

# Policy & Procedures



"Behold, children  
are a gift of the  
LORD."  
-Psalm 127:3

## Points of Discussion

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## General Statement of Policy

Our policy, so far as is reasonably practicable, is to provide and maintain safe and healthy working environment, for all our voluntary helpers.

We will also endeavor to ensure, so far as is reasonably practicable, the health, safety and welfare of all members of the congregation, visitors and others who may visit the church.

The allocation of duties for safety matters and the particular arrangements that we will make to implement the policy are set out below.

The policy will be kept up to date, particularly in the light of any changes to our buildings or activities. To ensure this, the policy and the way in which it has operated will be reviewed regularly and the appropriate changes made.

### To all voluntary helpers:

The success of this policy will depend on your co-operation. It is therefore important that you read this document carefully and understand your role and the overall arrangements for Policy & Procedures.

***"It must be of the utmost importance for people of the ministry to follow the guidelines for the SAFETY, SECURITY, and MINISTRY to these precious kids."***

***-Emme Spalding***

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## Children's Ministry Philosophy

### ***Mission Statement***

Our mission is to effectively teach God's Word in a way that each child may understand and apply to their lives. Our hope is to build a strong spiritual foundation along side with the parents as they attempt to be faithful followers of Jesus Christ. It is also our hope, in God's timing, that all the kids in the fellowship become children of God.

### ***Purpose***

- i. Teach the Word of God to all the children.
- ii. Effectively equip the children to serve God and their family.
- iii. Exalt the Lord through praise and worship.
- iv. Support the fellowship of the body with love to the children.

**“Train up a child in the way he should go,  
And when he is old he will not depart from it.”**

PROVERBS 22:6 NKJV

## Policies

### **a. Wellness**

- i. Children must be symptom free from the following illnesses without medication for 24 hours before entering the classroom:
  1. Fever of 100° or higher
  2. Vomiting or diarrhea
  3. Conjunctivitis (Pink Eye or other eye infection)
  4. Rash
  5. Nasal drainage which is green or yellow
  6. Sore throat
  7. Open sores
  8. Cold
  9. Excessive coughing
  10. Lice

Please note: We do not recognize teething as being a cause of fever or diarrhea.

- ii. If a nursery age child, toddler, or older child develops any of these symptoms while in class, the parent will be notified to get the child.
- iii. If Elementary children are not feeling well, ask the parent to leave their cell phone number with the supervisor/teacher.
- iv. Bright yellow Check-in tags should be given to any child who has allergies.

### **b. Injury & First Aid**

- i. We can administer ONLY Band-Aids and ice packs.
- ii. For any children with severe allergies please contact the CM Director.
- iii. If there is any injury in a classroom, the teachers and/or volunteers should immediately tell the CM Director. Any injury must be reported to the parent since trivial injuries can turn out to be serious. The caregiver must complete an **Accident Report Form** (located at the Check-in table) as soon as possible.

### **c. Safety & Security**

We believe that it is of utmost importance that our children be nurtured in a responsible and safe environment. We also desire that our volunteers be protected from any false allegations of misconduct.

- i. Each volunteer in our ministry is now required to complete an application process, which includes a personal interview either with the CM Director and/or Pastor.
- ii. Each volunteer in our ministry is required to read and agree to follow the stipulations in this comprehensive manual regarding Children's Ministry policies and procedures.
- iii. We hold regular meetings to ensure our volunteers understand and follow our policies and to enable them to nurture our children.
- iv. We have a detailed procedure for picking up a child, detailed in the Parent Responsibility section of this manual.

- v. There is a "Two-Adult" rule that is in place for all classrooms. There should always be two adults, one of whom must be a woman, present while children are there. This is to protect the children from possible abuse as well as the adults from false accusations. If there is a situation in which there is only one adult, the door to the room should remain open.

#### ***d. Restroom & Diapering***

- i. Parents are encouraged to take their toilet-trained child to the restroom before dropping him/her off in class.
- ii. Only women should take children to the restrooms.
- iii. Only CM workers or the parent of a child is allowed to change diapers.
- iv. All diapers should be checked and changed if necessary before children are picked up.
- v. CM workers are to wash their hands as well as the children's hands (either at a sink or with hand sanitizer) after going to the restroom or changing a diaper.
- vi. CM workers are expected to always attend to a child when on the changing table, to prepare the area ahead of time and never leave a child alone – even to reach down to get a diaper.

