

ROC Kids

CHILDREN'S MINISTRY

Encouraging Children & Parents to Live Everyday
Captivated & Changed by Jesus

We desire for every child to come to Christ & grow in Christ. Our goals for each child is that he/she will:

- Know God loves them and that they make their own decision to become a Christian and get baptized
- Demonstrate their love for God through prayer, worship and reading the Bible
- Know how to navigate the Bible
- Be able to share God's story of salvation
- Love others through serving, giving, displaying the Fruit of the Spirit, and forgiveness
- Understand that God has a specific plan for their lives
- Desire to attend church regularly

We also desire for parents to be equipped for the job God has given them, so we will provide:

- Parenting classes
- Family classes (baptism and discipleship classes)
- Weekly training through take homes
- Social media helps and training
- Service opportunities in child's classes

And, we believe that certain milestones are a big deal, so we will celebrate

- Parent/Child Dedication
- Transition to the ClubHouse and Student Ministry
- Salvation
- Baptism

ROC KIDS STAFF TEAM:

Director of Children's Ministry, Sue Hilton - sue.hilton@riveroakchurch.org

Weekday Preschool Director, Katie Tucker - katie.tucker@riveroakchurch.org

ROC Kids Admin, Kelly Miller - kelly.miller@riveroakchurch.org

Acorn Alley Nursery Coordinator, Donna Boone - donna.boone@riveroakchurch.org

Acorn Alley Preschool Coordinator, Gina McCartney - gina.mccartney@riveroakchurch.org

ClubHouse Small Group Coordinator, Susan Babb – susan.babb@riveroakchurch.org

ClubHouse Large Group Coordinator, Phaedra Link - phaedra.link@riveroakchurch.org

VOLUNTEER REQUIREMENTS

- Fill out Volunteer application and background check release form
- Is a follower of Jesus and demonstrates that in words and actions
- Lead teachers must be members of River Oak Church. Helpers can be faithful attenders
- Agree to River Oak Church statement of faith
- Attend church services and participate in a small group
- Wear their Roc Kids Lanyard
- Attend Training meetings held twice a year
- Volunteers commit to serve for one-year
- Arrive at least 15 minutes before the start of class
- Honor and show love to children equally regardless of sex, race, religion or culture
- Speak kindly and positive to parents, children, guests and other volunteers.
- Follow the curriculum provided with creativity and variation.
 - Must have approval before including anything in their lesson that is outside of the curriculum provided. This includes any videos.
- Commit to read this volunteer handbook and agree to the guidelines

ADDITIONAL YOUTH VOLUNTEER REQUIREMENTS

- Youth volunteers will complete a Youth Volunteer application that is signed by a parent
- Youth volunteers must be at least in the 6th grade. Nursery/toddler volunteers are at least 16.

SAFETY & SECURITY

Check-in

- Parents or guardians check their child into the check in system and receive a nametag sticker for their child and a matching guardian ID tag for them when picking up. Every child in your class must have a Check In sticker.
- Greet each child as they come into the classroom and make sure they have a check in sticker
- Check in or record each child's name on attendance sheet
- Check all belongings are labeled with child's name (diaper bag/cup/bottle/pacifier etc.)

Check-out

- The volunteer will check the security number on the parent or guardian's ID sticker and match it to the child's, even if the volunteer knows the family personally.
- If a parent has lost their guardian sticker, they must see a staff member.

Security

- All main entrance doors of the Children's Wing are manned always or closed and locked
- Only those with volunteer or guardian ID stickers and/or staff/medical/safety lanyards can enter/exit

Classroom Safety

- Be always engaged and aware while you have children in your care
- Keep eyes open during prayer
- Never leave the children alone for any amount of time
- Throw away any broken toys and report any broken equipment
- In Acorn Alley, check that all outlets have covers and all cabinets are locked
- When applicable, make sure the bottom of a split classroom door is locked from the outside
- No photographs (no Facebook, Twitter, etc. posts) can be taken of the children in any of the children's ministry except from photographers who have been given permission
- Volunteers are not allowed to leave the Children's Ministry wing with children
- Texting and phone use during class time is only for emergencies
- When in doubt, ask. Staff is always ready and willing to help in any way.

Snacks/Food Allergies

- Please check children's nametag stickers before serving snack. Label will have printed concern on it. Special snacks are available for those children.
- Only serve what is provided in the classroom unless you have talked to a staff member beforehand.

Playground Guidelines

- All children must wear socks - no shoes and no bare feet.
- Playground is designed for children 6 years and under.
- The playground closes at 12:30 on Sunday afternoons.
- Utmost vigilance is needed when your class is in the playground.

