Dear Children’s Ministry Leader:

What an awesome opportunity we have to serve God! We consider it an honor to stand beside you in the work that God has called us to be a part of. It is our desire that God will richly bless you for your obedience and faithfulness to His call and that together we will change the lives of children to build up a Godly generation! God has equipped each of us with specific gifts and we are so thankful that you are willing to use those gifts in Children’s Ministry.

This handbook will give you insight on policies, procedures, and safety issues currently in place in Children’s Ministry as well as responsibilities and expectations of our leaders.

Be confident, God is working in the lives of children. Be assured, you can make a difference in the life of a child. Be blessed, your life will be changed, your mind renewed and your heart filled through this calling as we serve together.
# Children's Ministry Leader Handbook

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The Children’s Ministry Team

WHO’S ON THE TEAM?

CHILDREN’S MINISTRY TEAM LEADER (or Children’s Pastor):
A staff or volunteer coordinator or director who is responsible for all aspects of
Children’s Ministry at a specific campus

MINISTRY LEADER/COORDINATOR:
A staff or volunteer coordinator who is responsible for all aspects of a specific ministry
area across all services

SERVICE LEADER:
A staff or volunteer leader who is responsible for all aspects of a ministry area
during one service

COACH:
A volunteer who leads and cares for other volunteers within a specific service and
ministry area

VOLUNTEER:
A Children’s Ministry volunteer who is at least 16 years of age and serves in any area of
Children’s Ministry. A 16 or 17 year old may only serve as a 3rd or subsequent leader
for children less than 3 years of age.

STUDENT VOLUNTEER:
A Children’s Ministry volunteer who has completed 5th grade and is less than 16 years
of age may:
• Serve with children no younger than crawlers
• Play with children on the floor but may not pick up or hold children
• Only serve as 3rd or subsequent volunteer in a room

JUNIOR VOLUNTEER:
Children 5th grade and younger may only serve in a ministry if they are serving
alongside a parent/guardian or on an established kid’s ministry team
BECOMING A PART OF THE TEAM!

To provide the safest possible environment for our kids and the most rewarding experience for our leaders all volunteers must complete the following process:

**ORIENTATION**
Attend a Children’s Ministry New Volunteer Orientation.

**APPLICATION**
Complete a Children’s Ministry Application, including a background check.

**CONVERSATION**
An interview with a Children’s Ministry Leader

**OBSERVATION**
Observe ministry area with an established volunteer for 2-6 weeks for training and assimilation

**INVITATION**
Receive an invitation to the join team along with an official volunteer t-shirt!

**STUDENT VOLUNTEER EXPECTATIONS**

All Student volunteers must meet the following criteria:

- Active in a Student Ministry (H12 or M12)
- Serve consistently according to a set schedule
- Exhibit necessary maturity
- Receive parental approval
GROWING AS A LEADER

It is just as important for volunteers to grow as leaders as it is for children to grow in Christ. Our Children’s Ministry staff provides the following ways we can all grow as a strong team and in our individual leadership abilities:

**Weekly Connect:** Weekly emails of providing links to lesson plans, ministry information and words of encouragement.

**Team Huddle:** 30 Minutes prior (often earlier for Production teams) to each serve we gather as a team for encouragement, prayer and coordination.

**On the Job Training and Coaching:** Children’s Ministry staff will provide on-going training for all Team members to provide ministry tips and techniques so you can become the best volunteer you can be!

**Additional Training:** Additional training such as online training, rehearsals, or training mini-conferences will be offered occasionally in order to provide additional opportunities for growth and development.
Children’s Ministry Leader Guidelines

ATTENDANCE

Understanding that it takes many Children’s Ministry Team Members to successfully produce each of our weekend experiences, your attendance, punctuality and involvement are crucial. Your commitment to Children’s Ministry is a blessing. Consistency of Team Members serving is very important for you as a leader and the children you serve, to receive the very best.

If you are scheduled in one of our Children’s Ministry areas, PLEASE ARRIVE NO LATER THAN 30 MINUTES PRIOR (45 minutes for all production volunteers) to your service time to check in, receive your name badge and attend Huddle. If you are unable to attend your scheduled service, please give your ministry leader advance notice. In the event of a last minute emergency, communication is still necessary.

