



Team Guidelines and Operational Practices



Memorial Baptist Church
Kingdom Kids Preschool
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Pulaski, VA 24301

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Team Guidelines were given to _____ on _____

From _____ Title _____

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mbckingdomkids.org



Welcome to Kingdom Kids Preschool Learning Center

a Ministry of Memorial Baptist Church

Welcome Team Member!

On behalf of our church – welcome to a vision that has become a reality!

MBC Kingdom Kids Preschool was created from a desire to serve our community with Christ-centered childcare. We are thankful for Christians who love God, who are devoted to teaching children, and are committed to serving our community with the highest quality of childcare.

Children are important to the Lord. As Jesus picked up the little children in Mark 10:14, we too can be an intentional blessing to these little ones who live in our hometown. You are important in the work of the Lord! We cannot succeed unless we have a devoted team who work with their hearts and talents consistently to create an incredible place for young kids.

Jesus showed His devotion to children and their importance to Him. The scripture says, He picked up the children and invoked a fervent blessing on them! That is what MBC has done with launching its new preschool -- blessing children.

You have been carefully selected to help us execute the vision the Lord has given us in this ministry. We have an incredible opportunity to make a difference in the lives of families.

Our hope is that you will love coming to work and find it very rewarding! And together, we will stand before the Lord – to hear Him say, “well done thou good and faithful servants- enter into the joy of the Lord” Matthew 25:21.

In His honor,

Dr. Gehrz
Memorial Baptist Church



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August 2023





Our Mission

Blessing families with a safe, happy, loving place where kids learn and grow.

Our Vision

Helping children discover the talents God gave them to fulfill destiny.

Our Goal Recruiting and retaining team members is to create an environment where our children, their parents, and our staff can experience the love of God.

Our Values – The 3 C’s of Christian Childcare

- **Character** – consistently choosing to do what is right.
- **Commitment** - dedicated to providing the highest quality of care and education.
- **Courage** – fearlessly delivering service excellence.



Team Mates

Cultural Objective To actively demonstrate the love of Christ as we teach young children.

Our Promises to Each Other

- *To Communicate*- speaking the truth in love -- directly, kindly, and professionally.
- *To Respect Everyone*- believing and speaking the best of each teammate.
- *To Honor Each Other* by holding our co-workers in high esteem.
- *To Actively Love* – not only in word but in deeds which is a higher level of kindness and courtesy.
- *To be Flexible* – our ability to turn-on a dime and flow in the Fruit of the Spirit toward one another.

Our collective goal is to create a workplace that is Heaven on Earth.

1. A place where you can feel loved and valued.
2. A place where you feel respected and released to use your talents that have been deposited by God.
3. A wonderful place where people work hard, are responsible, caring and committed to giving 100% of their energy.
4. A place where there is no back-biting, gossip, or ugly treatment – just think about creating that place with us!
5. A workplace of excellence – a workplace to be proud of and a place of honor to work in—together we will accomplish our mission!

To be successful in building that kind of workplace, will respectfully ask of every Team Member to commit to some very important values.

We ask of every Team Member that:

1. you have a personal relationship with the Lord Jesus
2. you will attend your home church regularly
3. you will attend MBC Kids Bible Study and Staff Meeting
4. you will pray for our ministry regularly
5. you will love your co-workers and pray for them; that if you have a disagreement you will follow the Biblical plan of resolving conflict found in Matthew. 18:15
6. **you will work as unto the Lord –giving your best to the children on a daily basis**
7. you will ask for help if you need it –
 - if you get frustrated talk to the Director before talking to someone who has no power to help you
8. you will share your ideas, suggestions, and input to further the ministry's growth
9. **you will know that our Ministry Management supports, trusts, and has confidence in you**
10. you will believe the best of the people you work for and with
11. you will give children excellent care on a consistent basis
12. you will practically show the love of God through your actions
13. you will believe and speak the best of the ministry and your fellow Team Members
14. **you will receive God's favor and blessing for working with His children**
15. you will experience a deeper commitment to the Lord by serving Him
16. **you will always know our doors are open when you need prayer**
17. you will be a blessings to our Kingdom Kids parents





Our Professional Code of Conduct

Love overlooks an offense. Love covers a multitude of sin/wrong

Love never brings up the past – it forgives completely -- Love thinks the best of people-- Love never fails!

