



## **Policy and Training Manual**

*The purpose of this handbook is to provide policies and procedures for the leaders and team members of ctk|kids at Christ the King Church. The policies set forth in these pages are intended to protect the children in our care, the team who serve our children, and Christ the King Church. As a team member of ctk|kids, we ask that you commit to abide by and submit to the contents of this manual.*

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# Vision and Mission

## **We exist to tell the next generation the good news of Jesus Christ.**

At Christ the King Church, we value children because the Bible does. We are told, “Children are a heritage from the Lord”, and “a blessing (to the righteous)”. (Psalm 127:3, 37:24-25) Jesus places a priority on the care of the “little ones” as well. (Matthew 19:12-14)

Kids are a valued part of God’s Kingdom building from generation to generation. As the church, we joyfully accept our role in telling children the good news of Jesus Christ, so that they might be reconciled to God, serve His Kingdom, and treasure Christ above all else.

In order to see this vision become a reality, we will be active in doing the following things...

### **Be God-Centered**

The Bible is first and foremost a book about God. There is nothing more valuable or more important than Him. We desire to have children see all of life through a God-centered lens. Because God is the most important person that exists, we desire that children will know true things about who He is, and what He has done. Children need and benefit from good theology.

*We will practice this by centering our lessons, songs and activities around the character of God. We will speak deep truths about God, and give them theology they can grow into.*

### **Be Prayerful**

We desire to be utterly dependent upon God for His work in the hearts of children. He alone can transform a life. We can do nothing in our own power or strength.

*We will practice this by praying for children before class, praying with children during class, and praying for families and our team throughout the week.*

### **Be Nurturing**

The safety and security of our children is of the utmost importance in all we do. We will seek to foster trust with children and their parents by maintaining a safe, secure, and clean environment. We will seek to build meaningful relationships with the children in our care, and help cultivate community among the children.

*We will practice this by adhering to the safety policies outlined in this handbook. We will take the time to build relationships with children by engaging in conversations and play. We will help children get to know each other, and encourage kindness and gentleness in the classroom.*

**Be Joyful**

As models of new life in Christ, we desire to display a vibrant, passionate enjoyment of the Savior to the children in our midst.

*We will practice this by coming to our scheduled shift with a cheerful attitude and servant's heart. We will be eager to speak of the goodness of God.*

**Be Partners**

God has ordained parents to be the primary disciple-makers of their children. We desire to come alongside parents to encourage and equip them in this task.

*We will practice this by providing parents with simple resources to aid them in the discipleship of their children.*

# Team Administrative Information

## Application Process

Because of the great responsibility entrusted to us in caring for and shepherding children involved in ctk|kids, all Team Members must submit to the following application process.

To be qualified to serve on the ctk|kids team, we require that applicants either be Members of CTK or moving toward Membership within 6 months from beginning to serve. The exceptions to this requirement include involvement and commitment to a campus organization (i.e. Cru or Navigators) or participation in an international ministry that provides accountability.

Step 1	Application – Individuals interested in serving the families of Christ the King Church, will begin by completing a ctk kids Team Member application online. Applications and policy manual may be found on our website <a href="http://ctkcincy.com/connect/ctk-kids">ctkcincy.com/connect/ctk-kids</a>
Step 2	Background Check – Christ the King Church uses the services of a public data-screening firm in order to conduct a thorough background check of all team members who work with children.* Instructions for completing the online background check will be emailed to you after completing the application.
Step 3	Scheduling and Policy Training – After the previous two steps have been completed, new recruits will be scheduled to shadow a classroom and receive a digital copy of this manual to be read before their first date of service.
Step 4	Shadowing - On the date of shadowing, new recruits will have the opportunity to shadow in one or two classrooms to determine their preferred age group or role. They will be paired with experienced team members to receive on-the-job training.
Step 5	Post Service – Normally on the same date as their shadowing experience, new recruits will sit down briefly with the Director. They will review this Policy Manual and have the opportunity to ask questions about the ministry, their role and responsibilities.

\*Team Members under 18 or non-US Citizens will have references completed by a CTK Members to replace the background check.

## **Continuing Accountability**

Quarterly, the Director will contact various ministry leaders to confirm the ctk|kids Team roster is composed of individuals who are qualified to serve, free from compromising sin issues and regularly participating in Christian community.

These ministry leaders are either City Group leaders or the leaders of various campus organizations (i.e. Cru or Navigators). They will receive a list of the ctk|kids Team Members under their purview and either confirm their fitness for service or indicate a problem. If any concerns are raised, the issue will be addressed privately with the dual goal of protecting the ctk|kids ministry and restoring the individual.

## **Scheduling Team Members**

Quarterly, a schedule and assignments will be distributed via email to all Team Members. Each Team Member will be assigned a three weeks on which they will serve each quarter, generally once a month. Holidays will be staffed through a special sign-up (Sunday after Thanksgiving, Sunday near Christmas, and Easter Sunday).

Should a Team Member not be available to serve on their assigned date, it is his/her responsibility to contact another Team Member in his/her classroom or one of the Flex Team to switch dates. A master roster of all ctk|kids Team Members with contact information will be distributed with the quarterly schedule and assignments.

Once a switch has been coordinated, one of the Team Members must notify the Director so that the calendar can be updated in Planning Center.

Team Members will be able to access their schedule through Planning Center and will receive a reminder email the week before each scheduled date of service.