ATTIRE

ALL Children’s Ministry approved volunteers must wear an official volunteer t-shirt! If you forget your t-shirt, you will be asked to wear a lanyard nametag. Appropriate attire is a volunteer t-shirt and clothing that will allow you to serve in your Children’s Ministry area.

Please wear appropriate attire while serving in Children’s Ministry. Keep in mind that in most of the Children’s Ministry areas, you will sit on the floor to interact with children through learning and play. Please make sure your clothing is appropriate for the age-specific area in which you are serving.
CURRICULUM USE

Each week we are entrusted with not only the care but also the instruction of children. Our goal is to build a foundation of Biblical truth within their lives.

Children’s Ministry curriculum is provided for all our Worship Services for children ages 2 and above. The Children’s Ministry staff has chosen and developed educationally and developmentally appropriate curriculum for children in each ministry area. As a leader your responsibility is to faithfully execute the curriculum as provided. Please make a point to review the curriculum prior to your experience so you are well prepared to fulfill your role. The curriculum is designed so that you have everything you need for your experience. Let loose, have fun and sing loud. Let the kids see your excitement!

At the end of each worship service, please return all curriculum and supplies to their appropriate bins or areas so they will be ready and available for the volunteers at the next service.

APPROVED ACTIVITIES

Activities or outings outside of regularly scheduled services or childcare must be pre-approved by your Campus Children’s Ministry Team Leader.

Team members are NEVER to take a child to the child’s home without another child or adult accompanying them, or without the knowledge and permission of the parents.
INTERACTING WITH KIDS

As a Children’s Ministry Leader, there are some strategies that, when put into action, will produce successful outcomes for all involved. Through Children’s Ministry, each of us is fulfilling our call of service. Understanding this calling, please keep the following techniques for success in mind:

- When parents are dropping off their children in our care, they are entrusting us to be completely devoted to them. A smile and word of enthusiasm while maintaining our Two Leader Rule ensures that their children are in good hands, allowing the full trust.
- Visual supervision is mandatory for ALL Children at ALL Times. This includes bathroom use and outside on the playground.
- We should be careful to always speak words of encouragement, kindness and love, even in difficult situations.
- We are here for the children. Personal visiting and cell phone use should be avoided while you are serving in Children’s Ministry. Make the children your primary focus.
- Play with the children! Every child loves this time of interaction with you as a Leader, there is no substitute for one-on-one interaction. Please exercise appropriate play at all times. (Please see Appropriate Touch section)
- Listen to the children. God has a blessing waiting for each of us if we will take the time to listen.
- Remember that when parents are returning to pick up their children, be positive and encouraging. Accentuate the positive!
Better Safe Than Sorry!

NEVER BE ALONE WITH A CHILD

For safety and accountability purposes, we must always have at least (2) volunteers in every room. Children are not to be accepted into any ministry area until this requirement is met. A married couple counts as (1) leader. In the case of married couples serving in the same ministry area, there must be another volunteer present who is not of the same family or a student volunteer in order to fulfill the two leader room requirement.

CHILD RATIOS

Children’s Ministry is dedicated to maintaining safe and relationally appropriate leader to child ratios to provide the most effective learning experience for children. The following are approved leader to child ratio guidelines:

- Infants: 1 to 2 - 4
- Toddlers: 1 to 4 - 6
- 2 - 3 Years: 1 to 5 - 8
- 4 - 5 Years: 1 to 7 - 10
- Elementary: 1 to 10 - 15

When ratios are not met, please contact your Ministry Leader/Coordinator1 to adjust staffing to maintain appropriate ratios. At times when our classrooms exceed the recommended attendance, a child will be permitted to attend the room that is one year/grade level below or above their own for that service. Our goal is to make every effort to be prepared to receive and care for all children while maintaining safe environments.
GUEST PASSES (Yellow Lanyard with Kids @ 12Stone branding and numbered tag)

No one other than background checked volunteers or children are allowed in the Children’s Ministry areas without prior approval from your Ministry Leader. Please direct any person interested in observing our ministry areas to your Host Team (if applicable) or your Ministry Leader to receive a guest pass. All guests must check in to receive a guest pass and check out to return their pass.

