



# POLICIES & PROCEDURES

for Shadow Mountain Kids Ministry

*Last updated March 2018*

## **MISSION & VISION OF SHADOW MOUNTAIN KIDS**

### **The Children's Ministry of Shadow Mountain Community Church exists to partner with families to grow kids in faith and character.**

We accomplish this by providing a safe and caring environment for kids, where we can teach them about God in an atmosphere designed just for them. Just as the adult worship service here at Shadow Mountain has been designed specifically for adults, so has this time been created just for children. We strive to make parents feel extremely comfortable when they leave their child with us, and we want to make this the best hour of their child's week, as well as their own.

Thank you for being part of this team as we minister to children.

## SMCC STATEMENT OF FAITH

Community Church. I gladly affirm that by His enabling grace I will endeavor to conduct my life in accordance with the following Scriptural principles:

- I will sincerely pray that Christ be exalted and that lives be blessed through the ministries of this Church. (2 Thessalonians 3:1)
- I will endeavor to live in a way that consistently honors Jesus Christ, whom I acknowledge as the Lord of my whole life. (Ephesians 4:1)
- I will participate as regularly as possible in worship and fellowship with this congregation. (Hebrews 10:25)
- I will seek to discover my spiritual gifts and to use them in some form of Christian service within this Church. (Ephesians 4:11-13)
- I will endeavor to participate faithfully in the financial support of the ministries of this Church. (2 Corinthians 9:6-11)
- I will refrain from propagating any Scriptural interpretations that differ from those set forth in the Statement of Faith in order to avoid unprofitable divisions caused by contention (1 Corinthians 1:10-11). At the same time I will allow freedom of expression in non-essentials so that we may learn from one another (1 Thessalonians 5:21)

My acceptance of the above Scriptural principles is a pledge to the Lord and is made in joyful anticipation of working together with others to promote the spiritual ministries of this Church.

If my adherence to the Scriptural principles above is called in question and should the matter then be taken up by the Board of Deacons, I agree to submit the difference or charges to that Board. If I remain unwilling to settle the difference on Scriptural grounds (Matthew 18:15-17), then I agree that the Church should drop my name from the roll of Church membership and/or remove me from positions in which I serve.

Printed Name : \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## WELCOMING ENVIRONMENTS

Thank you for volunteering with SMK! Below you will find a few ways to provide a welcoming environment for the kids and families in our ministry. Parents who feel safe and confident when leaving their kids in our care have an easier time checking their children in and enjoying their own service time.

- Greet each child by name as they arrive
- Welcome parents into the room
- If kids have a hard time with separation, don't be afraid to take charge and tell parents we can call if they don't calm down
- Offer a visitor tag to parents who linger more than 10 minutes
- Have materials prepared before kids arrive
- Know your schedule. "What will they be doing?" is a common question from parents
- Speak up. If you need materials or another volunteer in your area, we rely on your communication to make that happen
- Get creative! We love to see your personality come through as you serve. Adding fun things to check in, like a high five, allows kids to develop a fun routine
- Pair new kids with a friend
- Greet each parent at pickup, and say goodbye as children leave
- A simple "See you next week!" is effective
- Clean up. After each service make sure your room is ready for the next volunteer by putting toys away and spraying or wiping down toys in the nursery and pre-K areas

## CLASSROOM DROP OFF & PICKUP

For the safety of the kids, parents, and volunteers we ask that you closely follow this procedure. Check in and Check out allows us to monitor who is in our ministry area at all times, and provides a way to ensure kids are being released to the appropriate people.

### All Volunteers:

- **All volunteers are required to wear a name tag**
- **During Service: Wear your name tag at ALL times.** Nursery workers can post theirs at room entrance for parents to see.

