CROSSWAY Kids

POLICY & PROCEDURE MANUAL

CROSSWAY BIBLE CHURCH

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Lost People Saved
Saved People Matured
Matured People Multiplied
...**All To The Glory of God.**

Dear Crossway Kids Volunteer or Staff Member,

Welcome to Crossway Bible Church!

At Crossway, we believe that all children are made in God's image and justly deserve to be protected and provided for by their caretakers. We are zealous to see the church be the safest place on earth for the vulnerable.

Thus, we take our responsibility to shepherd children very seriously. These guidelines are intended to facilitate a safe and nurturing environment in which children can grow in relationship with Jesus Christ.

The pages of this manual provide a general overview of procedures and guidelines for volunteers and staff members. Our policies are intended to create a safe environment for children, protecting children, you, and the mission of Crossway Bible Church. The following procedures have been adopted and will be diligently enforced. Volunteers and staff members are expected to follow these policies and procedures both inside and outside of ministry programming.

After you have **carefully read this policy manual**, please **sign and return the agreement form via Adobe Sign**.

Sincerely,

Josh de Koning, Senior Pastor

Shamus Drake, Minister of Family Discipleship

Ministry Safe

Our Purpose: To glorify God through the fulfillment of the great commission.

Our Team's Mission: *We help families make disciples.*

Policies & Procedures for Crossway Kids Ministry

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Overview of Crossway Bible Church's Safety System

Because we desire to protect all children involved in our ministry, Crossway Bible Church requires all staff members and volunteers ("workers") serving with or among children to complete **FOUR SAFETY STEPS** *before* ministry work or volunteer placements begin.

STEP ONE: Sexual Abuse Awareness Training

Crossway Bible Church policies and procedures require that staff members and volunteers avoid abusive behavior of any kind. Staff members and volunteers are required to report any policy violations to a supervisor or a member of the Crossway Bible Church Child Protection Team.

Staff members and volunteers should have a basic understanding of the characteristics of sexual abusers and their behaviors in 'grooming' a child for sexual abuse. **Grooming** is the process used by an abuser to select a child, win the child's trust (and the trust of the child's parent/guardian or 'gatekeeper'), manipulate the child into sexual activity and keep the child from disclosing the abuse.

To equip staff members and volunteers with information necessary to recognize abuser characteristics and grooming behavior, Crossway Bible Church requires all staff members and volunteers to complete sexual abuse awareness training. This training will be renewed every **3** years.

STEP TWO: Screening Process

Staff members and volunteers working or serving with children are required to complete Crossway Bible Church's Screening Process, which includes:

- an Employment Application (employees only);
- a Safety Application (employees and volunteers);
- a Code of Conduct (employees and volunteers);
- an in-person Screening Interview (employees and volunteers); and
- References to be Checked (employees and volunteers).

Exceptions to the in-person interview requirement may be appropriate when all of the interview goals have been met by other means, such as through the applicant's long-standing involvement with Crossway, his/her close relationship with the interviewer or other leadership, or through other verification of the applicant's suitability for service and clear understanding of expectations and Crossway's policies and procedures. Any exceptions are recorded in worker files.

A prospective volunteer is required to attend Crossway Kids programming at least twice to shadow a worker under their direct supervision as a volunteer. The "waiting period" will necessarily include Steps 2 (which only meets monthly) and 3 (which includes a membership meeting with an elder and rarely happens in less than a week), and the screening process itself, which is rarely less than a month. This process ensures an appropriate waiting period on its own.

STEP THREE: Policies & Procedures

Staff members and volunteers are required to **review** the policies contained in this manual and **sign the policy & procedure acknowledgement form (digitally if possible)** indicating that he or she has read and understood the material, and agrees to comply with policy requirements.

STEP FOUR: Criminal Background Check

All staff members and volunteers working or volunteering in children's activities must undergo a criminal background check. Depending upon the ministry position, differing levels or intensity of criminal background check may be required. The following criminal convictions or established actions (which may vary depending on where the offense occurred) are automatically disqualifying:

- Child abuse, sexual or otherwise;
- Abduction, murder, or manslaughter;
- Incest;
- Sexual assault;
- Any offense listed as disqualifying in the legal jurisdiction;
- Domestic abuse or assault;
- A problematic pattern of pornography use

Crossway's policies prohibit sex offenders from working with Children. Any known sex offenders must disclose this to the church elders, safety and security team, and/or Child Protection Team. Original arrest and litigation documentation may be required.

All workers must notify the Child Safety Team or Ministry Team Leader concerning a potential change in their qualification to work with Children.

At the current time, Crossway does not allow sex offenders to attend any onsite programming where minors are present.

Definitions Surrounding Abuse

Child Neglect: A parent or guardian is responsible for providing safe and adequate food, clothing, shelter, protection, medical care, and supervision for a child, or arranging to have someone else provide these needs. Texas law defines neglect as the failure to meet this responsibility for a minor under one's care.

Child Physical Abuse: Physical abuse (see definition below) to a child or minor resulting in significant harm or the threat of significant harm

Child Sexual Abuse: Sexual abuse (see definition below) harmful to a child or minor's mental, emotional, or physical welfare, including conduct that constitutes the offense of continuous sexual abuse of young child or disabled individual, indecency with a child, sexual assault, or aggravated sexual assault.

Emotional Abuse: A pattern of behavior that promotes a destructive sense of fear, obligation, shame, or guilt. May take the form of neglecting, frightening, isolating, belittling, exploiting, blaming, shaming, or threatening a victim, as well as playing mind games or lying. (from Darby Strickland, *Is It Abuse*, p. 345)

Domestic Abuse: Under the Texas Penal Code: for an act to be considered as domestic violence, it "must be an act of violence…against a member of the family, household, or a current or past dating partner."