Who Can Receive a Guest Pass?

- A parent whose child is having difficulty entering or acclimating to a Children’s Ministry environment. The parent must first secure a guest pass from the Host Team or your Ministry Leader. Once they have a pass they may enter the Children’s Ministry area to help their child acclimate to their environment. They may not participate, interact with or provide care for any child other than their own. They may not be left alone with children or wander about Children’s Ministry environment unattended and must remain with an approved Children’s Ministry volunteer at all times. After 10-15 minutes, the parent should be invited to join adult worship services.

- Parents of 1st Time Guests who would like to visit and familiarize themselves with the Children’s Ministry. The parent must first secure a guest pass from the Host Team or a Children’s Ministry Leader. Once they have a pass they may enter the Children’s Ministry environment with their child to observe. They may not participate, interact with or provide care for any child other than their own. They may not be left alone with children or wander about Children’s Ministry environments unattended and must remain with an approved Children’s Ministry Leader at all times. After 10-15 minutes, the parent should be invited to join adult worship services.

- Guests from other churches or without children must be referred to the Host Team or a Ministry Leader to receive a guest pass. These guests may tour the children’s area with a ministry leader or staff member present.
• A friend or guest of a current volunteer who is interested in serving within Children’s Ministry environment. This guest must first complete a volunteer interest form from your Ministry Leader in order to secure a guest pass. Please refer them to the Host Team or your Ministry Leader for a guest pass, conversation, and invitation to our next New Volunteer Orientation. It is preferable these visits are scheduled in advance.

WELLNESS

Children who show any signs of illness should not be allowed to participate in any Children’s Ministry environment. When addressing the issue with the parents, assure them that we want their child in Children’s Ministry as soon as they are feeling better. If you continually have a problem with a sick child, please see your ministry leader for assistance. If an illness is discovered after a child has been dropped off to a classroom, please keep the child at a safe distance from other children and call your ministry leader to call the parents.

For the safety of the children in our ministry areas and our volunteers, children who have experienced any of these symptoms within the past 24 hours will be asked to stay with their parents during service:

• Fever of 100 or greater: Must be fever-free without the use of medications for 24 hours
• Vomiting
• Diarrhea
• Chills
• Sore throat
• Any illness for which a doctor has prescribed antibiotics: Must be on the antibiotics for 24 hours before returning
• Very runny nose or bad cough, especially if it has kept the child awake at night
• Rash of unknown origin, or that causes the child too much discomfort
DISCIPLINE

If there is a discipline problem with a child, please follow the Three “R” rule:

REDIRECT
Meet the child at eye level.
Gently correct the inappropriate behavior and redirect the child’s attention

REMOVE
If necessary, remove the child from the situation and place in “Time-Out” within the room. The recommended time for placing a child in time out is one minute per year of age.

REFER
If all else fails, refer the child to your ministry leader.

General Discipline Guidelines:
Never place yourself or any child in a dangerous or uncomfortable situation.
Physical discipline or harsh words are never appropriate.
Leaders may not spank their own children in front of others while serving.

PARENT COMMUNICATION
When contacting a parent for a discipline issue, communicate with your Ministry Leader to page the parent. When the parent arrives explain why the child needs to be removed and what has been done to help the child exhibit appropriate behavior. Approach the issue with genuine concern. Be concise, direct and above all caring. Our guideline in Children’s Ministry is that once a child has been removed from a room due to discipline issues, that child may not return until a ministry leader has had a conversation with the parent working together on suitable solutions for how to best serve the child.

PARENT PAGING SYSTEM

If a parent is needed at any time during a worship service, please communicate with your Ministry Leader to page the parent. If a child is upset, please try to make (3) attempts with (3) different people to calm a child before interrupting a parent during the worship experience. If a parent has requested to be contacted within a specific amount of time at check-in (birth through 23 months), we will contact that parent as directed.
APPROPRIATE TOUCH
Maintaining a safe and secure environment is important for all of our children and is just as important for all of our Children’s Ministry volunteers. Here are 4 H’s that provide a few guidelines to ensure safety for our children and leaders while providing ways to show appropriate affection to our children without compromising our integrity:

HUGS:
- Hugging a child is a natural response when children seek affection
- When a child runs to hug you, “Catch and Release” the child with a quick hug then a quick but gentle release.
- Side hugs are most appropriate.