While we don't want our team to arrive late or have a last minute absence, we do realize that sometimes "life happens." If you are going to arrive late, or have a sudden illness or emergency, Team Members should notify the Team Lead or ctk|kids Director.

Please note: "last minute" is defined as a situation that develops Sunday morning. If you know you will be unable to make your shift before Sunday, you are responsible to secure a substitute.

## **Team Roles, Responsibilities and Staff Structure**

ctk|kids Team Members are expected to regularly attend Sunday services, and are encouraged to attend the alternative service from that during which they serve or listen to podcasts from the weeks they are in a class. As team members, we ask that you will make a commitment to pray for the ministry of ctk|kids, fellow team members, children and parents.

ctk|kids Uptown

Updated July 2019

## Positions and Job Descriptions

- Director
- Team Leaders (Baby Rooms / Toddler Rooms / Preschool and 11am Older Kids Rooms / Elementary Rooms / Concierge)
- Flex Team
- 9am Teams:
  - Baby Room
  - Toddler 1 Room
  - Toddler 2 Room
  - Preschool Room
  - Elementary 1 Room
  - Elementary 2 Room
  - Concierge
- 11am Teams:
  - Baby Room
  - Toddler Room
  - Older Kids Room
  - Concierge

**Position:** Director

**Directly Reports To:** Campus Pastor

**Role:** The ctk|kids Director is responsible to plan, implement and oversee the weekly kids ministry and lay groundwork for future qualitative and quantitative growth both in the routine kids ministry and broader opportunities and endeavors to support families at CTK.

**Responsibilities:**

- Recruit and manage screening process for all Team Leaders, Team Members, Concierge, Flex and additional support as needed. Train and encourage these individuals in their respective roles.
- Manage annual budget and establish priorities for its use.
- Develop annual goals for continued operation and new initiatives for Kids ministry.
- Plan calendar of events annually with church leadership and reflecting goals of the ministry.
- Responsible to communicate calendar to church-wide administrative roles, parents and team, sending reminders to those involved in events in a timely manner to encourage participation.
- Manage schedule of Team Members for school year and summer sign up.
- Maintain adequate supplies in classrooms as informed by Team Members.
- Order curriculum as informed by classroom attendance and prepare quarterly curriculum binders for classes.
- Plan events within an established budget, looking for and utilizing cost-saving opportunities.

**Results:**

- Quantitative growth of participants in the kids ministry as members and guests at CTK feel increasingly excited to have their children involved and for the children to continue to enjoy their experience and invite friends to participate.
- Qualitative growth of participant experiences in the kids ministry seeing children grow in their depth of knowledge and love for Christ.
- Develop support and training structures for parents and families.
- See Kids Ministry Team grow in their love of Christ and excitement to impact the Kingdom as they serve in this ministry.
- See an increased interest at CTK to be part of the Kids Ministry Team as members catch a vision for the ministry.

**Term of Service:** Non-defined

**Special Gifting or Talent Preferred:**

- Leadership and Equipping: able to motivate and guide a large number of leaders and team
- Administration: able to delegate, coordinate logistics of regular activities and manage resources effectively

**Position:** Team Leader (Baby Rooms / Toddler Rooms / Preschool and 11am Older Kids Rooms / Elementary Rooms)

**Directly Reports To:** ctk|kids Director

**Role:** The various Team Leaders are responsible for the development and maintenance of their respective rooms. The areas of oversight will include cultivating the rooms' assigned team through training and encouragement, notifying the Director of any concerns or needs and fostering relationships with the children and parents beings served in the room.

**Responsibilities:**

- Regularly attend various Sunday meetings to establish connections with the parents served by the room and solicit feedback to better meet their needs.
- Act as the point person for parents and team members for questions and issues pertaining specifically to the room. General ministry questions can be directed to the Concierge Team or Team Leader and administrative needs such as scheduling can be directed to the Director.
- Work with the Director to train all newly screened and assigned Team Members in the room.
- If a team member must be absent from their assigned date, the Team Leader should be available to assist in finding a substitute if needed.
- Meet a few times a year to provide feedback to the Director and to assist in establishing future goals and development ideas that would support the families served by this room. This will include an end of term assessment to help prepare for the following year.
- Quarterly, each Team Leader will assist with selecting children ready to be promoted to the older classrooms.

**Results:**

- The room will be hospitable, safe and fun for the children; and the parents will feel comfortable and served by the ministry.
- Team members will be trained in and adhere to the CTK Kids Ministry Policies as overseen by the Team Leader for this room.
- The Team Leader will look for ways to encourage and grow their team and communicate appreciation.

**Term of Service:** 1 year (September to September)

**Special Gifting or Talent Preferred:**

- Leadership and Equipping: able to motivate and train a small team.
- Encouragement: able to identify and act on opportunities to encourage their team.
- Hospitality: able to help families and children to experience God's love through the creation of a fun and safe environment for fellowship, worship and learning about Him.

**Position:** Team Leader- Concierge

**Directly Reports To:** ctk|kids Director

**Role:** The Concierge Team Leader is responsible for developing and maintaining a hospitable environment for families to check-in at the Sunday meetings.

