



Is dedicated to providing a loving and safe place for children to learn about Jesus' love in a fun and relevant way

POLICIES and PROCEDURES

The following guidelines are to ensure the highest level of safety for our children and volunteers and must be strictly adhered to.

Application

All volunteers must complete the following before serving in Children's Ministry:

- Complete 'Wellspring Church Volunteer Application'
- Sign 'Ministry Expectations Agreement'
- Background screening authorization

Check-In/Check-Out Procedures

(Check-in: Be friendly, reassuring to parents that the children will be in great care))

- First time guests should complete the "Sign-In Sheet for visitors and New Children."
- All children must check-in before entering the classroom.
- Check in by child's parent or caregiver
- Bags, cups, bottles should be labeled.
- When a child is brought to the room, check-in personnel should inform the teacher of any allergies or special needs.
- Please check to make sure children are in the proper classroom, their ages/grades are labeled on their name tag.
- DO NOT RELEASE A CHILD WITHOUT A MATCHING NUMBER.

(NOTE: Only adult volunteers should check-in and check-out children.)

Paging the Parent

If a child is upset and cannot be consoled. (no more than 10 minutes of crying.) A child is sick or injured or if a child is being disruptive a Wellspring Kid's Leader or Check-in volunteer will notify a parent either in person or putting their tag number/name on the screen.

General Room Policies

Two-Person Rule: At least 2 volunteers should be in a room with a child or group of children. If by scheduling or other circumstances a volunteer is in an area alone, any door without a window will remain open and visits will be made to that area by staff or their designee. Wellspring Kids leader or designee shall make unannounced visits at intervals throughout service times. Children ages 0-5 years should always remain inside the classroom or the designated outdoor areas, unless being walked to the bathroom by a volunteer or leader. Leaders and Volunteers should avoid one-on-one situations with children out of sight of others.

Wellness Policy

To ensure the health of children and volunteers, we ask that sick children/volunteers do not attend Wellspring Church. The Committee on Control of Infectious Diseases of the American Academy of Pediatrics recommends that a child should not leave home when any of the following symptoms exist:

- Fever (over 100.5 degrees)
- Vomiting or diarrhea within the last 24 hours
- Any symptom of childhood diseases such as scarlet fever,
- German measles,
- mumps,
- chicken pox or
- whooping cough
- Common cold from onset through one week
- Sore throat
- Croup
- Any unexplained rash
- Any skin infections: boils, ringworm or impetigo
- Untreated pink eye or other eye infection
- Any communicable disease
- Lice, including the presence of eggs or nits

(PLEASE NOTE: A child or volunteer must be free of fever for 24 hours before attending or returning to Wellspring Kids.)

Medication: We do not dispense any medication to a child. If a child appears to be ill, isolate the child and call a Wellspring Kids leader to contact the parent.

Lice and Contagious Illness: When a child is suspected to have head lice or a contagious illness such as measles or chickenpox, the following procedures are to be followed: Kindly isolate the child from the rest of the group, with supervision, following the “Two Person Rule”, contact a Wellspring Kids leader. Wellspring Kids leader is to then page parent and notify them of their child’s condition and then gently explain that the child will not be allowed to return to Wellspring Kids until free from illness, lice, eggs or nits.

Incident Report

Non-Life threatening Accidents to be reported: These injuries may be: A significant size bump or bruise. A bite that may or may not have drawn blood. The inability to move a part of the body (arm, leg, finger, etc.)

If a Life threatening incident occurs- please call 911

- If a child is injured in a classroom, we ask that volunteers let the Wellspring Kids Leader know exactly what happened. We then communicate the injury clearly to the parent/s. The Wellspring Kid’s Leader is to then do a full incident report of what happened.

- If a child is threatened by another child or threatens another child, we ask that volunteers let the Wellspring Kids Leader know exactly what happened. We then communicate the behavior clearly to the parent/s. The Wellspring Kid's Leader is to then do a full incident report of what happened.

Bathroom Procedures

- It is recommended that a children's ministry leader, a female worker, or female check-in volunteer walk a child to the bathroom or. (Kindergarten and under)
- When a child is using the bathroom, never leave him/her unattended.
- Stand outside the door. If the child requests help, **leave the door open** and assist him/her.
- Always wash your hands and the child's hands with soap and water after the child has used the toilet.
- Remember, all doors without windows must stay unlocked.

Diapering Procedures

- Only change a diaper if the parent brought a diaper bag/diapers or if parents have given permission to change them.
- It is recommended the person changing diapers be an adult female.
- To provide the best care for the children, please check the diapers of all infants and toddlers.
- When changing diapers, please do the following: Diapering is done at diaper stations.
- If possible, diapering should be done within eyesight of other caregivers.
- Have all supplies ready before placing the child on the changing table
- Once the child is placed on the table, put on disposable gloves if available.
- Always be attentive, keeping one hand on the child.
- Wash and sanitize surfaces and your hands.