HIGH FIVES:
- High Fives are a great way to show encouragement or a great way to say, “Way to go!”
- High Fives may be used with children as young as 12 months old.

HANDS:
- A handshake or a gentle fist bump is a great way to greet children.
- While handshakes are acceptable, holding hands with children older than 2nd grade should be politely discouraged. With children younger than 2nd grade, briefly holding hands may be necessary to guide them safely from one area to another.
- Wrestling, rough housing or tickling are not appropriate in any Children’s Ministry environment.

HOLDING:
- Some children seek to be held by a volunteer as a form of security or affection.
- A child over the age of 2 years old should not be held unless it is for transport during an emergency.
- Holding an infant is appropriate if it is necessary for their comfort or safety.
- Piggy back or horsey rides are not appropriate in any Children’s Ministry environment.
- We require leaders to be at least 16 years of age to hold or pick up children under the age of 3.
- If a child desires to sit in your lap, gently place the child directly next to you so they can have the security of your presence without sitting in your lap.
DROP OFF / PICK UP / CHILD TRANSFER

DROP OFF:
Parents will check in their children at one of our computer kiosks. They will be issued a name badge sticker to be placed on the child and a corresponding sticker for the parent or guardian for pick-up. In addition to computer check-in, children must also be signed in to create an accurate attendance roster in each environment.

PICK UP:
Children will be released from their environments ONLY to an individual with the corresponding pick up ticket. If an adult attempts to pick up a child without the corresponding pick up ticket or if the child’s nametag as been lost, please refer them to the Host Team or your Ministry Leader.

CHILD TRANSFER:
When children must be taken to another program, classroom or activity area, please do so in an orderly fashion while following the guidelines below:
- Always take classroom roster when you leave your area
- All children should be accounted for prior to leaving the area and once again after reaching your destination.
- One team member must monitor the front of the line while another team member monitors the back of the line.
- Never move a child outside of your ministry area after drop off!

DIAPER CHANGING

Whenever you are changing diapers, please follow these guidelines:
- Diapers must be changed on changing tables only
- Two team members must be present at the time of diaper change
- NEVER leave a child unattended on the changing table
- Place a new liner on the changing table and wear a new pair of disposable gloves with each diaper change
- Dispose of the dirty diaper in a baggie in the diaper pail, not the trashcan
- Disinfect the diaper changing table and wash your hands after each diaper change
RESTROOMS

To provide the best care and safety for our children as well as Children’s Ministry Leaders, please follow these guidelines when children use the restroom.

- Never take a child into the restroom alone.
- As much as possible, when adults are taking children to the restroom they should only take children of their same gender.
- Provide children with as much privacy as possible.
- Never take a child into a restroom stall.
- If a child needs assistance, please do so where another leader may witness your actions.

TODDLERS (under 3 years of age)

- Leaders may help a child who is younger than 3 years of age to use the toilet if needed.
- Leaders must leave the outer door of the restroom open when assisting young children.

EARLY CHILDHOOD (3 – 5 years of age)

- Stand outside the bathroom.
- If a child asks for assistance, you may help them to undo or redo their clothing, but avoid physically helping them clean themselves unless absolutely necessary.

ELEMENTARY

- Children are to ask a team member for permission to use the bathroom.
- Bathrooms are to be monitored by a Children’s Ministry Leader.
- Leaders are to monitor bathroom activity from outside of the bathroom.

PORTABLE CAMPUS BATHROOM GUIDELINES

Elementary Portable Church Bathroom Guidelines

- For adjacent restrooms:
  - Bathroom Break is at the beginning of service prior to the start of the program
  - 2 adults take students to restrooms (1 male and 1 female)
• Prior to any student entering the restroom the adult volunteer verify's the restroom is vacant
• Students are permitted to go in and use restroom while adult remains stationed outside at the restroom entrance
• No one is permitted to enter the restroom while students are inside the restroom
• Once all students are done, everyone walks back to the children's environment together, boys and girls.

• For restrooms in separate locations:
  • 4 adults take students to the restrooms. 2 adults for the girls and 2 adults for the boys.
  • Follow the instructions above.