External Abuse: Abuse against a Child participating in your organization's program, that occurred or is believed to have occurred outside of your programming and not on your organization's property.

Financial Abuse: A way of controlling a person by making them economically dependent or exploiting their resources. Financial abuse may be subtle or overt, and its different forms include concealing financial information, limiting a victim's access to assets, controlling their ability to acquire money, exploiting their resources, or dictating how funds are spent. (from Darby Strickland, *Is It Abuse*, p. 345)

Internal Abuse: Abuse against a Child participating in your organization's program by another participant (adult or child, worker or not) during your programming, or any abuse which took place or is believed to have taken place on your organization's property.

Physical Abuse: The intentional or reckless use of physical force that may result in bodily injury or physical pain. Physical abuse does not need to cause pain or leave a bruise; it also includes actions that lead to harm–such as preventing a victim from sleeping or refusing them medical care. Physically abusive actions range from throwing things all the way to choking or beating. (from Darby Strickland, *Is It Abuse*, p. 346)

Sexual Abuse: Any tricked, forced, manipulated, or coerced sexual activity for the pleasure of the abuser.

Spiritual Abuse: Abuse that occurs when an oppressor establishes control and domination by using Scripture, doctrine, or their "leadership role" as weapons. Spiritual abuse may mask itself as religious practice and may be used to shame or punish.

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Child Safety Policy

ABUSE TOLERANCE
Crossway Bible Church has a **zero tolerance for abuse** in ministry programs and ministry activities. It is the responsibility of every staff member and volunteer at Crossway Bible Church to act in the best interest of all children in every program.

In the event a staff member, volunteer, or ministry participant observes any inappropriate behaviors (i.e. policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse or neglect (physical, emotional, or sexual) it is that individual's responsibility to immediately report their observations. Volunteers and staff members have **no right to privacy** or confidentiality regarding their own violations of child safety protocols. Crossway Bible Church reserves the right to report such violations to members, donors, other employers, or other organizations where the violator may serve.

REPORTING SUSPICIOUS OR INAPPROPRIATE BEHAVIORS
Crossway Bible Church is committed to providing a safe, secure environment for children and their families. To this end, **any allegation of abuse or neglect, or reasonable suspicion of abuse or neglect will be reported, in accordance with this policy and Texas state law, to Child Protective Services, or another appropriate agency**.

Because sexual abusers 'groom' children for abuse, it is possible a staff member or volunteer may witness behavior intended to 'groom' a child for sexual abuse. Staff members and volunteers are asked to report 'grooming' behavior, policy violations, or any suspicious behaviors to an immediate supervisor (acting Family Ministry Lieutenant, Crossway Kids (CK) Captain, etc.), the Pastor of Family Discipleship, Child Safety Coordinator (ChildSafety@CrosswaySA.org), or the Senior Pastor.

ENFORCEMENT OF POLICIES
Crossway Bible Church staff members and volunteers who supervise other staff members or volunteers are charged with the diligent enforcement of all Church policies. Violations of these policies are grounds for immediate dismissal, disciplinary action, or reassignment from Crossway Kids' positions for both volunteers and staff members. Final decisions related to policy violations will be the responsibility of the Senior Pastor and the Elders.

REPORTING VIOLATION OF POLICY OR SUSPICIOUS BEHAVIOR
All questions or concerns related to inappropriate, suspicious, or suspected grooming behavior should be directed to your immediate supervisor (acting Family Ministry Lieutenant, CK Captain, etc.), the Pastor of Family Discipleship, the Child Safety Coordinator (ChildSafety@CrosswaySA.org), or the Senior Pastor.

CONSEQUENCES OF VIOLATION
Any person found to have violated this policy may be asked to commit to corrective action or be prohibited from future participation as a staff member or volunteer in all activities and programming involving children or students at Crossway Bible Church. If the person is an employee, such conduct may also result in termination of employment from Crossway Bible Church.

Any person accused of committing a prohibited act or any act considered by the church to be harmful to a child will be immediately suspended from participation in Crossway Kids. This suspension will continue during any investigation by law enforcement or Child Protective agencies.

Failure to report a policy violation is grounds for termination of an employee. Volunteers who fail to report a policy violation may be restricted from participation in any future activities involving children or students at Crossway Bible Church.

Steps for Reporting Abuse or Suspicions of Abuse

Any adult may report suspected abuse on their own using the information below. It is *also* considered a best practice to make a tandem report (with the individual and the church) if the suspected abuse impacts Crossway Family Ministry. If you have any suspicion of abuse or hear about any inappropriate behavior in our church, you may contact the Pastor of Family Discipleship, the Child Safety Coordinator (ChildSafety@CrosswaySA.org), the Senior Pastor, or anyone on the Child Safety Team, and we will make the report in tandem with you.

Nothing in this language is intended to limit or prohibit any staff member or volunteer from making a report on your own should you think it is necessary. **If you see or hear something, say something!**

Report to Department of Family Protective Services (DFPS)
Texas law states that all persons suspecting that a child has been abused or neglected is a "Mandatory Reporter" and requires that **any person suspecting that a child has been abused or neglected must immediately make a report**.