1. [Proverbs 10:12](#) Hatred stirs up contentions, but **love covers** all transgressions.
2. [Proverbs 17:9](#) He who **covers** and forgives an offense seeks **love**, but he who repeats or harps on a matter separates even close friends.
3. [1 Peter 4:8](#) Above all things have intense and unending **love** for one another, for **love** covers a multitude of sins [**forgives** and disregards the offenses of others].



Love One Another 1st Cor. 13 AMP

⁴**Love endures long and is patient and kind**; love never is envious nor boils over with jealousy, is not boastful or vainglorious, does not display itself haughtily.

⁵It is not conceited (arrogant and inflated with pride); **it is not rude** (unmannerly) and does not act unbecomingly.

Love (God's love in us) **does not insist on its own rights or its own way**, for it is **not self-seeking**; it is not **touchy or fretful or resentful**; it **takes no account of the evil done to it** [it **pays no attention to a suffered wrong**].

⁶It does not rejoice at injustice and unrighteousness, but rejoices when right and truth prevail.

⁷**Love bears up under anything and everything that comes**, is ever ready to believe the best of every person, its hopes are fadeless under all circumstances, and it endures everything [without weakening].

⁸**Love never fails** [never fades out or becomes obsolete or comes to an end]. As for prophecy (the gift of interpreting the divine will and purpose), it will be fulfilled and pass away; as for tongues, they will be destroyed and cease; as for knowledge, it will pass away [it will lose its value and be superseded by truth].

Creating a Great Workplace

*For everything that was written in the past was written to teach us, so that through endurance and the encouragement of the Scriptures we might have hope. May the God who gives endurance and encouragement give **you a spirit of unity among yourselves as you follow Christ Jesus**, so that with one heart and mouth you may glorify the God and Father of our Lord Jesus Christ. Romans 15:4-6*





As a Team Member, our goal is to follow and lead by example from an Ethical Code of Conduct. We believe that we can influence others by exhibiting the Lord's character and concern for one another.

We believe we can experience a higher level of commitment if we follow the **Code of Conduct**. The purpose of our Code is to bring unity and harmony to our workplace.

- a) Our conduct in both our personal and professional life will bring glory and honor to the name of the Lord Jesus Christ. 1 Peter 1:14-16, 2:12, 4:11
- b) Our speech will be seasoned with grace and we will speak the truth in love. Ephesians 4:1-16
- c) We will be an encouragement to our fellow co-workers and their families and will refrain from criticism or complaining. 1 Peter 3:8,9
- d) We will honor our responsibilities to my family, leadership, community, and government. Romans 3:7-8
- e) If we have a disagreement with a brethren, we will submit my concerns directly to them and not another individual to ensure the spirit of love and unity in accordance with Matthew 18:15-17.

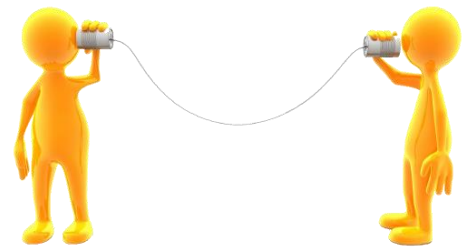
Loyalty- quick forgiveness, overlooking faults, giving feedback with grace, and giving one another the benefit of the doubt!

Ministry Acumen

Standard Operational Practices

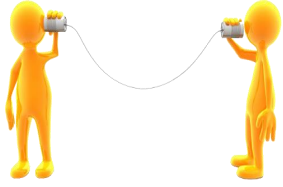
Minimum Job Requirements - What is expected of me?

- 1. To work as unto the Lord
- 2. For Teaching Assistants to possess a *high school diploma* and a minimum *number of years of experience* in the ministry or field of work.
- 3. For Lead Teachers and Center Director – these positions require a bachelors or master's degree.
- 4. To attend services, ministry functions, and accept special assignments.
- 5. To work the hours assigned.
- 6. To submit to leadership's directives and coaching.
- 7. To fulfill the job description, requirements, and duties.
- 8. To maintain a positive and 'can do' attitude.
- 9. To offer constructive feedback.
- 10. To abide by our ethical – biblical code of conduct.