• For students who must visit the restroom during service,
  • 2 adults take the student to the restroom while following the above guidelines

**Preschool Portable Church Bathroom Guidelines**

• **Scheduled Bathroom Breaks:**
  • 2 adults take students to the restrooms
  • Students are lined up and walk to the restroom located closest to the preschool environment led by one adult volunteer with 1 adult volunteer at the end of the line.
  • Volunteers enter the restroom after the adult volunteers verifies it is empty
  • Volunteers do not enter the bathroom stall while a child is in the stall
  • If a child asks for help, the volunteer is permitted to assist the child according to the children's ministry guidelines
  • Once all students are done, they line up and return to their class let by one adult volunteer and one adult volunteer at the back of the line.

• **Unscheduled bathroom breaks:**
  • 2 adults must accompany any child or children to the restroom at all times.
  • Following the above guidelines.
CLEANLINESS

WASHING HANDS: One of the best ways to prevent the passing of germs is by washing hands. It’s important to teach children and model for them frequent hand-washing. Remind the children continuously and assign a volunteer to help children wash their hands as needed. Hands should be washed...
  • Before and after eating
  • Before handling food or snack
  • Before and after changing diapers
  • After helping a child in the bathroom
  • After wiping and blowing noses

GENERAL ROOM GUIDELINES
  • All linens and machine washable toys must be machine washed after each use.
  • Toys should be wiped or sprayed with approved cleaner after each service.
  • Changing tables, counter tops and child tables must be wiped with approved cleaner after each service.
  • All supplies must be clean and in working order after each use. For example: cleaning the top of a glue bottle, wiping a white board clean, placing lids on all markers, etc.

FOOD AND DRINK/ ALLERGIES

Because of food allergies, please refrain from having any food or drink in the Children’s Ministry environments while you are serving. This is especially important with hot beverages, as they can be extremely dangerous.

No outside snacks are allowed in any of our ministry areas! This is especially important in the nursery where parents occasionally send snacks with their children.

When food or drink are used in Children’s Ministry curriculum, Allergy Alert Signs will be provided by your ministry leader and MUST be posted at all drop off areas.

We are a peanut free environment. No items containing or processed with peanuts may be used in Children’s Ministry environments. Volunteer snacks may be processed with peanuts
but may not contain peanuts or peanut ingredients.

CHECKOUT GUIDELINES

- In Elementary:
  - 2 adults at each exit door ready to check names tags at dismissal
- In the Nursery and Preschool areas:
  - One adult volunteer ready to check children out at the classroom door
- Host Team members or staff should be at the ready in case of a missing tag.
- Verify that the security code on the child’s nametag matches the Pick Up Ticket before releasing the child.
- **Please Note:** The security code is the alpha numeric code located at the top left of the tag not the 6-digit call number at the top right.
- Do not release child to anyone under the age of 16. You may use your best judgment if the age of the individual picking up is in question.
- Call the child by name and thank them for coming, wish them a great week, etc.
- In Elementary:
  - If either the child’s nametag or the parent Pick Up Ticket is missing, refer the family to a waiting host team or staff member.
- In Nursery and Preschool:
  - Inform the parent that they can receive a duplicate Pick Up Ticket at New Family Registration. Children’s security codes should be written on the roster at check-in in case of a missing child nametag.

EMERGENCY SITUATIONS

EVACUATION

- Take the room attendance roster and emergency response kit with you as you leave your room.
- For children under 2 years old
  - Place up to 6 babies or 4 toddlers in each rolling crib for transport
- For children 2 to 3 years old
  - Have each child hold onto the safety rope found in your emergency bag when
moving from the classroom to the staging area. These rope are most efficient with a volunteer holding the front of the rope and another the end. More than one child may take hold of a single shape or knot of the safety rope.