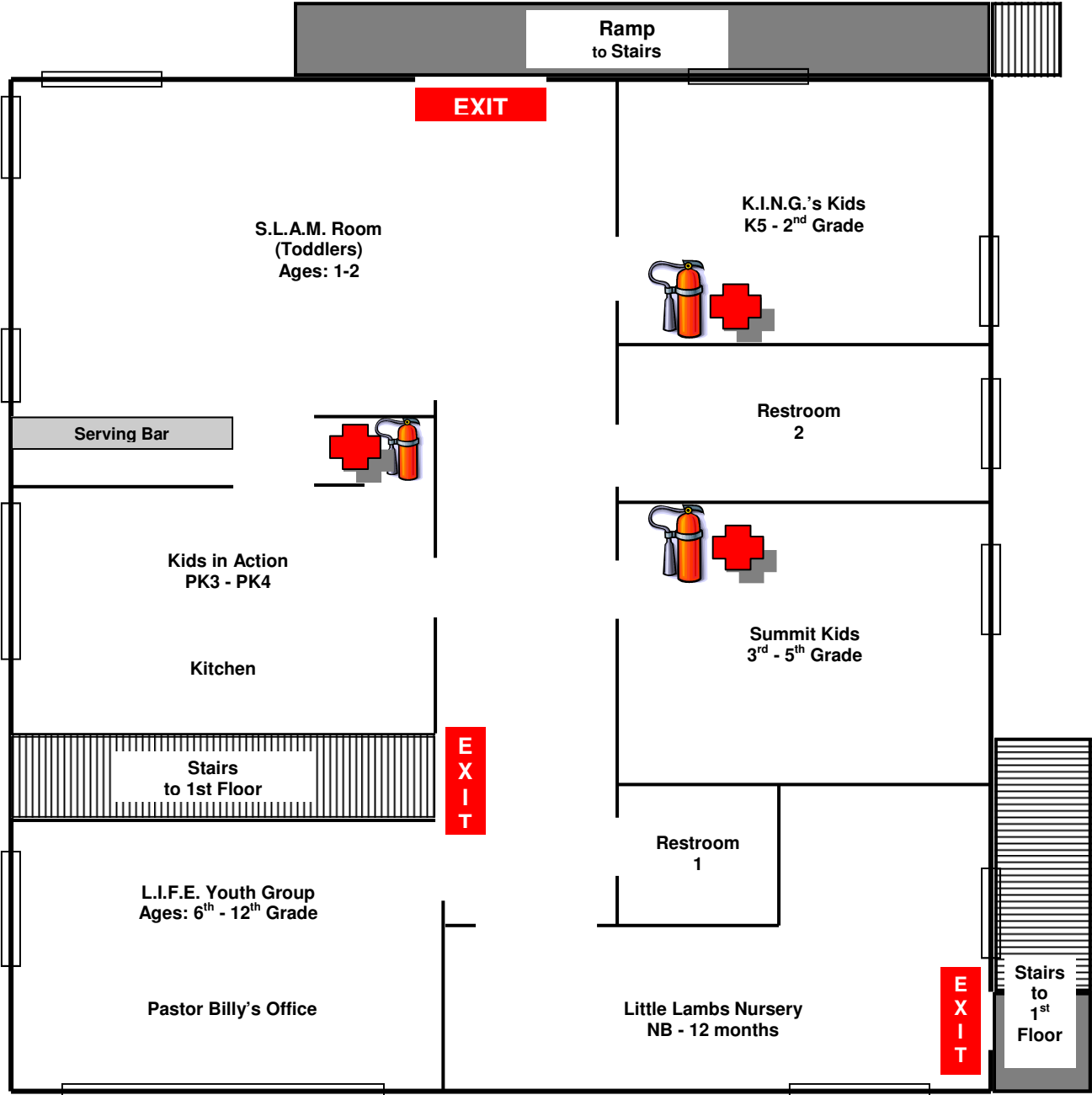
#### ***e. Evacuation***

- i. If the fire alarm sounds while parents are in the service, they are requested to know the evacuation directions out of the sanctuary. Parents flooding the childcare area would cause congestion and prevent the children from being safely evacuated from the building.
- ii. All Volunteers/Teachers/CM Workers have been made aware of the plan to follow in case of an emergency. The Elders will be responsible for getting everyone out of the building and helping people to follow through with the plan according to their particular areas.
- iii. In the event of an emergency, the Children's Ministry' evacuation plan is as follows:
  - The first priority in any case of a fire is that all children and volunteers' safety is maintained.
  - Any attempt by volunteers to put out a fire is absolutely forbidden unless judgment to do so is unquestionable and presents no possible danger to anyone present.
  - In the event of a fire, an alarm will sound. Teachers are asked to lead children from the building through the nearest marked exit.
  - Please stress the following rules:
    - Absolutely no talking.
    - Absolutely no running.
    - Follow the teacher's lead.

**There are three (3) emergency exits on the 2<sup>nd</sup> floor (see diagram on next page):**

# Emergency Evacuation Plan

In the event of fire or other emergencies which will require evacuation, remain calm and be sure you have all your children accounted for before exiting to the nearest and safest emergency exit.



## 2nd Floor



Fire Extinguisher



First Aid

## Classrooms

The Children's Ministry has classes available for the following ages:

- a. Little Lambs Nursery: NB – 12 months
- b. S.L.A.M. Room: 1 yr. – 2 yrs.  
*Serving others, Loving God, And Making a joyful noise*
- c. Kids in Action: Pre-K3 thru Pre-K4
- d. K.I.N.G.'s Kids: K5 – 2<sup>nd</sup> Grade  
*Kids In Need of God*
- e. Summit Kids: 3<sup>rd</sup> - 5<sup>th</sup> Grade
- f. L.I.F.E. Youth: 6<sup>th</sup> - 12<sup>th</sup> Grade  
*Love, Instruct, Fulfill, & Evangelize*

Childcare/check-in begins at **10:15 AM** before service. The check-in area is located at the following location:

### **Children's Church (2<sup>nd</sup> Floor)**

All children who attend class need to be signed in by their parent/guardian.