If there is an emergency, call 911 and then call the **DFPS Texas Abuse Hotline at 1-800-252-5400**. A report can also be done online at:

https://www.txabusehotline.org/Login/Default.aspx.
(From the Texas Department of Family and Protective Services)

You are protected by law from liability when you make a report or provide information in good faith during a CPS investigation. However, you are not protected from civil or criminal liability if you report your own abuse or neglect of a child *or* intentionally file a false report against someone else. (Texas Family Code, Section 261.106). Failure to report suspected child abuse and neglect is a criminal offense (Texas Family Code, Section 261.109).

Report to Crossway Bible Church
Send a report of any policy violation or any reasonable suspicion of abuse or neglect to the Child Safety Coordinator (ChildSafety@CrosswaySA.org). *Every adult in Texas is a mandatory reporter, and an internal report is not a substitute for reporting to DFPS as indicated above*.

Response Plan
Crossway Bible Church has a leadership-approved Response Plan that will be used to take the appropriate action on behalf of the church when a report of abuse occurs. The Response Plan is implemented and accessed by the Crisis Response Team in the event of any reported incident involving suspicions of abuse or allegations of abuse. At every stage of the investigative process, Crossway Bible Church will work on a need-to-know basis, keeping the circle as tight as possible in order to preserve the privacy of the victim(s), the accused, and their families.

Crossway Bible Church Child Safety Team

CHILD SAFETY COORDINATOR (CSC)
The Child Safety Coordinator recognizes the importance of providing and maintaining a safe environment for children and proactively encourages reporting of suspected abuse to the appropriate authorities, eagerly assisting as necessary with reporting and consulting with legal counsel as needed.

CHILD SAFETY TEAM
Recognizing the importance of providing and maintaining a safe environment for children, Crossway Bible Church has appointed a Child Safety Team.

TEAM MISSION
The purpose of the Child Safety Team is to enable Crossway Bible Church to safeguard participants against emotional, physical or sexual abuse while carrying out approved ministry activities.

COMPOSITION

The Child Safety Team may be comprised of the following members:

- Senior Pastor,
- Pastor of Family Discipleship,
- Student Ministry Director,
- Child Safety Coordinator,
- ECAP Team and/or Child Safety Team Members, and
- Any designee(s) of the elder board.

MEETINGS
Crossway requires the Child Safety Team to meet on an annual basis to review policies, procedures and compliance. The Child Safety Team will also meet on an emergency basis upon the recommendation of a member or following the report of any incident or allegation.

The Pastor of Family Discipleship and the Child Safety Coordinator will facilitate the Child Safety Team meetings.

RESPONSIBILITIES
The Child Safety Team will be charged with the following duties:

1. Applying existing Crossway Bible Church policies and procedures related to children's safety and risk management issues.

2. Monitoring all Family Ministry programs for ongoing compliance with safety policies, and maintaining records thereof.

3. Making recommendations to the Crossway Bible Church Elders regarding safety issues.

Crossway Kids Ministry Staff Monitoring Plan

Monitoring of staff members and volunteers will include regular (announced and unannounced) visits in each program to provide supervisors the opportunity to observe a staff member and volunteer interaction with children.

1. The Pastor of Family Discipleship or Designee conducts an unscheduled sample observation in at least one of the church's weekly ministries.

2. The Pastor of Family Discipleship conducts periodic verbal performance evaluations that address participation in risk management training and adherence to risk management procedures.

3. The Senior Pastor conducts an unscheduled observation of Crossway Family Ministry regularly.

4. The Senior Pastor meets with the Pastor of Family Discipleship regularly to discuss Crossway Family Ministry, including safety training and procedures.

5. Elders meet with the Pastor of Family Discipleship once each year to discuss Family Ministry, including safety training and procedures.

BUILDING SAFETY
The Pastor of Family Discipleship will be responsible for ensuring that the Crossway Kids Area is monitored during Sunday ministry time. This will include periodic monitoring of staff members, volunteers and children in children's classrooms.

No child will ever be left unattended in the Crossway Kids Area during ministry time or classes. Crossway Family Ministry staff members or volunteers are prohibited from being alone with an individual child in any room or building. In the event a staff member or volunteer finds himself/herself alone with a single child, that staff member or volunteer will take the child to a room or building occupied by others, or to a location easily observed by others. (Example: if a child is the last in a class to be picked up by a parent/guardian, move to an adjoining room where other staff members or volunteers are present.)

After every programming event, Crossway Family Ministry staff members and volunteers must ensure every room and restroom is checked prior to leaving.

WORKER-TO-CHILD RATIOS
Crossway Bible Church is committed to providing adequate supervision in all Children's Ministries programs. The following are our worker-to-child **target ratios**:

Room	Workers and/or Student Helpers	Children
Infants & Walkers	2-3	8
2s – 3s	2-3	12
Pre-K/Kinder	2-3	18
Elementary	2-3	20

If a worker is 'out of ratio,' it is his or her responsibility to immediately notify their immediate supervisor or the Pastor of Family Discipleship. Supervisors will make diligent efforts to find substitute workers to comply with our worker-to-children target ratios. Properly trained and screened student helpers count as workers for ratio purposes.

Bathroom Supervision, Diapering, and Assistance Guidelines

Change of Clothing Protocol - All Classes

1. When a child has an accident that requires a change of clothing, parents must be notified immediately.
2. Such accidents should be handled by reassuring the child and completing the changing of diapers or underwear and clothing as soon as practicable, giving time for the parent(s) to arrive first, being mindful of the child's state.
3. Extra clothing and diapers are available in the children's storage closet if the child does not have a change of clothes.