**Responsibilities:**

- Regularly attend various Sunday meetings to establish connections with the parents and Concierge Volunteers and solicit feedback to better meet their needs.
- Act as the point person for parents and volunteers for questions and issues pertaining to check-in, upcoming events and general questions about ctk|kids Ministry. The Director will be available to assist with answering general questions about the children's ministry.
- Meet a few times a year to provide feedback to Director and to assist in establishing future goals and development ideas that would support the families served by this ministry. This will include an end of term assessment to help prepare for the following year.

**Results:**

- The check-in process will be hospitable and smooth for the children and parents will feel comfortable and served by the ministry.
- Volunteers will be trained in and adhere to the ctk|kids Ministry Policies as overseen by the Team Leader for the Concierge desk.
- The Team Leader will look for ways to encourage the volunteer team and communicate appreciation.

**Term of Service:** 1 year (September to September)

**Special Gifting or Talent Preferred:**

- Leadership and Equipping: able to motivate and train a small number of volunteers
- Encouragement: able to identify and act on opportunities to encourage volunteers
- Hospitality: able to help families and children to experience God's love through the creation of a fun and safe environment for fellowship, worship and learning about Him.

**Position:** Team Member - Baby Rooms (9am and 11am)

**Directly Reports To:** Team Leader - Baby Rooms

**Role:** The Baby Room team will provide supervision and care for non-walking children less than 18 months. This may include holding and comforting upset babies, changing diapers (adhering to the Kids Ministry diaper changing policies), and generally playing and interacting with children in attendance. Attention should be paid to practice hospitality toward parents when they drop off and pick up their children.

**Responsibilities:**

- Arrive on time (a half hour before the service) to check in and pray with the team.
- Staff the room from 15 minutes before the service until all children have been collected by their parents.
- Play and interact with children during service.
- Notify the concierge or parents if assistance is needed with their child by texting them.
- If a Team Member must be absent from their team's scheduled week, they must try to find a substitute and notify their Team Leader, potentially switching weeks with a Team Member from a different team for that month.
- Team Members will receive training from their Team Leader or the Director and will be provided with documented policies designed to protect the children in the ministry and give guidance for a successful room.

**Results:**

- Parents will be able to attend a service, confident that their babies are safe and supervised.
- Regulars and guests visiting CTK will experience the hospitality and care of the Body of Christ through this ministry.

**Term of Service:** Serving once a month for 9 months (September to May); option to serve June to August by sign up

**Special Gifting or Talent Preferred:**

- Hospitality: able to help families and children to experience God's love through the creation of a fun and safe environment for fellowship, worship and learning about Him.
- Love for Children

**Position:** Team Member - Toddler 1 Room (9am) / Toddler 2 Room (9am) / Toddler Room (11am)

**Directly Reports To:** Team Leader - Toddler Rooms

**Role:** The Toddler Room team will provide supervision and care for walking children from 18 months to 3 years old. This will include playing and interacting with children in attendance and leading the group through provided curriculum and activities. Attention should be paid to practice hospitality toward parents when they drop off and pick up their children.

**Responsibilities:**

- Arrive on time (a half hour before the service) to check in and pray with the team.
- Staff the room from 15 minutes before the service until all children have been collected by their parents.
- Play and interact with children before, during and after going through the curriculum materials (Toddler 2 Room) provided. Look for opportunities to engage with the children.
- Notify the concierge or parents if assistance is needed with their child by texting them.
- If a Team Member must be absent from their team's scheduled week, they must try to find a substitute and notify their Team Leader, potentially switching weeks with a Team Member from a different team for that month.
- Team Members will receive training from their Team Leader or the Director and will be provided with documented policies designed to protect the children in the ministry and give guidance for a successful room.

**Results:**

- Children in the room will grow in their interaction with others and engage the Gospel through hearing God's word and worship.
- Parents will be able to attend a service, confident that their children are safe and supervised.
- Regulars and guests visiting CTK will experience the hospitality and care of the Body of Christ through this ministry.

**Term of Service:** Serving once a month for 9 months (September to May); option to serve June to August by sign up

**Special Gifting or Talent Preferred:**

- Hospitality: able to help families and children to experience God's love through the creation of a fun and safe environment for fellowship, worship and learning about Him.
- Love for Children

**Position:** Team Member - Preschool Room (9am) and Older Kids Room (11am)

**Directly Reports To:** Team Leader- Preschool Rooms

**Role:** The Preschool Room team will provide supervision and care for children from 3 to 5 years old. This will include playing and interacting with children in attendance and leading the group through the provided curriculum and activities. Attention should be paid to practice hospitality toward parents when they drop off and pick up their children.

**Responsibilities:**

- Arrive on time (a half hour before the service) to check in and pray with the team.
- Staff the room from 15 minutes before the service until all children have been collected by their parents.
- Play and interact with children before, during and after leading the class through the curriculum materials provided. Look for opportunities to engage kids with the Gospel.
- Notify the concierge or parents if assistance is needed with their child by texting them.
- If a Team Member must be absent from their team's scheduled week, they must try to find a substitute and notify their Team Leader, potentially switching weeks with a Team Member from a different team for that month.
- Team Members will receive training from their Team Leader or the Director and will be provided with documented policies designed to protect the children in the ministry and give guidance for a successful room.

**Results:**

- Children in the room will grow in their understanding of the Gospel as demonstrated by the ministry team and through the curriculum.
- Parents will be able to attend a service, confident that their children are safe and supervised.
- Regulars and guests visiting CTK will experience the hospitality and care of the Body of Christ through this ministry.