### All Children:

- **All kids are required to check-in upon arrival.** Kids receive two numbered security tags, with matching parent tag. One tag goes on the child, and one on the roster in the class
- **During Service:** When kids enter the room, using their tag to greet them by name will assure you they are checked in. Nursery – K parents will need to sign in on the check in sheet in the classroom as well.
- **Kids must wear their tag at all times.**
- **After Service: Match the child's tag to their parents security tag at pick-up, keep and dispose of the tags. (If tag is lost, notify a staff member**
- Please **DO NOT** create your own guest tag, they will need to get this in the lobby

**Everyone in the Kids Ministry area must be checked in – including guests and staff kids.**

## SMCC STATEMENT OF FAITH

to the local church: baptism and the Lord's supper. Christian baptism is the immersion of a believer in water in the name of the triune God. This ordinance, being a command of Christ, is recognized as a prerequisite for membership in the local church. Likewise, the Lord's supper was instituted by Christ for commemoration of His atoning death. These two ordinances are to be observed until the return of the Lord Jesus Christ. Mat 28:16-20; Luke 22:19-20; Acts 2:41, 10:47-48; 1 Cor 11:23-29

**K. Future Events.** One of the coming great events in the fulfillment of prophecy concerning the church is the personal, bodily return of the Lord to remove from the earth His waiting church and to reward them according to their works. John 14:2-3; Rom 14:10-12; 1 Cor 3:11-15, 15:51-53; 2 Cor 5:10; 1 Thes 4:15-17; Titus 2:11-13; Rev 3:10

Another event yet to come is the seven year period of tribulation during which the judgments of God will be poured out upon the unbelieving world. These judgments will climax with the return of Christ in glory to the earth. He will destroy His enemies and restore Israel to her land. Daniel 9:27, 12:1; Jer 30:7; Mat 24- 15-31, 25:31-46; 1 Thes 2:7-12; Rev 16:1-19, 21, 19:1-21 Christ will then establish His thousand year kingdom in which the saints will reign with him over Israel and all the nations of the earth. Deut 30:1-10; Isaiah 11:1-16, 65:17-25; Ezekiel 37:21-28; Rev 19:11, 20:1-6

At the close of the thousand year reign the unsaved dead will be raised and committed to eternal punishment and the saved will enter the eternal state of glory with God. Mark 9:43-48; 1 Cor 15:24-28; 2 Thes 1:9; 2 Peter 3:10-13; Rev 20:11-15, 21:1-4, 22:5, 11

### Statement of Affirmation

By signing this document for Shadow Mountain Community Church Inc., my purpose is to cooperate fully with the other members to advance the cause of our Lord Jesus Christ through this local Church.

As I join with fellow believers in this commitment, I sincerely affirm that I am trusting solely in the merits of Jesus Christ for my salvation from sin. I also affirm that I have read the Statement of Faith of Shadow Mountain

## SMCC STATEMENT OF FAITH

image and is not the product of evolution; he fell into sin through personal disobedience to the revealed will of God; and as a result, all mankind is sinful in nature and practice, is unable to save himself, and faces eternal separation from God. Gen 1:26-28, 2:7, 18-24, 3:1-24, 9:6; Mat 19:4; Mark 7:21-24; John 8:42-44; Rom 1:18, 3:10, 23, 5:1; Eph 2:1-3

**G. The Salvation of Man.** Eternal salvation from sin, death and hell is the free gift of God's grace, and is based solely upon man's personal faith and belief in Jesus Christ. He voluntarily died as a substitutionary sacrifice for our sins and arose bodily from the dead, thus guaranteeing our own resurrection to eternal life. This salvation is not received by, nor based on, any sacrament, merit, or good work on our part. This one who receives Christ's salvation is eternally secure. John 1:11-13, 3:16, 5:24, 10:28-30, 14:6; Acts 16:31; Rom 3:23-26, 5:8, 6:23, 10:9-10; Eph 2:8-10; Titus 3:5; Heb 7:24-25; 1 Peter 1:18-19; 1 John 5:11-13

**H. The Destiny of Man.** At death, the redeemed pass immediately into the presence of Christ and there remain in joyful fellowship until their bodily resurrection unto life. The unsaved at death descend immediately into Hades where they are kept under punishment until their bodily resurrection resulting in damnation. Daniel 12:2; Luke 16:22-23, 23:43; 2 Cor 5:8; Phil 3:10, 11, 21; Rev 20:11-15

**I. The Nature and Organization of the Church.** All who have placed their faith in Christ are united together immediately by the Holy Spirit in one spiritual body, the church, of which Christ is the Head. In addition, the members of this one spiritual body are directed to associate themselves together in local churches. Mat 16:18; Acts 2:46-47; 1 Cor 12:13; Eph 1:22-23; Col 1:18, Heb 10:25