Infants and *Walkers* Classes

Because nursery children require complete assistance with their bathroom activities, all staff members and volunteers will observe the following policies:

Diapering Guidelines

1. Only **female** nursery workers, or the child's parent or legal guardian, will undertake the diapering of children of either gender.
2. Changing of diapers should be done in plain sight of other nursery workers.
3. Children should be changed on changing stations only.
4. Children will never be left unattended on changing tables.
5. Any special instructions given by parents/guardians leaving children in nursery will be recorded on the nursery whiteboard ("Baby Seth has a medicine in the bag for rash.")

6. Wash hands before and after a diaper change.

2s-3s and *Pre-K/Kinder* Classes Toilet Training and Bathroom Protocols

1. No child will be forced to be toilet trained..
2. Only *female* children's workers or the child's parent or legal guardian will participate in toilet training efforts with children of either gender.
3. When children are taken into bathrooms the door will be left partially open.
4. Only toilet-trained children will ever be left unattended in bathrooms.
5. Parents/guardians should be consulted on each child's progress in the toilet training process before leaving the child with volunteers or staff members. Any special instructions given by parent/guardian as they drop off their children will be recorded on the "sticker page" (e.g. "Georgia can use the toilet, but she needs to be reminded – ask her if she needs to go.").
6. Children should be *verbally* assisted where possible. Only help if a child indicates needing help. If physical assistance is necessary, another staff member or volunteer should be present, when possible.

School-Age Children

1. No volunteer OF ANY AGE should enter or occupy a bathroom while school-aged children are using it.
2. Use of any multi-toilet restrooms must be clear of other adults when school-age children go to the restroom.
3. If a staff member or volunteer must go to the restroom to check on an individual child, he or she should seek out another worker (or the check-in/floater person) to accompany him/her. If another worker is not available to accompany, he/she should go to the exterior bathroom door, knock, and ask if the child needs assistance.
4. If the child requires assistance, the worker should leave the exterior bathroom door open when entering the bathroom area and try to *verbally* assist the child in completing their activities, while the child remains behind the door of the bathroom stall.
5. Any assistance with the straightening or fastening of garments should be done in the presence of another staff member or volunteer.
6. Be aware if a student repeatedly asks to use the restroom and stays there for unusual periods of time. Report this behavior to a supervisor if it occurs.

Special Needs

Parents/guardians will offer instruction to staff members or volunteers to change the diapers of special needs individuals. After the age of **4**, parents or legal guardians will change all special needs individuals.

Children's Check-In and Check-Out

At any time that a child has been entrusted to Children's Ministry staff members or volunteers, the Church incurs responsibility for the safety and welfare of the child. Staff members and volunteers must act to ensure the appropriate supervision and safety of children in their charge.

Check-In Procedure

- **Be ready to receive children 15 minutes prior to the beginning of the service**. Children are not to be in any of the classrooms without TWO adult servants present. For the protection of our ministry partners as well as our children, a servant should never be alone with children they are supervising, in or out of the classroom.

- **Stand at the door, smiling and welcome the child with his/her name.** Make sure each child has his/her name tag sticker.

- If the child is a **guest**, he/she should have a *temporary* name tag sticker. If the child does not have a name tag sticker, send him/her to Check-In.
- Ask parents or guardians for any "Special Instructions for Infants and Walkers." Write them on the whiteboard (nursery) or clipboard (walkers-5th grade). Make sure to label the child's personal items (i.e. sippy cup, diaper bag, etc.) if not already labeled.

- Only the child is to enter the classroom. DO NOT allow other siblings or adults to enter the room, as this adds to the congestion of the doorway and tension within the room.

Check-Out Procedure
Crossway Kids staff members or volunteers are responsible for releasing children in their care only to parents, legal guardians, or other persons designated by parents or legal guardians at the close of services or activities.

When parents or guardians pick up their child, one of the adult teachers should:

- Stand by the door and dismiss the children one at a time, using his/her name.

- Check the child's name tag for proper identification of the person picking up the child by **matching the child with their guardian's security number**.

    - **DO NOT allow a child to be dismissed to anyone who does not have the matching security number**. It is imperative that the only person a child is released to is the person who has a name tag sticker and security number that corresponds to the child's.

    - If a parent or guardian does not have the proper security sticker, they must show their driver's license, and it must match the parent name on the sticker. If that name does not match, please send him/her to Check-In/Floater.

    - **In the event that staff members or volunteers are uncertain of the propriety of releasing a child, they should immediately locate or contact their immediate supervisor or the Pastor of Family Discipleship before releasing the child.**

- Send all personal items with the child and remind the parent or guardian to take the child's art and materials from the door. Do not allow parents/guardians or siblings to enter the room during dismissal time. This will help maintain the safety of the room, keep order, and facilitate a speedy dismissal.

- Assistant Teachers, please instruct student helpers to sanitize the room during pick-up.

It is presumed a person who drops off a child has authority to pick up that child.

Communication

Each room is equipped with a walkie-talkie tuned to the same frequency as the Crossway Kids QB for that morning. In the event that you need outside help or coverage to maintain the two-adult policy:

1. Turn on your walkie talkie,
2. Hold down the top talk button (labeled "H" for "High Volume"),
3. Say, "[Your Name] for Crossway Kids QB"
4. Wait for a Response,
5. Once you hear a response, ask for the help you need, they will be eager to help you.

If you don't hear a response, the Safety & Security Team might jump on to help you (they are on the same frequency as well). If you receive no response, send a Student Helper for help. If you don't have a Student Helper, call out from your door to see who might be able to help nearby.