**Term of Service:** Serving once a month for 9 months (September to May); option to serve June to August by sign up

**Special Gifting or Talent Preferred:**

- Hospitality: able to help families and children to experience God's love through the creation of a fun and safe environment for fellowship, worship and learning about Him.
- Love for Children

**Position:** Team Member - Grade School Rooms (9am)

**Directly Reports To:** Team Leader- Grade School Rooms

**Role:** The Grade School Room team will teach and care for children from Kindergarten to 4th grade. This will include playing and interacting with children in attendance and leading the group through the provided curriculum and activities. Attention should be paid to practice hospitality toward parents when they drop off and pick up their children.

**Responsibilities:**

- Arrive on time (a half hour before the service) to check in and pray with the team.
- Staff the room from 15 minutes before the service until all children have been collected by their parents.
- Interact with children before, during and after going through the curriculum materials provided. Look for opportunities to engage the kids with the Gospel.
- Notify the concierge or parents if assistance is needed with their child by texting them.
- If a Team Member must be absent from their team's scheduled week, they must try to find a substitute and notify their Team Leader, potentially switching weeks with a Team Member from a different team for that month.
- Team Members will receive training from their Team Leader or the Director and will be provided with documented policies designed to protect the children in the ministry and give guidance for a successful room.

**Results:**

- Children in the room will grow in their understanding of the Gospel as demonstrated by the ministry team and through the curriculum.
- Parents will be able to attend a service, confident that their children are safe and supervised.
- Regulars and guests visiting CTK will experience the hospitality and care of the Body of Christ through this ministry.

**Term of Service:** Serving once a month for 9 months (September to May); option to serve June to August by sign up

**Special Gifting or Talent Preferred:**

- Hospitality: able to help families and children to experience God's love through the creation of a fun and safe environment for fellowship, worship and learning about Him.
- Love for Children

**Position:** Team Member - Flex

**Directly Reports To:** Director

**Role:** The Team Members who are signed up to fulfill the Flex role are to be available to substitute for classroom Team Members and fill holes in scheduling both scheduled ahead of time and potentially at the last minute for emergency situations.

**Responsibilities When Serving:**

- Arrive on time (a half hour before the service) to check in and pray with the team.
- Staff the room from 15 minutes before the service until all children have been collected by their parents.
- Interact with children before, during and after service as is appropriate for the age group in which they are substituting.
- Notify the concierge or parents if assistance is needed with their child by texting them.
- Team Members will receive training from their Team Leader or the Director and will be provided with documented policies designed to protect the children in the ministry and give guidance for a successful room.

**Results:**

- The classrooms will be fully staffed and flexible to respond to scheduling needs.
- Parents will be able to attend a service, confident that their children are safe and supervised.
- Regulars and guests visiting CTK will experience the hospitality and care of the Body of Christ through this ministry.

**Term of Service:** Serving once a month for 9 months (September to May); option to serve June to August by sign up

**Special Gifting or Talent Preferred:**

- Hospitality: able to help families and children to experience God's love through the creation of a fun and safe environment for fellowship, worship and learning about Him.
- Love for Children

**Position:** Team Member - Concierge (9am and 11am)

**Directly Reports To:** Team Leader - Concierge

**Role:** Volunteers at the Kids Concierge Desk will create a warm and smoothly organized check-in procedure for children in the Kids Ministry. This team will be the first line for new families to be introduced to the ministry and will therefore devote special attention to create a hospitable environment, answering any questions and welcoming families warmly.

**Responsibilities:**

- Arrive on time (a half hour before the service) to check in and pray with the team.
- Staff the desk from 15 minutes before the service until 15 minutes after service has ended.
- Be ready to answer questions from parents or to help them find answers by connecting them with the Director or other CTK staff.
- Maintain and collect contact information for children participating in the ministry through the check-in program.
- If a Team Member must be absent from their team's scheduled week, they must try to find a substitute and notify their Team Leader, potentially switching weeks with a Team Member from a different team for that month.
- Concierge Team Members are to be on call for any needs during the service or if volunteer/kid ratios are off.
- Team Members will receive training from their Team Leader or the Director and will be provided with documented policies.

**Results:**

- Parents will be able to attend a service, confident that their children are safe and supervised.
- Guests visiting CTK will experience the hospitality and care of the Body of Christ through this ministry.

**Term of Service:** Preferably, serving once a month for 9 months (September to May); option to serve June to August by sign up

**Special Gifting or Talent Preferred:**

- Hospitality: able to help families and children to experience God's love through the creation of a fun and safe environment for fellowship, worship and learning about Him.
- Love for Children

# Classroom and Concierge Management

## Classroom Routines

### Schedule

Each classroom has a posted “routine” to be followed. This routine includes set up, flow of activities and lesson and clean up procedure specific to that age group. Should there be a change in the routine for any classroom including different curriculum or new initiatives, Team Members will be notified of the updated routine and trained by either the Team Leader or Director on any new process.

### Supplies and Equipment Needs

There is a “Room Needs” chart posted in each room. Should any supplies (cleaning sprays, tissues, diapers, etc.) be missing or empty, Team Members will document the need on this chart and it will be restocked by the following Sunday. Additionally, if any equipment is found to be damaged or there is a safety concern in the room, Team Members will document with necessary detail these situations so they may be addressed in a timely manner.