- i. Check-in procedures are further discussed in sections of **CM Workers & Volunteers – Departure Procedures** and **Parent Responsibility**.

## Leading the way to Jesus

In Matthew 19:14, Jesus said, "Let the little children come to Me, and do not forbid them; for such is the kingdom of heaven."

Calvary Chapel Shreveport Children's Ministry is dedicated to point the children to Jesus in every teaching, lesson, and activity. It's never too early or late to guide these precious children in knowing the Lord through His Word.

Our teachers are dedicated to teaching God's Word in ways that help the children to grow in their knowledge of Christ. Our desire is to love, serve, and teach children about our Lord and His gift of salvation for all of us. We are committed to providing a fun and loving atmosphere where your child can develop a relationship with Jesus.

Our Children's Ministry runs alongside with the adult service from 10:30 to 12:00 PM. We begin the morning with the parents signing their children into their designated classes. NB to 12 months and toddlers are expected to stay in their rooms with their teachers during worship time. Children from 4 years and up are to sit with their parent(s) during worship until dismissed to their teachers.

The children's classes are designed to meet age-appropriate Bible Studies, and lesson-reinforcing memory verses, craft, games, and activities.

## CM Worker's & Volunteers

### **a. Requirements to Serve**

- i. Each CM Worker/Volunteer in our ministry is required to complete an application process, which includes a personal interview with the CM Director and/or Pastor.
- ii. Children's ministry workers should not smoke tobacco (it has a strong odor and a strong cause for others to stumble) or use any type of illegal drug.
- iii. Should be extremely mindful of their conduct outside of church, being careful to abstain from even "the appearance of evil". This means abstaining from going to night clubs, trashy movies, wild parties, worldly concerts, and activities where sin abounds (you know what I'm talking about).
- iv. Use of alcohol to be extremely moderate, and use of it carefully considered in reading the Lord's view of it, in how it may affect others.
- v. Abstain from all forms of sexual immorality. No out of marriage sexual activity, no pornography of any kind, no association with anything sexually immoral.