- **Children 4 and up**
  - Have children line up in an orderly fashion with volunteers at the front and end of each line.
- **Locate the designated evacuation route and staging zone on the map in your emergency response kit.** Have children walk in an orderly fashion along the designated route to staging zone.
- **Once in the staging area, use the perimeter rope from the emergency bag to loop around volunteers waists to create a perimeter for your makeshift classroom.**
- **Use the roster to verify that each child is accounted for**
- **Hold up the ministry area sign found in the emergency response kit to help parents locate their child.**
- **Check children out from the staging area as you normally would only after the all clear has been given by the Children’s Ministry Team Leader.**
- **No child may be removed from your care for any reason until the all clear has been given, even to a parent.**

**LOCK DOWN**

- Get the attendance roster and emergency response kit
- Stay in your room away from windows and doors
- Lock the doors, if possible
- Make sure each child and volunteer are accounted for
- If everyone in your room is present and uninjured, slide the laminated green card that is located in your emergency bag under your door
- If there is anyone missing or injured from your room, write a brief description on the laminated red card that is located in your emergency response kit and slide it under your door
- Do not allow anyone to enter or exit your room
- Do not release any children until the all clear has been given by a the Children’s Ministry Team Leader, police officer, or 12Stone staff member.

**TAKE SHELTER**

- Take the room attendance roster and emergency response kit with you as you leave
your room.

- For children under 2 years old
  - Place up to 6 babies or 4 toddlers in each rolling crib for transport
- Locate the marked shelter on the map found in your emergency bag
- Follow the designated route to that area and stay there until the all clear is given by the Children’s Ministry Team Leader
- Make sure each child and volunteer is accounted for
- Do not release any children until the all clear has been given

**INJURY**

- For any type of injury that requires first aid, or for any type of head injury, an incident report form must be completed.
- When the parent arrives, communicate what occurred and have them sign the incident report form. Provide the parent with a copy and retain the other copy for your ministry leader.
- For minor injuries:
  - You may perform basic first aid using the provided kits, but NO medication of any kind should be given.
- For severe injuries or illness (including ANY type of head trauma- even a bump), please contact your campus medical team immediately.

**CHILD ABUSE**

Please contact a Staff Member if:

- You suspect a child is the victim of abuse
- A Child makes accusatory statements of abuse
- Any instance you suspect abuse of any kind
- DO NOT attempt to gather information from the child
- DO NOT attempt to speak with parents regarding your concerns
- DO NOT talk with other team members regarding your concerns

All matters regarding a child’s safety should be handled by a 12Stone Staff member only.
To Be Continued...

Understanding that no handbook is all-inclusive, our hope is that this one has been beneficial to you as a Children’s Ministry Leader. Remember, every week we have the blessing of speaking into the lives of hundreds of children. Through your smile, words, and heart, these children can come to know Jesus in a real way.

Thank you for being obedient to this call. If we can answer any further questions, address any concerns or help develop new ideas, please do not hesitate to contact your Children’s Ministry staff. We consider it an honor to stand beside each of you in this awesome journey!
CHECKOUT EXCEPTIONS

Important Roles

- **Children’s Ministry Team Leader:** Generally this is the Children’s Pastor or a Children’s Ministry Campus Director. In their absence another staff member will be designated to fill this role. Do Not attempt to handle an emergency alone. Always inform the Children’s Ministry Team Leader to make sure situations are handled correctly.

- **Operations Team:** The operations team is our conduit to police officers, medical team, door greeters, ushers etc. To aid in clear communication always seek to communicate with the Operations Team first in any emergency.

- **Host Team:** Children’s Ministry volunteers who oversee the check in process and any exceptions to the Normal Check Out Procedures. Always refer check out exceptions to the Host Team for Verification.

If Child’s Nametag is missing

- A host team member will greet the family and thank them for their patience
- Escort the family to a check-in kiosk.
- Using the asterisk function and password, enter administrative mode.
- Ask to see the parents ID and look up their record based on the information on their ID.
- Verify that the child is checked in under the same household as the parent whose ID you have verified.
- Please Note: It is possible for a child to be in more than one household but only the household that they are checked-in in under is authorized to check them out.
- Select the “edit family” option and verify that the parents ID matches our records.
- If the parents and child are together with you and you are able to verify that the child was checked in under the same household as the parent, thank the parent for their patience and release the child.
- If the child is still in their environment.
  - After information is verified, return to the search screen and enter the parents name again, using the asterisk function and password, enter administrative mode.
  - Check the box by the child’s record that indicates “checked in” and reprint the nametag.
○ Use the copy stamp located with new family registration supplies stamp the Pick Up Ticket and sign your name. Keep the duplicate child name tag for our records.
○ Provide the parent with the duplicate Pick Up Ticket and thank the for their patience