### Incident Reports

In the case of an injury needing First Aid or special attention, Team Members must complete an “Ouch Report”. These forms are posted with the above paperwork and must be signed by the parent upon picking up the injured child. Completed forms should be given to the Concierge who will pass them to the Director for follow up.

## Classroom Guidelines

### Parent Paging

We will page a parent in the following instances:

- Inconsolable, persistent crying (defined as consistent crying that lasts more than 10 minutes)
- Illness
- Injury
- Bathroom needs
- Diaper care (only when we do not have permission to change child’s diaper)
- Cloth diapers
- Unresolved correction problem

## Promotion

We will promote children to a new class level based on the following guidelines, or on an as-needed basis as determined by the parent or Director.

- Baby Rooms
  - We recommend babies entering the kids ministry be at least 6 weeks old.
- Promotion to the Toddler 1 Room (9am) or Toddler Room (11am)
  - We will begin initiating with parents about moving kids up around 18 months old.
  - The child entering this class must be able to walk and toddle on their own.
- Promotion to the Toddler 2 Room (9am)
  - The child should be able to sit through a 20 minute lesson with corresponding activity and follow simple direction from teachers.
- Promotion to the Preschool Room (9am) or Older Kids Room (11am)
  - We will begin initiating with parents about moving kids up as they approach 3 years old.
  - The child will need to be fully potty-trained.
- Promotion to the Elementary Rooms (9am)
  - This class will phase up new students once per year, as they complete school grades in the Spring (June).
  - The child must be five years old or preparing to start Kindergarten to be eligible to move to the Elementary Rooms.
  - Once in the Elementary 1 Room, they will promote into the Elementary 2 Room in June after they have completed 2nd Grade.
- Graduation from ctk|kids
  - Once a child has graduated from 5th grade, they will have aged out of our children's program.
  - The June after 5th grade, kids will be encouraged to join the ctk|youth group and attend the gathering with their parents on Sunday mornings.

## Parent Observation

Parents are welcome to visit their child's class at any time. However, parents who desire to have an ongoing presence (defined as more than two consecutive weeks) in their child's class will be asked to serve on our team and complete the team member application process.

## Diaper Care Instructions

If a parent has asked us to handle diaper care for their child and it is indicated on their nametag, we will aim to change soiled diapers as soon as it is detected.

We will only change disposable diapers. If a child wears cloth diapers, the parent will be paged to handle diaper care for their child. We will not handle the application of diaper creams, lotions or ointments. Only parents may apply these.

Only female team members are permitted to change diapers.

In order to prevent the spread of germs and maintain a well sanitized environment for our children, we will take the following steps when changing diapers:

- Gather all needed supplies from child's diaper bag or changing station. Appropriate diaper size is usually indicated on the outside of diaper.
- Remove the wet or soiled diaper and clean child with one or more wet wipes (always wipe front to back)
- Roll up and secure the wipes inside the used diaper and dispose of everything in the trash can.
- Put on a clean diaper.
- Spray the changing pad with cleaning solution and wipe it clean using a paper towel
- Sanitize your hands

Please note: NEVER leave a child alone on the diaper changing table! Even very young babies can roll and fall if left unattended.

## **Sanitation and Clean Ups**

Working with babies and toddlers is often messy job. In order for us to maintain a clean and safe environment for the children we serve, we must take great care to use the following measures:

Hand sanitizer must always be used in the following circumstances:

- At the beginning of your shift
- After changing a diaper
- After wiping a child's nose or mouth
- After you sneeze, cough, or blow your nose
- Anytime you come into contact with bodily fluids (drool, spit up, urine, stool, blood, nasal drip, etc.)
- Before a snack is prepared and served to children

Cleaning up a Body Fluid Spill

- Clean and disinfect surface (use Babyganics and tissues or paper towels from bathroom or Clorox All Surface Spray)
- Place fluid and soiled paper products in a plastic bag for disposal
- Sanitize or wash hands thoroughly.

## **Behavior and Correction Guidelines**

It is important that we have consistent behavioural expectations from week to week to give children a sense of security, and to establish authority structure in the classroom.

These are our class rules for our Preschool and Grade School classrooms:

- Listen: If an adult is talking, you are not.
- Follow: If an adult asked you to do something, do it right away with a cooperative attitude.
- Love: Treat others with kindness and gentleness

### **Guidelines for Correction**

Whenever possible, encourage children when they are following class rules, and thank them for their cooperation. When discipline issues arise, follow the following guidelines:

- Team Members will use verbal corrections for all classroom discipline problems. This means we will never spank a child, or give the child a “time out.”
- Make eye contact with the child, and get on their level when you are speaking to them.
- Use the child’s name and provide a positive correction whenever possible (i.e. “Sarah, be gentle.” instead of “Don’t hit.”)
- Correction should always be done with an attitude of restoration, not anger. Children should never be made to feel humiliated.
- Speak in a firm, but loving, tone. Team members will never yell or use a harsh tone with a child.
- Be consistent, and enforce the rules with every child in the class.

Our aim in correction is both repentance and restoration.

### **Correction Process**

There is a three-step process for a child who disobeys our classroom rules. This is at the teacher’s discretion.