If these guidelines seem strict, it's because they are. If you find these to be impossible to comply with, please know it is not because you are disqualified from the body of Christ, just from the position of "overseer". Please continue to come to church, hear the Word of God taught, fellowship with all these other forgiven sinners. If your desire to work with children continues, pray and ask God to sanctify you for His service, which means "set apart." Your life will look different than the rest of the world, why? Because it's supposed to!!

The more we walk with Jesus, the more we look like Him. He said, "**Let the little children come to me and do not hinder them, for the kingdom of heaven belongs to such as these**" (Matthew 19:14). He also said, "**I tell you the truth; it is better to have a millstone tied around your neck and be cast into the deepest sea than to cause one of these little ones to stumble**" (Matthew 18:6).

CM Workers/Volunteers are entrusted to teach the children about the Gospel. We ask that volunteers commit themselves to the responsibility of building a strong, spiritual foundation in the hearts of the children.

### **b. Scheduling**

- i. CM Workers/Volunteers will communicate with the CM Director concerning the schedule.
- ii. Once the schedule is set by the CM Director, any changes should be made by switching with a team member. It is the CM Worker/Volunteer's responsibility to be sure they are replaced with another team member and to notify the CM Director as soon as possible. Team members' contact information will be provided by the CM Director.
- iii. In case of an emergency causing the CM Worker/Volunteer to be late or unable to serve, it is imperative that the CM Worker/Volunteer **call** (not email) the CM Director.
- iv. When a CM Worker/Volunteer can no longer serve with the Children's Ministry, a notice of four weeks is needed to find a replacement.
- v. You can view the schedule online at [www.ccsheveport.org](http://www.ccsheveport.org) or on the 2<sup>nd</sup> floor bulletin board.

### **c. General**

- i. CM Workers/Volunteers must be knowledgeable about and adhere to all the applicable policies and procedures in this manual.

- ii. CM Workers/Volunteers are not to have any personal drink (other than water/coffee) or food during class.
- iii. Personal belongings should remain off of the floor and out of reach of the children.
- iv. Please keep your phone on vibrate. We would request that you refrain from using your cell phone except in an emergency.
- v. Any special treats or activities involving food outside the scheduled curriculum must be approved by the Children's Ministry Director.

#### ***d. Arrival and Setup***

- i. Arrive a minimum of 30 minutes before the service begins, or sooner if you need preparation time. **Please be on time!** Arriving on time is necessary to ensure quality spiritual education. Please keep in mind that tardiness is like a domino effect, affecting team members, children, and families.
- ii. Pick up your name tag in your assigned classroom.
- iii. Wash your hands before beginning to set up.
- iv. Set out any materials needed for class, including coloring sheets, if provided.

#### ***e. Class Time***

- i. If someone is not wearing an approved nametag, they are not allowed to enter the room (unless it is a parent of a child). If there is a problem or you feel uncomfortable about asking people, please get the CM Director.
- ii. One volunteer should welcome children and take attendance while the other volunteer engages the other children.
- iii. Be very aware of children with allergies and check the special needs and conditions sheet on occasion. Any allergies will be listed on the clipboard.
- iv. Review the classroom rules with the children every week. Repetition and consistency are very important, especially since the children only come to church once a week.
- v. Caregivers and children will only leave the classroom to use the restroom. Otherwise everyone must remain in the room at all times.
- vi. **Enjoy being with the kids! Remember that this is not babysitting...but ministering to each child and guiding them closer to the Lord.**

#### ***f. Departure Procedures***

- i. Please make sure all the children's diapers are changed (Nursery & Toddlers) and belongings are together before they are picked up.
- ii. When a parent arrives, ask for the child's tag number **before** releasing the child. **This is imperative;** you cannot release a child without having seen the security card first. Return it to the child's nametag and then release the child.