Discipline

It is our policy that staff members and volunteers are prohibited from using physical discipline in any manner for behavioral management of children. **No form of physical discipline is acceptable.** This prohibition includes spanking, slapping, pinching, hitting, biting or any other physical force as retaliation or correction for inappropriate behaviors by children. **Children are to be disciplined using time-outs and other non-physical methods of behavior management**. In employing this procedure, staff members and volunteers should observe the following guidelines:

Teachers should clearly define the rules for their classroom and their expectations verbally and list them on a chart or on the board. Be sure to praise positive behavior. If a child is acting disobediently or disturbing the classroom, you must seek to change the behavior.

1) REMIND - Speak to the child before physically intervening. Get eye level, use his/her name and look into his/her eyes. With younger children some physical redirection may be necessary (for example, removing a toy from the hands of a child that is hitting another).

BE CLEAR - Inform the child of the inappropriate behavior and share the desired classroom behavior.

BE FIRM - Let the student know the consequences of wrong behavior and what will happen if continued. **If you had to stop class, you must share the incident with the parent or guardian.**

2) REGROUP - If the behavior does not cease, remove or direct the child away from the group to a corner of the room where the group is meeting (avoid being alone with the child). Provide the child with a chair to sit in or a "spot" to sit on (using a pillow, blanket, carpet square, etc.) until their time-out is complete.

BE CLEAR - Provide the child with a simple, understandable reason for the time-out, and provide the child with a clear explanation of your expectations. ("Jamie, you didn't stop hitting Chris when I asked you to, so you need to sit quietly in the blue chair for three minutes.") In addition, be verbally reassuring, as being removed from the group will likely upset the child. Do not physically hold a child in time-out.

BE REASONABLE - Follow the rule of thumb that a time-out is effective if it lasts about one minute for every year of the child's life (for example: 3 years old = 3 minutes).

BE PATIENT - Monitor the child through the entire time-out without giving your undivided attention. For longer time-outs give intermittent praise to reassure the child and keep them on task. ("Jamie, you're doing a great job of sitting quietly – just 2 more minutes.")

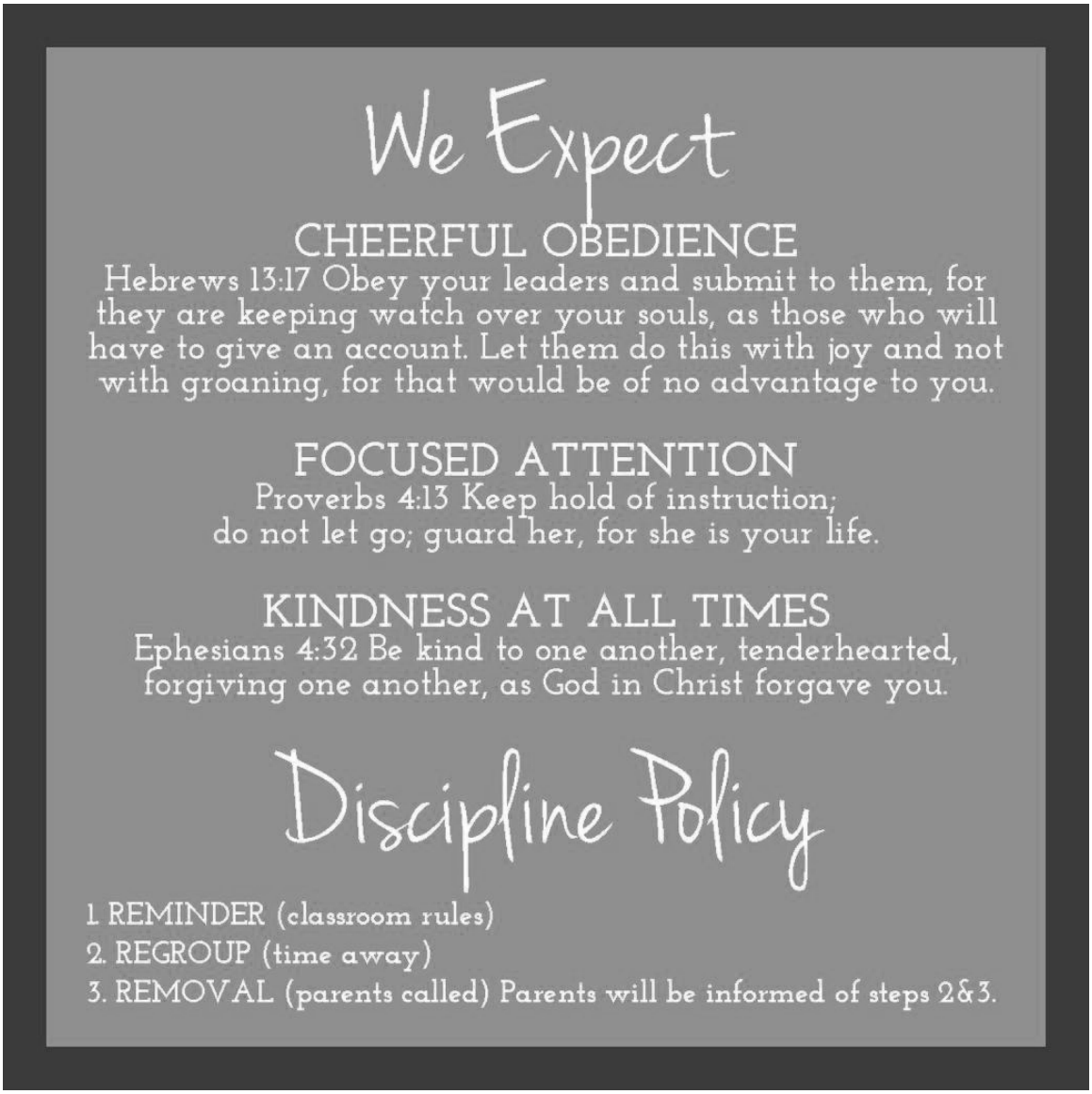
BE ENCOURAGING - Praise the child once he or she has completed the time-out and tell them that their reward is being able to rejoin the group. Remind them that repeating their initial behavior will result in further time-out. Follow this with praise.