These local independent churches have been given the needed authority and scriptural guidelines for administering that order, discipline, and worship which Christ, the sovereign head, has appointed. The biblically designated officers serving under Christ and over the church are pastors and deacons. Acts 6:1-6; 1 Cor 14:40; Eph 4:11-12; 1 Tim 3:1-13; Titus 1:5-9; 1 Peter 5:1-5

**J. The Ordinances of the Church.** Two ordinances have been committed

## BATHROOM & DIAPER CHANGING

Diaper Policies: Babies – 2s

- **Only trained/background checked, female volunteers may change diapers.**
- Every child is to go home with a clean & dry diaper
- Make sure you have all supplies (diaper, clean station, wipes) before placing child on table
- Wash hands and put on gloves
- Place soiled diapers, gloves, and paper in the trash. (dirty diapers in the outdoor cans)

Bathroom Policy: 2's – Pre-K

- **Only background checked adults may take kids to the restroom – never 1 on 1**
- Encourage kids to do as much as they can themselves
- If assistance is needed, put on gloves to assist
- Help the children wash their hands
- Accidents: acquire change of clothes from resource room. Bag soiled clothes & notify parents at pickup.

Bathroom Policy K-4th Grade:

- **Only background checked adults may take kids to the restroom - never 1 on 1**
- **Make sure restroom is clear of adults**
- Once clear, allow kids to enter
- Door should remain propped open while kids are inside (when there are multiple stalls)
- Make sure kids wash their hands
- Return to class
- **Always take kids in groups of 3 or more, 3 kids may be accompanied by 1 adult for this process.**

## DISCIPLINE

All of our Shadow Mountain Kids are angels, this section is not needed. But in case you need to know, for other places you serve, here are a few guidelines for handling disciplinary situations in a church classroom.

**We like to approach discipline with 3 strikes rule, however kids must first know their boundaries. Please make sure you tell kids what the boundaries are, we like to use the “don’t be rude” rule. For some classes this is an easy concept, for younger ones, we understand they are still learning and you will need flexibility in this method.**

Please use the following:

**Strike 1 – A verbal reminder of our rule**

**Strike 2 – A reminder and a re-direction  
Sometimes these kids just need to be moved to a different spot or given a different task**

**Strike 3 – A reminder and a chat with the area director  
That also results in a parent chat at pickup**

**You’re Out! – A child who crosses the line immediately or has gotten 3 strikes needs to have a parent called**

When parents arrive – Have their child come with you and let parents know he/she had a rough day. **Have the child tell the parents what they did wrong.** You can then offer comments. This is much easier when the kids deliver their own bad news.

## SMCC STATEMENT OF FAITH

**A. The Authority of the Bible.** The sixty-six books of the Old and New Testaments are the verbally inspired Word of God, they are without error in the original writings, and they are the complete and final revelation of God. Mat 5:18; John 17:17; 2 Tim 3:16-17; 2 Peter 1:19-21; Rev 22:18-19

**B. The Tri-unity of God.** There is only one God, eternally existing in three Persons – Father, Son and Holy Spirit – Who are co-equal in their essential nature, attributes, and perfection; and each of Whom is to be honored and worshiped as God. Genesis 1:1; Deuteronomy 6:4; Psalm 18:30-31, 147:5; Mat 28:19; Mark 12:29; Luke 3:22; John 4:24, 5:23, 10:30, 14:9; Acts 5:3-4; 2 Cor 13:14; Heb 1:1-3

**C. The Person of Jesus Christ.** Jesus Christ is God the Son, the promised Messiah, conceived in the flesh by the Holy Spirit, born of a virgin, true God and true man, without sin, and the only mediator between God and Man. Isaiah 7:14, 9:6-7; Mat 1:18-25; Mark 14:61-62; John 1:1-3, 14, 29, 5:18, 8:58, 10:30; 2 Cor 5:21; Phil 2:5-11; Col 2:9; 1 Tim 2:5; Heb 1:2-9, 2:14-15; 1 John 5:20

**D. The Work of Jesus Christ.** Jesus Christ, through His death on the cross, paid for all sin, completely satisfied the righteous wrath of God against sin, and provided redemption and forgiveness for all who believe. After His death, Jesus Christ arose bodily from the dead, was seen by many during a period of forty days, and then ascended into Heaven where He is seated at the right hand of God as our Advocate and High Priest, from which place He will some day return to establish His Kingdom on earth. Isaiah 53:5-6; Luke 24:36-43; John 1:18, 3:16, 20:25-28; Acts 1:6-11; Romans 3:21-26; 1 Cor 15:3-8, 20-24; Gal 3:13; Col 1:13-14; 1 Thess 4:13-18; Titus 2:13; 1 Peter 1:18-19, 2:24; 1 John 2:1-2; Rev 20:6