1. A verbal warning to remind the child of the classroom rule(s).
2. If the child continues to disobey, the child will be taken aside for a private talk (in the classroom, not alone). Ask the child to tell you which rule he has disobeyed. Talk to the child about the reason for classroom rules. Encourage him to ask Jesus to help him obey.
3. After this, if there is still resistance to submit to your authority, it’s time to get the child’s parent(s) involved. You may decide to page the parent immediately, or talk with the parent after class.

# Concierge Desk Routines, Check-In App and Labels

## General Responsibilities

- The concierge is primarily responsible for welcoming families, managing attendance of children and acting as the liaison with the Operations Team should an emergency situation arise.
- The concierge desk is equipped with a walky-talky and intercom system for communicating with the Operations Team and classrooms from the desk.

## Concierge Desk – 9AM

### Setup Tasks (8:30-8:45)

- Set up iPads (code- ctk333) and open Check-In App
- Power on printers
- Confirm printers are linked with test label
- Volunteers check in and get name tags as they arrive
- If someone does not show up, contact the Director (Sarah Branscum- 614-460-1704)

### Check In (8:45-9:15)

- Greet families as they arrive
- Assist parents with checking in kids (confirm correct service and time)
- Show new families to room

### During Class (9:15-10:15)

- Remain at the Kids Desk to greet any visitors and answer questions.
- Confirm ratios in classes are within limits:
  - Babies-3:1
  - Toddlers- 4:1
  - Preschool- 6:1
  - Elementary- 10:1
- If needed, request for team members to move rooms for adequate coverage or contact the Director if additional hands are needed (Sarah Branscum- 614-460-1704)

### Check Out (10:15-10:30)

- Check out kids with parent tag (bar-code)
- Check out volunteers and collect name tags into file

## Concierge Desk – 11AM

### Setup Tasks (10:30-10:45)

- Confirm iPads and printers are ready (code- ctk333)
- Volunteers check in and get name tags as they arrive
- If someone does not show up, contact the Director (Sarah Branscum- 614-460-1704)

### Check In (10:45-11:15)

- Greet families as they arrive
- Assist parents with checking in kids (confirm correct service and time)
- Show new families to room

### During Class (11:15-12:15)

- Remain at the Kids Desk to greet any visitors and answer questions.
- Confirm ratios in classes are within limits:
  - Babies-3:1
  - Toddlers- 4:1
  - Older Kids- 6:1
- If needed, request for team members to move rooms for adequate coverage or contact the Director if additional hands are needed (Sarah Branscum- 614-460-1704)

### Check Out (12:15-12:30)

- Check out kids with parent tag (bar-code)
- Check out volunteers and collect name tags into file
- Power down iPads and return to drawer
- Return name tag folder to drawer
- Turn off lights and prop hallway door

## Check In and Check Out

Check-in will primarily be handled by the Concierge. The concierge desk will open for 15 minutes before and after service starts. Once a child has been checked-in, parents will escort the child to their classroom.

Parents checking in 15 minutes after the service has started will need to go directly to their child's classroom.

Check out will be confirmed by the teachers in each individual classroom by confirming the alphanumeric code on the claim sticker. Parents will then be scanned out by the Concierge. Parents may begin checking out during communion.

Our check-in/check-out policies are designed to keep the children in our care safe and secure. These guidelines apply to ALL children – even if you know the child and/or parent.

## **Name Tags**

All children must wear their name tag. Name tags will indicate specifics like age group, parent contact number and permission for diaper care.

Children in our Baby and Toddler Classrooms must wear their name tag on their backs. Children in all other classes will wear their name tag on their front shoulder area.

Each child will be given a stick-on name tag. Parents will receive a barcode tag with an alphanumeric code matching the child's tag.

## **New Families**

Visiting families will need to be added to the Check Ins application. They may be entered as a temporary one-time guest or as a new household. Fill in as much information as possible and print a nametag and claim sticker as usual.

Concierge and all Team Members should go out of their way to make new families and children feel included and welcome.

## **Diaper Bags**

All diaper bags must have an identifying tag. A label will print with the child's name tag, which will be put on the bag. If multiple siblings share the same bag, the diaper bag will be stored in the youngest child's classroom.

# Child Protection Policies

At Christ the King Church, we are committed to safeguard every child entrusted to our care. Child safety is a critical component of our ability to effectively minister to children.

## Adult Access to Classrooms and Child Check-Out

To maintain security of the children, no adults will be permitted in the ctk|kids classrooms unless they are a screened Team Member or the parent of a child in the classroom.

At check-in, all parents receive a tag with an alphanumeric code for their children. Children will not be checked out to any adult who does not have the correctly numbered tag. Parents will go directly to the classroom to pick up their children and check out at the concierge desk.

## Health and Wellness Policy

In order to prevent the spreading of illness to other children in our care, children will not be checked-in to ctk|kids if they are experiencing any of the following:

- Fever (within 24 hours prior)
- Flu-like symptoms
- Vomiting or diarrhea
- Severe cough
- Sore throat
- Any childhood disease (i.e. chicken pox, whooping cough, mumps, etc.)
- Any discolored or constant nasal discharge
- Any unexplained rash, or skin infection
- Any eye infection

If a child appears ill during class, the parent/guardian will be paged immediately.

## Visibility

All interaction occurring between a child and team member must be done in a place where they are easily visible to those outside the classroom. If a classroom does not have a visibility window, the classroom door must remain open with a safety gate secured to prevent children from leaving the room.