Restroom Supervision

- Volunteers only aid a child using the restroom if the child is 3 years or younger or needs special assistance.
- The bathroom door remains open while the child is being helped
- Volunteers make sure a child washes their hands after going to the bathroom or having their diaper changes.
- If a child in Acorn Alley has a bathroom accident, please let a staff member know. We will care for the child so you can take care of the rest of your class.
- All ROC Kids bathroom doors remain open. Adults do not enter the bathroom except in an emergency. They may stand in the hallway and direct the children from there. No adults may use the children's bathroom.

Classroom Management

- Arriving on time (15 minutes before service starts) and coming prepared will help you maintain control of the classroom.
- Make sure children know the rules: Be Kind in Words and Actions (This covers everything).
- Be clear in your instructions and when working on something go one step at a time.
- Get to know your class. Ask questions and have fun.
- Make sure they know you are glad they are there.
- Don't hesitate to ask a staff member for help
- If a child is keeping everyone else from learning or is a danger to others, a staff member will remove them from your classroom and/or call their parents.

HEALTH

Hand Washing

- Volunteers should wash their hands when entering the classroom, after changing a diaper or helping a child in the bathroom, after wiping a child's nose or mouth, before and after serving snack and before leaving the classroom.
- Children should wash their hands after going to the bathroom, before and after snack, and whenever their hands touch bodily fluids.

Snack Time

- Sit Children at tables
- Wear disposable gloves. There should be no bare hands in the food containers or bare hands serving the food to children.
- Remember it is just a snack.

Diaper Changing

- Only change diapers in designated changing areas
- Wear disposable gloves
- Use disposable liners under each child while changing them
- Do not leave child unattended
- Place wet or soiled diaper in plastic bag and discard in trash can at changing area

- Remove gloves and wash hands
- Use clean gloves and liners for each diaper change

Illness Policy

- Children who exhibit signs of illness will not be allowed into the classroom. Signs to look for include: fever of 100 or more, diarrhea or vomiting, severe coughing, red eyes or eye discharge, rash, head lice, open skin lesions
- Children should be fever free for 24 hours before returning to class
- Children should be on prescribed medication for 24 or more before returning to class
- Children should be free of vomiting or diarrhea for 24 hours before returning to class
- Parents should be notified immediately to pick up their child from class if symptoms appear during class time
- Parents will be notified via email of contagious disease

Clean Up

- Wipe down tables and counters with cleaning spray provided
- Stack chairs
- Spray toys in bins and shelves with cleaning spray
- Spray and wipe sit in table, changing table, floor mats and equipment in Nursery rooms
- All fabric toys, sheets and blankets should be thrown in hamper to be washed
- If you have a bathroom in your room, make sure toilet is flushed
- Take trash to large bin in hallway
- If you moved any furniture around, please return it to its original state.

SPECIAL NEEDS:

We recognize that each child is an individual and there will be times when specific children will have a special need. We will do all we can to accommodate. We recognize and believe this is a partnership with the family and an opportunity to minister. If you have a child in your classroom that you believe may benefit from having a Buddy or need some time to regroup in our Buddy room, please let us know.

Medical

- First Aid kits: Kits containing gloves, band aids, and incident reports are located in each classroom to use for minor injuries. If a child requires more than a band aid, please notify your coordinator.
- Biting: Please inform your coordinator immediately in the case of a biting incident. Comfort the hurt child and wash the area. Separate the child who bit. A staff member will contact both children's parents. A parent must remain with the child that bit, if they are to remain in the classroom.
- Medical emergency: Notify a staff member immediately if you have a medical emergency in your classroom/nursery. The coordinator will call 911 and contact the Medical team, Security team, and parents. One volunteer will move the other children to another classroom or the indoor playground.
- Epi-Pens: Our children's safety is our utmost concern. If an Epi-Pen needs to be administered the teacher will **immediately** notify a staff member.
- For ANY incident, other than a minor first aid need, an incident report, available in the classrooms, is filled out with details and given to a staff member who will copy and send home with the child. For all injuries and incidences, please notify a staff member.
- Volunteers never dispense medication even with parent permission.

Abuse

River Oak church maintains a zero tolerance against child abuse and neglect. All volunteers are state mandated reporters and should immediately report any incident of abuse or neglect of which they have knowledge or which they have observed. If at any time, you suspect a child may be being abused, speak to a

River Oak staff immediately. Leadership will then address the situation and have any interactions with the parents according to the policy laid out by River Oak Church.

It is our responsibility, both to God and parents, to provide a nurturing and safe environment. We have developed safety policies and procedures for all staff and volunteers.