**E. The Ministry of the Holy Spirit.** The Holy Spirit is that Person of the Triune Godhead who convicts men of sin, causes spiritual birth, indwells, seals, sanctifies, guides, equips, teaches, and fills the believer, thus enabling him to walk in obedience to God and His Word. John 3:5, 14:16-17, 26, 15:26-27, 16:7-15; Acts 1:8, 5:3-4; Romans 8:9, 14; 1 Cor 2:10-11, 6:11, 19, 12:4-13; 2 Cor 3:18; Gal 5:16-18, 22-23; Eph 1:13-14, 4:30, 5:18-21

**F. The Creation and Fall of Man.** Man was created by God in His own

## OUR PROMISE TO YOU

**We love that you are here to serve! Please know that we value you, your time and your family.**

We will never ask you to serve in a way that doesn't allow you to get to church and be spiritually fed.

We will never assume you know it all, and keep you well informed, and materials prepped.

We are happy to work with your serving interests. If you would like to be moved to another class or area please let us know.

We value your feedback! After all, you are the ones with the kids every weekend. In our curriculum tab on the website, there is also a feedback form. If you need something for your classroom or just have feedback, don't hesitate to send that in.

We are praying for you and your family.

## FOOD

The pre-chosen snacks we use at Shadow Mountain Kids are used for a very intentional reason. The snacks we use have been chosen because they filter out most food allergies we see in kids today. **Please be sure to only serve snacks that have been provided by the directors in the rooms.**

In cases where food is part of the activity, like decorating a cookie, your leader should have an "allergy alert" posted in the room with the ability to have parents opt out. If you do not see it posted for such an activity in your classroom, please let a staff person know.

In cases where a parent brings a "birthday" or "sharable" treat, please **hold treats until the end of class and allow kids to take them as they exit with their parent's permission.** If the treat has peanuts or peanut butter - please do not accept or hold in the kid's ministry area.

In cases where a parent provides a child's own snack, only use if needed. Most kids are fine with the snacks provided - however there are times when even that cannot be eaten. Home snacks are ok, just not preferred. Peanut or nut based snacks cannot be used under any circumstance.

**Please do not allow peanut butter, or nut based snacks in the ministry area. If a child comes in eating one, have them wash hands before entering the room. The Kids Building is a nut free zone, the nursery is both a nut and gluten free zone.**

## ILLNESS

In an effort to protect our volunteers and children we have in our care, we do not allow children who are sick to attend class. Below is our policy for attendance when it comes to illness, as well as how to respond if a child becomes sick while in our care.

**Children should be free of fever, diarrhea, and vomiting for 24 hours before they are allowed to check in to children's ministry.**

If a child becomes ill while in your care please take the following steps:

- Alert a staff person
- If child is vomiting, try to minimize mess by getting them to a bathroom, sink or garbage can. These are much easier to sanitize than carpet.
- Keep other kids away to minimize spread
- **Kids who are ill should not stay in your care**
- **Kids who show signs of illness at drop off should be seen by a staff person to determine if they can stay**

**Never be afraid to contact a staff person if you are unsure, our staff is happy to consider a situation. You are not expected to make the decision or deliver this news to a parent if that is not within your comfort zone. Staff can also help with removing the child from the room while you continue class.**

## WHAT WE ASK OF YOU

**We ask that you are PART of our team!**

**Prepared** – Prayed up, fired up, and ready to serve. Wear your Shadow Mountain Kids tee shirt, and read over your lesson prior to arriving to church.

**Arrive** – Arriving 30 minutes prior to your serve time will start you off on the right foot. Arriving early allows staff to assess needs, fellow volunteers you are relieving – to get to church on time, and allows you to come to team huddle!

**Remember** – Your role is important as you lead kids! Leading children involves your heart, character, motivation, awareness and energy. Most things a child learns are “caught”, not taught. Be a role model worth catching!

**Teach** – Teach with the end in mind. One hundred years from now, the only thing that will matter in a child's life is their relationship with Jesus. How did you contribute to that?