(NOTE: Student Assistants are not to change diapers.)

Crying Children

Crying children need care and compassion. When crying is not due to obvious concerns (child hurt or sick), please tend to their immediate needs. Solutions for meeting the needs of a crying child: (Depending on their age, this will vary)

- Check diaper changing or hunger needs.
- Check if the child desires to be picked up.
- Offer the child an activity such as art or quiet reading.
- Reassure the child that his/her parents will return.
- More than one volunteer must try to console the child before paging the parent.
- If the child has been crying consistently for 10 minutes, it is time to call his/her parent.
- Let a Wellspring Kids Leader know of the situation.

A child of any age is never to be punished or admonished for toileting accidents. When a child who is toilet-trained has an accident, please have a Wellspring Kids leader call parents so that the parent is informed and can assist their child if necessary.

Ways to Avoid Problem Behaviors:

- Come prepared by praying before children's ministry begins.
- Be sensitive to the moods of the children in the group
- Set clear and age appropriate expectations with the children

When Kids Require Discipline or Guidance:

- Use a firm but gentle voice to address the behavior.
- Remove the child from the activity.
- Focus your remarks on the behavior you want to see; "Please walk" or "Please listen" not "Stop running" or "Be quiet".
- Do not use words or a tone of voice that shames or frightens a child/student.
- Do not use sarcasm or scream at a child/student
- Never make remarks that put down the individual as a person or make negative references about appearance, race or gender.
- Never use corporal punishment or spanking of any kind.
- Use touch in affirming ways: Appropriate examples: high fives, pat on the back or shoulders, etc.. Inappropriate examples: demanding/expecting hugs, slapping on buttocks, kissing, etc...
- Ask check-in volunteers for assistance - they can walk the child outside the classroom
- Contact the Wellspring Kids Leader if assistance is needed.

If necessary, a confidential parental discussion will occur with the Wellspring Kid's Leader, parent and child. (***Teachers should not approach parent/s about a behavior problem without talking to the Wellspring Kid's Leader first.***)

Discipline Guidelines

Discipline must be:

- Individualized and consistent for each child.
- Appropriate to the child's level of understanding.
- Directed toward teaching the child acceptable behavior and self-control.

A worker may only use positive methods of discipline and guidance that encourages self-esteem, self-control, and self-direction, which include at least the following:

- Praise and encouragement of good behavior instead of focusing on unacceptable behavior. Reminding a child of behavior expectations daily by using clear, positive statements.
- Redirecting behavior using positive statements.

- Brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.
- There must be no harsh, cruel, or unusual treatment of any child.

The following types of discipline and guidance are **prohibited**:

- Corporal punishment or threats of corporal punishment.
- Punishment associated with food, or toilet training.
- Pinching, shaking or biting a child.
- Hitting a child with a hand or instrument.
- Putting anything in or on a child's mouth.
- Humiliating, ridiculing, rejecting, or yelling at a child.
- Placing a child in a locked or dark room, bathroom, or closet with the door closed.
- Subjecting a child to harsh, abusive or profane language.
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

Dealing with Aggressive Behavior

If there is a child who shows continuous (more than 2 times) aggressive behavior that puts another child at risk, his/her parents are to be notified at the end of the class by a Wellspring Kids Leader. If another child is injured, both parents should be notified immediately. When a child shows aggressive behavior, he/she should be separated from the group and brought over to a Wellspring Kids Leader or Check-in Volunteer. If there is a third incident of aggressive behavior that occurs during the same class, the parents will be called by a Wellspring Kids Leader and the child will be removed from the classroom.

Dress

Dress appropriately and comfortably to work with children, you might get dirty! Your appearance reflects both Jesus and Wellspring Church and should honor God. All Wellspring Kids Volunteers should wear a "Team Member" badge while serving.

Student Assistants

Students must be a minimum of High School Age. Students must complete the Volunteer Application and be approved by the Church. Students must work under the supervision of Wellspring Kids Leaders or adult Volunteers at all times. Students should remain in their assigned classroom until the end of service.

Closing

YOU are heroes! YOU are what makes Wellspring Kids work each week! YOU are on the front lines making an eternal difference. THANK YOU FOR YOUR HEART TO SERVE GOD THROUGH INVESTING IN THE LIVES OF CHILDREN! WE ARE SO GLAD TO HAVE YOU ON OUR TEAM!

***Therefore, my dear brothers, stand firm. Let nothing move you. Always give yourselves fully to the work of the Lord, because you know that your labor in the Lord is not in vain.
1 Corinthians 15:58***