#### ***g. After the children are dismissed***

- i. Sanitize the toys (Nursery & Toddlers).
- ii. Put supplies and/or toys back in their proper place. Notify the CM Director of any broken toys.
- iii. Periodically check the room supplies and make sure your room is adequately supplied. If you need anything, please notify the CM Director.
- iv. Ensure the trash is taken out from your room.
- v. Return your nametag to the appropriate class.

## **Personal Care: Dress Code & Appearance**

All CM Workers and volunteers are expected to present themselves modestly in consideration for those of the congregation, parents, visitors, and the public. Personal appearance includes not only wearing appropriate attire in church but also maintaining personal grooming and hygiene.

The CM Director is responsible for enforcing this policy. If the CM Director notices or has been approached concerning anyone violating the policies set forth in this document, the CM Director will contact that individual and address the issue at hand. If further instruction has to be enforced, then that individual will be directed to talk with the CM Director and the Pastor in which further action will take place (i.e., removal from being an "overseer").

The CM Director uses the following factors to determine appropriate dress code and appearance within the Children's Ministry:

- i. Safety of self and others, especially the children
- ii. Ministry responsibilities
- iii. Contact with children, parents, and visitors

### **a. Dress Code**

Attire when working with the children must be neat, clean, and appropriate for the work being performed and the setting in which the work is performed. The following are examples of unacceptable attire, but is not indented to be an all inclusive list:

#### **Unacceptable Attire:**

- i. Revealing or provocative clothing including tops that reveal your chest, mid-section, or undergarments, strapless tops, mini-skirts, shorts or mini-dresses.
- ii. Torn, dirty, or frayed clothing.
- iii. Any clothing that displays words, terms, or pictures that may be perceived as offensive to others.
- iv. Beachwear including beach cover-ups or swimming trunks.

CM Workers should address any particular questions or concerns related to attire with their CM Director and/or Pastor.

All CM Workers must wear their identification tag at all times when working with the children.

### **b. Personal Appearance**

Jewelry, piercings, make-up, perfume, and cologne should be worn in good taste and moderation. Some individuals may be allergic to chemicals in perfumes and make-up, under such circumstances CM Workers/Volunteers may be asked to refrain from wearing perfume, cologne or other fragrances.

## Parent Responsibility

For the safety and well-being of your child, please adhere to the policies and procedures that are outlined in this entire manual.

### a. Alerts and requests

- i. If your child has any allergies or any other special needs or conditions, please notate this on the clipboard. To help ensure that one of the classroom volunteers is aware, please alert one of them about your notation.
- ii. Alert the CM Worker/greeter as well as the caregiver if your child is potty-training. "I'm potty-training" stickers are available at the Check-in table to put on your child's back. Please take your child to the restroom before you drop your child off in the SLAM Room.
- iii. We welcome parents to spend some time to accustom their child to class. Once your child feels comfortable in the Little Lambs Nursery/SLAM room, we encourage you to leave your child so that you can enjoy the service.
- iv. It is often most beneficial to all the children for each parent to quickly drop off his or her child. This lessens the separation anxiety and helps the child to quickly adjust to the classroom.
- v. To cut down on confusion and crowding in the classroom and hall, we request that you drop off your child at the door instead of entering the classroom.
- vi. In order to cut down on crowds in the childcare area, we would encourage only one parent to drop off or pick up your child.

### b. Items you bring

- i. Please make sure all of your child's belongings are labeled, including the diaper bag, cups, bottles, pacifiers, coats, etc.
- ii. We would recommend that you leave toys and dolls at home, as they can become lost or cause other children to become upset.

### c. Parent Tags & Paging System

- i. Every parent is required to pick up a parent tag to enter the childcare area. This is a security measure so that people who are not authorized do not come into the rooms and play with or hold the children.
- ii. When the child is signed in by their parent/guardian, the child is assigned a tag number. If the child is in need of their parent/guardian or cannot be comforted after 10-15 minutes after being dropped off, the parent needs to be paged. The pager device is located on the check-in table. The black transmitter box is located in the sanctuary to the left of the Calvary dove. This will display the page number until the number is cancelled.

### e. Security for child pick-up

- i. For nursery: When you pick your child back up, **you must give the beeper back to the greeter at the Check-in table.** *(Not applicable at this time).* Instead, a security card will be requested from the nursery worker.
- ii. **You must take the security card to the classroom in order to pick up your child.** Nursery volunteers will not release children without a security card or the authorization of a Children's Ministry staff member.