Please make sure to arrive in time for our pre-service huddle in volunteer headquarters. We huddle at the times below, and always have snacks and coffee. This allows us to have time to communicate, pray and fellowship before diving into ministry!

**Huddle Times:**

**Saturday 4:30pm, Sundays 8:30am & 10:20am**

As a part of this team, you are expected to be attending church regularly and growing in faith so that you may be equipped to share the love of Jesus with kids.

Please make sure to be modestly dressed for working with kids. We ask that there are no spaghetti straps, short shorts or skirts, low cut tops, or sagging pants.

## LOCKDOWN & EMERGENCY RESPONSE

### Situation:

Individual making a threat or displaying a weapon inside the building.

### Response:

- Notify a staff member by classroom radio\*
- If you are outside (with a conflict) move to an inside classroom
- Close doors to classroom, lock using Lock Block
- Have children sit away from the windows and doors and close window shades or blinds if available
- Place an adult between children and door
- Stay calm, keep kids calm, talk softly
- A staff member will contact security, lock exterior doors, and contact 911.

\*If you hear a lockdown call on your classroom radio, please lockdown your room IMMEDIATELY. Do NOT open your door under any circumstance. Lockdown will be lifted by someone coming to your door with a key to confirm that all is clear.

**Should a staff member not be present, follow the same procedures above and call 911.**

**Our security team can be reached by Police, if you are alone in the building or your area in an emergency, please don't hesitate to call 911.**

Also, classroom phones can dial our staff cell phones.

## MANDATED REPORTING

If a child exhibits or informs you of abuse or neglect, please use the following process.

**As a volunteer or staff person you are a mandated reporter. This means that by law there are certain things you must actually report to a ministry director if you suspect or are made aware of any of the following:**

- **Physical Abuse**
- **Sexual Abuse**
- **Neglect**
- **If a child is in a life-threatening situation**
- **If a child shows potential desires to harm him/herself**

You can never get in trouble for reporting something that is not reportable, but we can get in trouble for not reporting something we should have.

If you are made aware of a situation, please get the Children's Director to your area to assess and direct the course of action.

You will be asked to put your experience in writing for a confidential file.

**All instances of even considering a report should be documented on an incident report form.**

## FIRST AID & MEDICAL EMERGENCY

If a child is hurt in our care, please take the following steps:

1. Assess the situation; does the child need immediate medical attention.
2. Notify or send a fellow leader to get a staff member if immediate care is needed.
- 3. If the child's injury requires any form of first aid (Including a Band-Aid or ice pack), a staff person must be notified.**
- 4. For kids with severe allergic reactions that require epi pens, you must notify a staff member to administer pen – the 2 person rule\* applies.**
- 5. If kids fall and no first aid is needed, please tell parents. Bruises can show up later and it is better to have informed them ahead of time.**
- 6. Any injury requiring first aid needs to be documented on an injury report – please have parents sign the report at pickup**

While we hope kids are not injured, we know that they trip and fall. These are very minor instances that can result in a Monday morning bruise. Please make sure parents are made aware of their children's happenings as they get picked up.

\* 2 Person Rule – In an emergency situation that needs an epi pen or a 911 call, 2 people must agree on the decision. This prevents an epi pen being administered out of panic. Ideally the 2nd person is a staff member.

## FIRE EVACUATION

In case of a fire:

- Remain calm and assess the situation
- **Notify a staff member, they will contact security and call 911.**
- **Collect current roster and class radio**

To Evacuate:

- Count and evacuate kids through the quickest available exit. Use cribs to aid evacuation of children in nursery if needed.
- If smoke fills the room, stay low with children.
- Close all doors once kids are out of the room.
- Use the route posted next to your door, or the nearest exit.
- Once outside, take roll and count children to ensure your group is all out of the building.
- Report any missing children to a staff member.
- Have kids sit down in a line at your evacuation spot and radio to staff that you are evacuated. **Kids should not be released from the evacuation site - unless we are not allowed back in the building.**
- **\*\*If/when director confirms outside checkout\*\***  
Match security tags to release children to parent. Place parent tag on roster tag and cross out.
- If building is cleared as false alarm before parents pick up, count kids and return to room. Kids should be counted upon arrival to room and checked out with the regular process.

**At no time are you expected to make the decision whether or not to evacuate, if our alarm sounds or a staff member gives instruction – evacuate immediately.**