**If Pick Up Ticket is missing**
- A host team member will greet the family and thank them for their patience
- Escort the family to a check-in kiosk.
- Ask to see the parents ID and look up their record based on the information on their ID.
- Verify that the child is checked in under the same household as the parent whose ID you have verified.
- Please Note: It is possible for a child to be in more than one household but only the household that they are checked-in in under is authorized to check them out.
- Select the “edit family” option and verify that the parents ID matches our records.
- Verify **ALL** of the following
  ○ That the parent and child are in the same household
  ○ That the family address, and/or parents DOB from the Driver’s License match the MP family record.
  ○ That there are no special precautions listed on the child’s nametag. The phrase “Pick Up Precautions will be noted in the allergy field of the name tag. If this precaution is present refer the situation to the Children’s Ministry Team Leader.
- If you are able to verify all of the above information. Thank the parent for their patience and release the child.

**If family information cannot be verified**
- Contact the Children’s Ministry Team Leader to meet with the family.
- Children’s Ministry Team Leader will verify identity by one or all of the following:
  ○ Confirming additional family data in MP.
  ○ Calling head of household on file for child
  ○ Speaking to the child privately to insure the correct individual is picking them up.
- If identity cannot be confirmed by any of these methods we will refer the situation to an officer on duty to insure the well being of the child.
EMERGENCY SITUATIONS

If an individual attempts to take a child without completing checkout
• Immediately alert the Children’s Ministry Team Leader on channel 2. Then, switch to channel 1.
• Inform Operations Team of the situation.
• Make sure the Children’s Ministry Team Leader has followed you to channel 1.
• An Operations Team Member or a Police Officer should prevent the individual from leaving with the child until the Children’s Ministry Team Leader arrives to verify identity.
• If identity cannot be confirmed by any of these methods we will refer the situation to an officer on duty to insure the well being of the child.

Missing Child
Note: Please be aware that there is a distinction between a missing child alert and a missing parent alert. If the parent is with you then call a “Missing Child” alert.

• All children’s ministry staff and designated host team members should have a radio and a headset to insure swift and private communication in the case of an emergency.
• When a parent approaches you and informs you that their child is missing, immediately alert the Children’s Ministry Team Leader on channel 2. Then, switch to channel 1.
• Inform the Operations Team there is a missing child.
• Make sure the Children’s Ministry Team Leader has followed you to channel 1.
• Ask the parent for the child’s name, age, and description. Communicate this information on channel 1.
• Operations Team will inform door greeters to monitor doorways and will begin to search for the child.
• Stay with the parent. Unless the situation dictates otherwise the Children’s Ministry Team Leader will join you with the parent and assume primary communication with the Operations Team.
• Reassure the parent and seek to discern where the child was last and the circumstances of their separation. Communicate pertinent information on channel 1 as necessary.
• Once the situation has been resolved indicate that the situation is “All Clear” on channel 1, then switch back to channel to and inform them that the situation is all clear.

**Missing Parent**
*Note: Please be aware that there is a distinction between a missing child alert and a missing parent alert. If the child is with you then call a “Missing Parent” alert.*

• All children’s ministry staff and designated host team members should have a radio and a headset to insure swift and private communication in the case of an emergency.
• If you encounter a child without a parent or a child approaches you looking for their parent immediately alert the Children’s Ministry Team Leader on channel 2. Then, switch to channel 1.
• Inform Operations Team that there is a missing parent.
• Make sure the Children’s Ministry Team Leader has followed you to channel 1.
• Ask the child for the parent’s name, and description. Communicate this information on channel 1.
• The Operations Team will begin to search for the parent.
• Stay with the child. The Children’s Ministry Team Leader will join you with the child and assume primary communication with the Operations Team.
• Reassure the child and seek to discern where the parent was last and the circumstances of their separation. Children’s Ministry Team Leader will communicate pertinent information on channel 1 as necessary.
• Once the situation has been resolved indicate that the situation is “All Clear” on channel 1, then switch back to channel to and inform them that the situation is all clear.