- There will never be a volunteer alone with a child
- Two or more volunteers must always be in a classroom and one must be over the age of 18
- Children will never be left unsupervised

Staff/Volunteer shall not in any way abuse any child, including:

- **Physical** – strike, spank, shake or slap
- **Verbal** – humiliate, degrade, threaten, compare, criticize, curse at or yell
- **Sexual** – inappropriate touch or verbal exchange
- **Mental** – shaming, withholding love or cruelty
- **Neglect** – withholding food, water or basic needs, etc.
- **ANY** type of abuse or corporal punishment is not tolerated and is cause for immediate dismissal.

Appropriate Physical Touch and care

- Children over 2 should not be sitting on your laps or laying their heads on your lap or legs
- When hugging elementary age children, a side hug is appropriate.
- When expressing concern or care, a hand on a shoulder or arm can convey care and encouragement.
- Holding a child's hand and talking to them or praying with them is also appropriate
- Never promise to keep a secret.
- If you are concerned about a child in any way, please tell a staff member

EMERGENCY PROCEDURES

There are radios located all over the Children's Wings and on staff. In any emergency notify a staff member who can alert our medical and safety team immediately. Safety will also let us know through the radio system if we need to initiate an evacuation procedure.

Emergency Evacuation – The evacuation procedure should be used for a fire alarm, a bomb threat, and any other times deemed necessary by the safety team.

- Children's Wings will remain closed and locked
- Count all children and grab attendance sheet
- Babies, Crawlers, and Ones place as many children in rolling cribs and evacuate through the outside door in their room
- Twos and Buddies will exit out their door to the left and evacuate through the Baby Room.
- Threes and Fours will exit out their doors to the right and stay along the right hand side of hallway and evacuate through the Crawlers Room.
- PreK will exit out their doors straight through the Indoor Playground
- Elementary children will line up and exit down the back stairwell. There will be a line on each side of the stairwell for quicker exit. At the bottom, you will exit the building and immediately turn right and through the gate.
- An adult volunteer is the last to leave the classroom.
- Acorn Alley will make their way to the parking lot that is closest to Great Bridge Blvd. Please check map on last page.
- ClubHouse will huddle up with outside the playground in parking lot area. Please check map on last page.
- Once at destination, account for your children. If you are missing any, please report to a staff member right away.
- Parents can pick up their children with their guardian ID stickers once you have accounted for everyone in your class.

Weather Warnings – All classrooms with windows evacuate to interior rooms. Elementary to the large group room and Nursery rooms to a preschool room.

Lockdown Procedure – The following announcement will be heard through the PA system: “ATTENTION PLEASE. WE ARE EXPERIENCING AN EMERGENCY SITUATION AND NEED TO LOCKDOWN THE BUILDING IMMEDIATELY. SECURE THE CHILDREN’S WING. LOCK ALL DOORS AND STAY INSIDE CLASSROOMS UNTIL FURTHER NOTICE.”

Our Children’s Wing can be easily closed and locked, keeping an intruder out. In the case of a serious emergency like an active shooter:

- All classes with windows move into interior rooms. The ClubHouse classrooms would all file into the large group room. Acorn Alley babies through Ones (use the rolling cribs) would file into an interior room.
- An adult is the last one to leave the room, grabbing the attendance sheet and closing the door.
- Account for all your children just like in an evacuation.

If there is an active shooter that enters the children’s wing

- Proceed to a room with a door, close all the windows and doors, and turn off all the lights. Close top of Dutch door and lock. Cover large windows. If possible, get everyone down on the floor and ensure that no one is visible from outside the room. One person in the room should call 911, advise the dispatcher of what is taking place, and inform him/her of your location; remain in place until the police, or a church leader known to you gives the “all clear”.
- If an active shooter enters your classroom, try to remain calm. Listen and obey all commands by the shooter. DO NOT TRY TO STOP NOR INTERFERE THE SHOOTER. Dial 911, if possible, and alert police to the shooter’s location; if you can’t speak, leave the line open so the dispatcher can listen to what’s taking place. Normally the location of a 911 call can be determined without speaking. If there is absolutely no opportunity for escape or hiding, it might be possible to negotiate with the shooter; attempting to overpower the shooter with force should be considered as a very last resort, after all other options have been exhausted. If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was near the shooter.
- No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind. Do not attempt to carry anything while fleeing; move quickly and quietly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible. Do not try to drive off the church grounds until advised it is safe to do so by police.

Missing Child

Volunteers contact a staff member immediately with the following information:

- Name
- Age
- Gender
- Color of hair
- Color of clothes

Immediate procedure will be followed as set forth in the River Oak Church Emergency Plan.



RIVER OAK CHURCH First Floor