DON'T FORGET - **You must share this incident with the parent or guardian.**

3) REMOVE - Uncontrollable or unusual behavior should be reported immediately to parent or guardian and the Pastor of Family Discipleship. If the *Remind*, *Regroup*, *Remove* process is not working with a child, and he/she continues to be a problem several weeks in a row, let the Pastor of Family Discipleship know. It will be up to them or an elder to talk with the parents or guardians and if necessary, remove a child from the class.

BE CONSISTENT and **AVOID THREATS** - This helps your class know the boundaries, and that you are serious.

Sign
This sign is in each room to remind each other about our expectations and as a visual helper for teachers to go over rules:



Bullying
Verbal, physical, or emotional bullying is not acceptable in Crossway Kids Ministry. At the first sign of bullying in any form, act decisively, and inform your ministry supervisor. There is no "harmless put-down" where bullying is concerned.

1. *First Offense:* Issue a warning to the child and a general reminder to the group that this kind of interaction is wrong. Try not to embarrass or chastise.

2. *Second Offense:* Pull the offending child(ren) from the group (in a seen or supervised location) and discuss the inappropriate interaction or behavior. Set clear parameters and behavioral goals. Let the child know that the next step is communication with a ministry leader and the child's parents. Notify an immediate supervisor of ANY signs of bullying or verbal abuse.

   Privately, but with another adult present, confirm that a child who was the target of the bullying behaviors is not in danger of continued harassment and is physically and emotionally stable. DO NOT SINGLE A CHILD OUT IN FRONT OF THE GROUP … be discreet.

3. *Third Offense:* Send the child to a pastor or ministry supervisor for a phone call (or communication onsite) with his or her parent(s) and possible removal from the activity or event. An incident report will be filled out when this step is required.

Health and Emergency Procedures

Cleaning, Sanitizing, and Disinfecting
We often use the terms cleaning, sanitizing, and disinfecting almost interchangeably. They are not the same thing.

Cleaning is what is necessary when something is soiled or dirty. It can be done with detergent of some kind and water. It is the most common method of removing some germs from the surfaces in our Crossway Kids setting.

Sanitizing is a method of decontamination that reduces germs on inanimate surfaces to a level considered safe by public health codes and regulations. In Crossway Kids, that's a solution of 200 ppm Chlorine Bleach OR Purell® Professional Surface Disinfectant. Sanitize: *all non-porous surfaces, including toys that can be put in children's mouths.*

Disinfecting is a method of decontamination that destroys or inactivates germs on an inanimate object. Disinfection is appropriate for use on hard, non-porous contact surfaces such as diaper changing tables, counter tops, door and cabinet handles, and toilets and other bathroom surfaces. In Crossway Kids, we do that with Purell® Professional Surface Disinfectant. Disinfect: *diaper changing stations, floors, door handles, counter tops, and bathrooms.*

Emergency
If any emergency occurs within the facility (electric sparks, loss of power, pipes bursting, fire), immediately remove the children from the danger. Notify the Pastor of Family Discipleship and if necessary, call 911.

In case of fire, follow the posted evacuation route to safety outside. Grab roster sheets on your way out (but nothing else). Stay together as a group. Parents/guardians will find you.

Above all, **do not panic**. The children are counting on you for their safety. Be sure to check the child's name tag sticker when parents/guardians arrive.

Hand Washing

Reminding and helping the children properly wash their hands regularly is a part of our regular routine in Crossway Kids. The following is adapted from the CDC recommendations regarding hand washing:

All children, staff, and volunteers should engage in hand hygiene at the following times:

- *Arrival to the church facility and after breaks*
- *Before and after preparing food or drinks*
- *Before and after eating or handling food, or feeding children*
- *Before and after administering medication or medical ointment*
- *Before and after diapering*
- *After using the toilet or helping a child use the bathroom*
- *After coming in contact with bodily fluid*
- *After handling garbage*

Washing Hands:

- *Wash hands with soap and water for at least 20 seconds. If hands are not visibly dirty, alcohol-based hand sanitizers with at least 60% alcohol can be used if soap and water are not available.*
- *Supervise children when they use hand sanitizer to prevent ingestion.*
- *Assist children in handwashing, including infants who cannot wash hands alone.*
- *Wash hands after helping a child wash their hands.*

Injury

Always report to the parent or guardian any injury, even if it is minor. This may include split lips, small scrapes, pinched fingers, etc. Typically, the injury can be treated with a little loving attention, or band-aid. Fill out an "incident report," which is located in the Crossway Kids Policy & Procedures binder, after you are done treating the child. A first-aid kit is located in your classroom and at the check-in counter.

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, and remove other children from the area.
- Do not move the child. Send another servant to get the Check In/Floater to alert the parents or guardians.
- Alert the Pastor of Family Discipleship and (if necessary) call 911.
- All servants involved in the emergency must fill out **incident reports** immediately after the emergency. One of the elders or staff will follow up with the parents or guardians.