## **f. Parent volunteers**

- i. We encourage parents to volunteer in our classes. If you are interested in volunteering, please contact our CM Director.
- ii. If you are volunteering while your child is in a class, we ask for you to sign in on the volunteer sign in sheet located at the check-in table.

## Miscellaneous

### a. Snacks

- i. All children's hands must be cleaned before eating a snack.
- ii. **Toddlers Only:** A light snack is provided for children who are old enough to eat. The usual snack is one juice only and one serving of Goldfish, Teddy Grahams, or Nilla Wafers per child.
- iii. If your child has any allergies, please notate this on the clipboard hanging from the classroom door. To help ensure that the caregivers are aware, please alert one of them about the allergy. An allergy sticker must be placed on your child at the Check-in table.
- iv. Children are to have snack and cups only when they are seated. Children are not allowed to walk around with snacks or cups for allergy and sanitation reasons.
- v. Cups should be promptly removed when the child is done.
- vi. All bottles should be premixed. Nursery workers are NOT allowed to mix formula for sanitation and health reasons.

### a. Medications

- i. We are unable to administer any medication to your child. If your child requires medication, please make arrangements so that you can personally administer what is required.

### b. Classroom Management

God's definition of discipline is outlined in Hebrews 12:7-11.

*"7 If you endure chastening, God deals with you as with sons; for what son is there whom a father does not chasten? 8 But if you are without chastening, of which all have become partakers, then you are illegitimate and not sons. 9 Furthermore, we have had human fathers who corrected us, and we paid them respect. Shall we not much more readily be in subjection to the Father of spirits and live? 10 For they indeed for a few days chastened us as seemed best to them, but He for our profit, that we may be partakers of His holiness. 11 Now no chastening seems to be joyful for the present, but painful; nevertheless, afterward it yields the peaceable fruit of righteousness to those who have been trained by it."*

It is not punishment, but guidance, training, and molding of character. We do not seek to merely control behavior, but to partner with parents to help shape a child's character to be more and more like that of Christ.

- i. Classroom rules
  1. Obey the teacher.
  2. Listen.
  3. Be kind; be safe.
  4. Keep your hands and feet to yourself.
- ii. Preventative Actions
  1. Create a loving, caring atmosphere.
  2. Establish and communicate realistic expectations for children.
  3. Focus on positive actions.
  4. Be fair and consistent with children.
- iii. Corrective Actions

1. Try to handle any issues individually.
  2. Give a warning when a child does not follow the rules.
    - a. Remind the child of the rules.
    - b. Explain to children why the behavior is unacceptable.
    - c. Redirect the child to something positive.
    - d. Explain the consequences of unacceptable behavior by telling children the correct way to behave.
  3. If the child again repeats the action, guide him or her to a quiet place separate from the others for a short but designated time.
  4. After a third warning, we will implement the "**Three Strikes and You're Out Policy.**" At this point, the child will be directed to join their parents in the sanctuary until further notice.
- iv. Aggressive behavior
1. Biting, hitting, pushing, scratching, or pulling are considered aggressive behavior and will be addressed.
  2. If a child is displaying any of these behaviors, he or she will be removed from the class and the parent will be notified.

Our volunteers are a valuable part of this ministry. Volunteers are always needed. If you are not currently involved with the Children's Ministry and would like to be, please contact the Children's Ministry Director.

**Calvary Chapel Shreveport  
Children's Ministry  
Policies & Procedures Volunteer Acknowledgement Form**

This Children's Ministry Policy and Procedure Manual contain important information about Calvary Chapel Shreveport Children's Ministry Department. I understand that I should consult the Director of Children's Ministry or the Pastor if I have any questions that are not answered in the handbook.

I also acknowledge that revisions to the handbook may occur at any time.

By signing below, I have acknowledged that I have received and read this entire handbook. I also understand that I am responsible for abiding by the Policies and Procedures set forth by Calvary Chapel Children's Ministry Department.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Director of Children's Ministry: Jennifer Lumaban