record.
- Each passenger must be restrained in a seatbelt. No double-buckling!
- Maintain a ratio of at least 1 adult leader for every 8 children with no less than 2 unrelated adults in attendance.
- For all activities, leaders can never be alone with a child, including transportation in a vehicle.
- Overnight events such as lock-ins and camp outs are prohibited.

MyRockpoint *Scheduling & Service Request*

Planning Center (PCO) is our church database, and we use it as our main source for scheduling and communication with our volunteers.

- Scheduled volunteers should have received a link to set up your login in PCO. Alternately you can go to www.planningcenter.com and enter your phone number or email to login.
- Please make sure that you have set up your communication preferences under the communication tab of your profile. This is found under the green Services module.
- We recommend enabling your text messaging to receive schedule requests. Instructions to do so can be found here: <https://pcoservices.zendesk.com/hc/en-us/articles/360002008634>
- In Services, under the scheduling tab in your profile, you can add block-out dates and edit your preferences on when you like to serve.

SERVING REQUESTS

- When a schedule request is sent out, you will receive a text message or email (if texts aren't enabled) asking you to "Accept" or "Decline" the scheduled position. Please choose one or the other so you don't remain "Pending".
- If you aren't able to serve on your assigned week, please try to find a replacement.
- There is also a feature button, 'Email My Leader' in case you need to contact your scheduler directly.



Dress Code

In Rockpoint Kids you may be playing games, sitting on the floor, raising your hands in worship, or bending over to help a child. What you wear needs to be comfortable, but it also needs to be tasteful.

Please refrain from wearing:

- Short shorts
- Crop tops or shirts that are strapless, backless, tight, low cut, or have spaghetti straps
- Shirts with profanity or that advertise tobacco, alcohol, or drugs
- Clothes that allow your undergarments to show. We're sure they're lovely, but we don't want to see them-- guys this is for you too!

A good test for tops--

When you lift your arms or bend over, your shirt should still cover your midsection and chest.

Ministry Expenses & Reimbursement

If you need to buy items for your ministry area, please talk over the purchases with your ministry team leader prior to purchase.

Once purchase is complete, please make a copy of your receipts with your name and ministry area written on them (i.e. Preschool snacks) and turn them in to the church office. Once your reimbursements have been submitted, please allow 7—10 days to receive your reimbursement check in the mail. If you are not able to purchase items from your own expenses, please ask your ministry leader to make the purchase for you.

Confidentiality Agreement & Acknowledgement of Handbook

Please scan the the **QR Code** or go to

<https://rpchurch.churchcenter.com/people/forms/609698>

to sign the *Confidentiality Agreement and
Acknowledgement of Receipt of the Handbook.*



Meet Our Staff



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