Procedure for Clean-Up of Bodily Waste or Fluids

1. Always wear clean rubber gloves, which can be found in the Kids supply closet.
2. Keep soiled area free from children while it is being cleaned.
3. Put all contaminated, disposable cleaning equipment (paper towels, gloves) in a garbage bag to be tied shut after clean-up is finished.
4. Wipe equipment with disinfectant wipes and allow to air dry.
5. Wash hands thoroughly when finished.

*If soiled area is too large to clean safely with children in the room, alert the Pastor of Family Discipleship and he will get the Facilities Team.

WELLNESS
We cannot accept a child (nor can you serve) if he/she has had the following ***symptoms*** *in the last 24 hours:*

- ***Shortness of breath or difficulty breathing***
- ***Chills***
- ***Cough***
- ***Repeated shaking with chills***
- ***Muscle Pain***
- ***Headache***
- ***Sore throat***
- ***New loss of taste or smell***
- ***Diarrhea***
- ***Contagious skin rash***
- ***Nausea, vomiting, or feeling unwell***
- ***Lice or Pinworms***
- ***Use of antibiotics for 24 hours or less***
- ***Colored runny nose***
- ***Pink Eye or eye discharge***
- ***Any symptom of usual childhood diseases such as measles, chicken pox, HFMD, etc.***

If you have any of the above symptoms, please worship with us via the live stream!
You are also welcome to keep your child with you in the adult worship service.

Considerations as a Crossway Kids Worker:

1. Do not admit an obviously sick child. A child with green discharge from the nose, a troubling cough, and/or indications of a fever should not be allowed in the classroom. Check with the parent or guardian during the sign-in process to make sure the child is well enough to attend. Contact the Pastor of Family Discipleship with any questions.

2. **If a child becomes ill in class**, send your student helper to the Check In/ Floater to retrieve the parent or guardian, and *be sure to isolate the child from the rest of the children*.

Electronic Devices

Children are not allowed to use a device as their Bible. If it appears that they are using any device to be distracting those around them, then ask them to put it away. Electronic devices must not be seen/used during classroom time. If that is ignored it should be confiscated until the ministry time is over.

Intoxicants

Staff members and volunteers are prohibited from the use, possession, or being under the influence of alcohol or any illegal drug while in any church facility, while traveling with children, or while working with or supervising children during any Crossway Bible Church program or activity.

Media

We are a representative of God to our kids. We need to be cautious of conversations or recommendations regarding movies, music, and other media. Conversations had before, during, and after class may/will validate the material in the minds of children.

Leaders must be cautious of radio stations, concerts and artists listened to and discussed while kids are present.

Leaders must be cautious of all websites and video games viewed, played or discussed while kids are present.

Ask yourself: will recommending/discussing this media help or hurt the students? Will it hinder or aid the students in following Christ?

Medication

A staff member or volunteer may not administer medication to any child while serving in Crossway Kids.

Nudity

Staff members and volunteers serving in Crossway Family Ministry should never be nude in the presence of children in their care. In the event there is a situation that may call for or contemplate the possibility of nudity (i.e. changing clothes during a pool party, weekend or overnight retreat, etc.), the staff member or volunteer leading the event will submit a plan to the Pastor of Family Discipleship concerning arrangements for showering or changing clothes.

One-to-One Interactions with Children

Staff members and volunteers should never conduct one-to-one, unobserved meetings or interaction with children while participating in Crossway Kids ministries. Another trained, screened adult should *always* be present.

Home Visitation

If a Worker from Crossway Bible Church does a home visit, it must be coordinated in advance with the parents/guardians, and the parents/guardians must be present in the room at all times. If Parents must leave for any reason while the Worker is there, then the Worker will leave also.

Other Ministry Events Outside of Regular Programming

Public-access events will be appropriately overseen just as with other Crossway activities, including clarification of when a child's Parents remain responsible for their care.

Parental Contact

Parents or guardians who leave a child in the care of Crossway Bible Church staff members and volunteers during church services or activities will be contacted if a child becomes ill, injured, has a severe disciplinary problem, or if they are crying and cannot be consoled while participating in Crossway Kids Ministry. Send your Student Helper to the Check-In/Floater, and they will retrieve the child's parent or guardian.

Parental Involvement

Parents and guardians have an open invitation to observe all programs and activities in which their child is involved as visitors. However, parents or guardians who desire to participate in or have continuous, ongoing contact with their child's program will be required to complete Crossway's volunteer application and screening process. Parents will additionally be encouraged to attend all programming discussing ministry safety policies and procedures as observers.

Physical Contact

Crossway Bible Church is committed to protecting children in its care. To this end, Crossway Bible Church has implemented a 'physical contact policy' that promotes a positive, nurturing environment while protecting children. The following guidelines are to be carefully followed by those working in all Family Ministry programs:

1. Hugging, pats on the back and other forms of appropriate physical affection between staff members or volunteers and children are important for children's development, and are generally suitable in the church setting.

2. Inappropriate touching and inappropriate displays of affection are forbidden. Any inappropriate physical contact, touching or displays of affection should be immediately reported to an immediate supervisor, the Pastor of Family Discipleship, or the Senior Pastor.

3. Physical contact should be for the benefit of the child, and never be based upon the emotional needs of a staff member or volunteer.

4. Physical contact and affection should be given only in observable places or when in the presence of other children or Crossway Family Ministry staff members and volunteers. It is much less likely that touch will be inappropriate or misinterpreted when physical contact is open to observation.

5. Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of staff members or volunteers in Crossway Family Ministry must foster trust at all times. Personal conduct must be above reproach.

6. Do not force physical contact, touch or affection on a reluctant child. A child's preference not to be touched must be respected.