No team member should ever be alone with a child in a private space (i.e. restroom, classroom, etc.).

## Staffing Ratios

In order to protect the safety of our children, and ensure a positive experience for both children and team members, we have established the following adult-to-child ratios, and classroom capacities.

Classroom	Age	Adult-to-Child Ratio
Babies	6 weeks - 18 months	1:3
Toddlers	18 months – 3 yrs old	1:4
Preschool	3 yrs old – Kindergarten	1:6
Grade School	K – 5	1:10

If a class has reached its limit, the Concierge must page the Director for instructions. While class limits are important to maintain a safe environment, it is the heart of Christ the King Church to never turn away a new family.

Class sizes may be expanded at the discretion of the Director.

## Restroom Use and Diaper Care Policies

In order to be above reproach, protect both our children and team members, and minimize classroom distractions, we ask that parents take their children to the restroom before class. Should a child need to use the restroom during class:

- If a child is able to go to the restroom on his/her own, they will be permitted to do so.
- If a child needs assistance to use the restroom, we will page the parent to care for their needs.

For children in diapers, a female team member will change diapers only when instructed to do so by the parent. Male team members are not permitted to change diapers. Parents will grant or deny permission for diaper changes on the child's name tag. We will not provide diaper care in the following situations:

- Cloth diapers
- If special diaper ointments or creams are needed

## Photography

Team Members are not permitted to take pictures of children in the classrooms. Pictures can be taken at open events at which parents are present and able to give permission.

## Food, Drinks and Allergies

Absolutely no outside food may be brought into the classrooms.

Team members: Team members must refrain from bringing food and hot beverages into the classroom. Water or other cold beverages are allowed provided they are in a closed container and kept out of the reach of children.

Baby and Toddler Classrooms: No food (including formula) will be served in the babies or toddlers classrooms by a team member. Parents who wish to feed their child are welcome to join their child in class to do so. When provided by the parent, team members may offer labeled sippy cups to those children who are able to drink on their own. These cups must remain in diaper bags when not in use.

Preschool and Grade School Classrooms: Children in these classes will be offered a snack (Goldfish, unless otherwise communicated) towards the end of their class. Water will also be provided by our team. Under no circumstance will we offer a snack that contains nuts or dairy.

## Room Safety and Sanitation

While working with babies and toddlers, always ensure the following:

- Electrical outlets are covered
- There are no dangling cords
- Equipment is setup, inspected and in proper working order
- Diaper bags are off the floor and out of reach
- Chemicals and cleaning supplies are out of reach
- Toys are sized appropriately to ensure they are not a choking hazard (no toys are allowed in the Baby or Toddler classrooms that are small enough to fit through a toilet paper roll)

Make a note on the Room Needs sheet if you see any of the following:

- Broken or damaged equipment or toys
- Room hazards (these should be handled immediately, but make note on the report to communicate that there was a problem)
- Out of stock or low-inventory supplies

Follow the Classroom Routine posted in each classroom for appropriate cleaning instructions.

## Physical Contact between Adults and Children

Appropriate physical contact with children can be both positive and nurturing, and promote safe and secure relationships between children and team members.

The following are appropriate ways in which team members may interact with children:

- walking hand in hand
- an arm around the shoulder (a side hug)
- a brief hug to greet or congratulate the child
- a pat on the back or shoulder
- handshakes, high-fives

The following types of touch are always inappropriate (even if it is intended as an innocent or playful gesture):

- any kind of touch that could be interpreted as sexually suggestive
- touching a child between the navel and the knee, or areas usually covered by a bathing suit
- having a child in the Elementary or older classes sit on your lap
- kissing a child
- touching a child in anger
- pushing a child
- lifting, pulling or swinging a child by the arm
- throwing a child into the air

Please make it your aim to be above reproach in any kind of physical contact with the children in your care. We must foster trust in the relationships we develop with children.

Always respect the wishes of the child in regards to touch. Don't force or pressure a child to touch in ways they are uncomfortable with.

## **Verbal Interactions between Adults and Children**

What we say matters. The words we choose, and the tone in which we speak can either bless a child or hurt a child. Our team strives to be encouraging, uplifting, and God-honoring in their conversations with children.

Team members should never speak to a child in a harsh, critical, intimidating, demeaning, or humiliating way. Profanity and adult subject matter is always inappropriate in the presence of children.

## **Emergency Procedures**

### **Minor Injuries**

In the case of an injury requiring first aid, we will page the parent to come and assist their child. For minor injuries not requiring first aid, it is not necessary to notify the parent by page.

For all injuries (minor or serious) it is necessary to complete an “Ouch Report” and obtain a parent signature when they come to pick up their child.

A First Aid kit is available and may be used by parents treating a minor injury.

## **Major Medical Emergencies**

In the case of a major medical emergency, we will immediately page the parent and call 911 if necessary to care for the injury/illness as soon as possible.

One team member must stay with the child at all times. Another team member will move the remainder of the children to another classroom.

## **Evacuation**

Evacuation may be necessary in the case of building issue or fire. In the case of a building evacuation, the ctk|kids Team Members are responsible to lead children to a safe location.