7. Staff members and volunteers are responsible for protecting children under their supervision from inappropriate or unwanted touch by others.

8. Any inappropriate behavior or suspected abuse must be reported immediately to an immediate supervisor, the Pastor of Family Discipleship, or the Senior Pastor.

Room Procedures

Before Each Service
Be ready 15 minutes prior to service to receive children. One adult servant should greet children at the door, and the others should tend to the children already in the room. Student Helpers are not to check-in or check-out children.

During Each Service
Be intentional about building relationships with the children in your classroom. Help children learn how to give to God by adhering to the offering time in class when applicable. Help children navigate through the Bible by *opening* the Bible whenever appropriate. Model worship behavior during the worship time. Make a habit of **not leaving your classroom OR checking your phone during the time you are serving**. Crossway Kids should, as much as possible, be a "no phone zone," since we are to be devoting our full attention to "helping make little disciples" during that time. We are counting on your commitment to engage children in learning and worship time, provide appropriate care for the children, and strive to be godly examples for children to follow.

After Each Service
Lead the Student Helpers in cleaning the toys, etc. and place all supplies into appropriate containers. Put all trash in the garbage can for the Facilities Team to dispose of. Each service should take trash to kitchen trash can so the next service has a clean garbage can. Make sure everything in the room is put back exactly the way it was found.

Security in Crossway Kids Space

In the Crossway Bible Church facility, children up to eleven years old are to be: 1) in their appropriate classroom, 2) under authorized supervision, or 3) with their parent/guardian. Because Crossway Kids corresponds with the adult worship service, during that time children should be in their approved classrooms unless going to or from the bathroom. Authorization is required to be in the children's area during ministry time.

If you notice a non-staff member in the area during the service, ask if they need assistance and redirect them accordingly. If you have any questions contact the Pastor of Family Discipleship. Keep general security at the forefront of your mind at all times. Be observant. If you see something, say something.

Servant Identification (*wear your lanyard*)

Only authorized servants are allowed in the classrooms. **All adults in the classroom are required to wear a lanyard or name tag sticker as a means to identifying them as an authorized adult**. If someone asks to observe or "look around," he/she needs to wear a *Visitor Badge* and be accompanied by a trained/screened adult worker. Do not allow unauthorized individuals into the classroom. If you have any questions or concerns regarding this policy, contact the Pastor of Family Discipleship.

Sexually-Oriented Conversations

Staff members and volunteers are prohibited from engaging in any sexually oriented conversations with children, and are not permitted to discuss any inappropriate or explicit information about their own personal relationships, dating or sexual activities with any child in the program.

Sexually-Inappropriate Materials

Staff members and volunteers are prohibited from possessing (or transmitting to a child) any sexually-inappropriate materials (magazines, cards, images, videos, films, etc.) on church property or in the presence of children in their care.

Supervision

Staff members and volunteers in the Children's Ministry are expected to provide adequate supervision for children in their care while working in church programs. Kids Ministry workers who are minors must also be supervised by an adult worker that is present.

Tobacco Use

Crossway Bible Church requires staff members and volunteers to abstain from the use or possession of tobacco products in church facilities, or while in the presence of children or their parents or guardians, during Crossway Bible Church activities or programs.

Transportation

Staff members and volunteers may from time to time be in a position to provide transportation for children. The following guidelines should be strictly observed when workers are involved in the transportation of children:

1. Children should be transported directly to their destination. Unauthorized stops to a non-public place should be avoided. Staff members and volunteers should avoid transportation circumstances that leave only one child in transport.

2. Staff members and volunteers should avoid physical contact with children while in vehicles.

3. No cell phones may be utilized by the driver while driving church vehicles, or vehicles rented by Crossway Bible Church, unless in an emergency.

4. No drivers under age 25 may drive Church-owned or rented vehicles.

Verbal or Written Interactions

Verbal and written interactions between staff members or volunteers and children should be positive and uplifting. Written interactions include social media, online engagement, and any electronic communication.

Staff members and volunteers should strive to keep verbal or written interactions encouraging, constructive, and mindful of their mission of aiding parents and guardians in the spiritual growth and development of children.

To this end, staff members and volunteers should not talk to children in a way that is or could be construed by a reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, staff members and volunteers are expected to refrain from swearing in the presence of children.

Visitor Policy

At times, parents, guardians, the social media or facilities team, and a number of other adults will request access to Crossway Kids ministry facilities during ministry times. Such visitors must go to the check-in desk BEFORE being admitted to:

1. Sign a visitors agreement form.
2. Be checked in on the visitor's log.
3. Receive a "Visitor" lanyard.
4. Be paired up with a trained screened adult worker.

For some visitors (ministry teams such as Safety & Security and Social Media, etc), the regularity with which they will need access could mean that they should strongly consider going through the Child Protection Process so they don't need accompaniment during ministry time. Ask the Pastor of Family Discipleship or Child Safety Coordinator if you think such is the case.

Incident Report

Crossway Kids

Date: _____ Time: _____

Child's Name: _____ Worker's Name: _____

Classroom: _____

Description of the Incident:

_____
_____
_____
_____
_____

Witnesses:

_____
_____

Treatment Provided (if any):

_____
_____
_____
_____

Disciplinary Action Taken (if any):

_____
_____
_____
_____

Parent or Guardian/Responsible Party Notified:

_____
_____
_____
_____

Worker's Signature: _____ Date: _____

Leader's/Staff Member's Signature: _____ Date: _____

Parent/Guardian's Signature: _____ Date: _____

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