- The concierge will be notified by Operations Team via walky-talky if an evacuation has been called. This notification will include any specific instructions including exits to avoid.
- Classrooms will be notified by the concierge via intercom with instructions including exits to avoid.
  - There are exits at either end of the classroom hallway, chose the closest clear exit.
  - Move away from the building.
  - Do what you can to keep the children calm and orderly.
  - Never leave any children in the classroom unattended. Make sure at least one adult stays behind until all children may be evacuated.
- Any children in the Great Room will evacuate from there to the nearest clear exit.
- Once notification has been made, the concierge will move to the Kids’ hallway to assist with evacuation and check that all rooms (including restroom) are empty.
  - Specifically offer assistance evacuating the younger classrooms.
  - Upon confirmation of a cleared area, the concierge will notify the Operations Team via walky-talky.
- Children remain the responsibility of the Team Members until checked-out by their parents.

## **Shelter-in-Place**

Shelter-in-Place may be necessary in the case of inclement weather or threat of violence. In the case of a shelter-in-place announcement, the ctk|kids Team Members are responsible to lead children to the designated shelter location and maintain calm until an “all clear” is given.

- The concierge will be notified by Operations Team via walky-talky if a shelter-in-place has been called. This notification will include any specific instructions including the designated shelter location.

- Classrooms will be notified by the concierge via intercom with instructions.
  - Any children in the Great Room will be lead back to the designated shelter location.
  - Shelter in Hallway (tornado or inclement weather):
    - Lead children into hallway and close doors at either end.
    - Instruct children to sit against the walls.
    - Do what you can to keep the children calm and orderly.
      - Sing songs, tell stories, etc.
    - Younger kids may be corralled in the restroom.
  - Shelter in Classroom (threat of violence):
    - Instruct children to sit against the wall with the door.
    - Lock the door and close the curtain.
    - Do what you can to keep the children calm and quiet.
  - Never leave any children in the classroom unattended. Make sure at least one adult stays behind until all children may be evacuated.
- Once notification has been made, the concierge will move to the Kids' hallway to assist and check that everyone is in the designated shelter locations.
  - Upon confirmation that all are sheltered, the concierge will notify the Operations Team via walky-talky.
  - The concierge will then remain in the designated shelter location or restroom until receiving an "all clear" from the Operations Team via walky-talky.
- Children remain the responsibility of the Team Members until checked-out by their parents.

# CTK Statement of Faith

## 1. The Word of God

We believe the Bible is God's written revelation to man. It is composed of sixty-six books of the Old and New Testament. It is verbally inspired in every word, and absolutely inerrant in the original documents. We affirm the infallibility, sufficiency, and authority of Scripture. We affirm its supreme infallibility in all matters of faith and conduct.

## 2. The Trinity

We believe That there is but one Living and true God, an infinite, all-knowing Spirit, perfect in all His attributes, one in essence, eternally existing in three Persons -- the Father, Son, and Holy Spirit - each equally deserving worship and obedience.

## 3. God the Father

We believe in God, the Father, an infinite personal spirit, perfect in holiness, wisdom, power and love. We believe that he concerns Himself mercifully in the affairs of men, that he hears and answers prayers and that he saves from sin and death all that come to Him through Jesus Christ.

## 4. Jesus Christ

We believe that Jesus Christ is God's only begotten son, and has precisely the same nature, attributes and perfection as God the father and God the Holy Spirit. We believe that He is not only true God but also a true Man, conceived by the Holy Spirit and born from a virgin. We also believe in His sinless life, His substitutionary atonement, His bodily resurrection from the dead, His ascension into heaven, His priestly intercession on behalf of his people, and His personal visible return from heaven.

## 5. The Holy Spirit

We believe the Holy Spirit is a person and is fully God. As the supernatural and sovereign Agent in regeneration, the Holy Spirit baptizes all believers into the Body of Christ at the moment of salvation. The Holy Spirit also indwells, sanctifies, instructs, empowers them for service, and seals them unto the day of redemption.

## 6. Man

We believe man was created male and female in God's image in innocence of sin, but voluntarily disobeyed and became separated from God. Through the sin of Adam, all humanity became polluted and is therefore sinful by nature and also by choice. For this reason, man is totally depraved and in need of a Savior.

## 7. Salvation

We believe that every person is a sinner by nature and by choice and is, therefore, under condemnation. We believe that those who repent of their sins and trust in Jesus Christ as Savior are regenerated by the Holy Spirit. We believe that the salvation of man, who is sinful and lost, is instantaneous and accomplished solely by the power of the Holy Spirit through the instrumentality of the Word of God

when the repentant sinner- enabled by the Holy Spirit- responds in faith. This salvation is wholly of God by grace on the basis of the redeeming work of Jesus Christ, the merit of His shed blood, and not on the basis of human merit or works. All Christians are kept by God's power and are thus secure in Christ forever.

#### 8. The Church

We believe that those who put their faith in Jesus Christ immediately become a part of His body, the church. There is one church universal, made up of all believers from all places throughout history. The local church is an individual, autonomous part of the larger universal body of Christ. The local church gathers as individuals who have been baptized and professed faith in Christ. The local church is led by the Lordship of Christ through qualified male elders. The church's purpose is to glorify God through instruction in the Word, keeping the ordinances, advancing the gospel, and living in fellowship with one another.

#### 9. The Last Things

We believe in the literal future return of Jesus Christ to restore His kingdom in its fullness. We believe in the bodily resurrection of both the saved and the unsaved; the saved to resurrection of life and the unsaved to eternal separation from God.