Communication Protocol



Effective, consistent communication is the key to keeping people connected and informed. The larger the ministry grows the more critical it becomes to keep people informed. The recommended forms of communication are using email, texts, calls and direct mail.

Social Media Etiquette *Gold there is, and rubies in abundance, but lips that speak knowledge are a rare jewel.*
Prov. 20:15

1. Email etiquette refers to a set of dos and don'ts that are recommended by communication experts in response to the growing concern that people are not using their email effectively or appropriately. This is especially important in ministry communication.
- **Remember Emails are public documents.** Despite the fact that you may send an email to someone privately, only include those statements in email that you can openly discuss should your message be circulated or forwarded.
2. **Facebook is a public domain and is not confidential.** Be aware of posting personal and emotional issues- it can ruin your reputation for being wise and prudent.



Employment Standards

1. Completing our standard application
2. Submitting federal and state withholding forms
3. Filling out a central registry and criminal record check
4. Complete the Auto Debit Form for Payroll with an attached voided check
5. Obtaining a TB test before hire date
6. Providing: Copy of High School Diploma, College Transcripts, and 3 emails of Recommendation
7. Completed files are signed off by our Director of Operations to ensure 100% compliance with state standards and center policies,



To ensure clarity, please review the Compensation Standards.



1. Pay dates are every other Friday via Direct Deposit.
2. Hourly employees are paid accordingly.
3. W-4s and Form V-4 State Withholding updated annually.
4. W-2 is issued by the last week of January.
5. Salaried employees are paid bi- monthly.
6. Please make sure you receive the Payroll Schedule for each new year.

Paid Holidays

1. New Years Day
2. Memorial Day
3. 4th of July
4. Labor Day
5. Thanksgiving Day – and (Day after nonpaid)
6. Christmas Day



Center Closings and Non-paid days

7. Good Friday (nonpaid)
8. Thanksgiving Friday
9. Christmas Eve (nonpaid)



Paid Holidays

Paid Holidays begin after **6 months of employment**. **Holiday pay is based on average work hours**. Team members must work the day before and the day after to receive holiday pay.

Vacation Time

Vacation Time begins after 12 months of employment.

Vacation Time is accrued with the passing of time for full-time employees. Earned Vacation



- Five days paid vacation for years 1-2-3 --
- Years 4-5 -6-7 – 8 -9 awarded 10 days of vacation
- Years 10 and beyond 15 days of vacation
- 3 weeks of vacation is the limit of benefit
- Hours in vacation are based on the averaged weekly schedule of working hours during the time period benefits that have been earned.
- Vacation time must be taken within the calendar year benefits began and do not carry over from year to year.

Equal Opportunity ²⁷for all of you who were baptized into Christ have clothed yourselves with Christ. ²⁸There is neither Jew nor Greek, slave nor free, male nor female, for you are all one in Christ Jesus. ²⁹If you belong to Christ, then you are Abraham's seed, and heirs according to the promise. Galatians 3:27-29 (NIV)

We honor individuals regardless age, color, ethnicity, gender, marital status, national origin, race. God's law prohibits harassment of any nature or conduct and will not be accepted in our work environment. Employment is open to all persons who believe Jesus Christ is the Savior of humanity and the only way to Heaven.

Dress Code

¹²Since God chose you to be the holy people whom he loves, you must **clothe** yourselves with tenderhearted mercy, kindness, humility, gentleness, and patience. ¹³You must make allowance for each other's faults and forgive the person who offends you. Remember, the Lord forgave you, so you must forgive others. ¹⁴**And the most important piece of clothing** you must wear is love. Love is what binds us all together in perfect harmony. ¹⁵And let the peace that comes from Christ rule in your hearts. For as members of one body you are all called to live in peace. And always be thankful. Colossians 3:12-15

Our first article of clothing is love and as a professional it is important that your physical appearance match your spiritual attire. First impressions are important and research tells us that it takes less than 6 seconds to make a first impression and it is important for us to have a positive.

M-F Standard dress is a logo shirt and nice appearance pants with closed toe comfortable shoes. Summer attire is logo shirt and walking shorts to the knee. Friday is nice casual day. Flip flops and open toed shoes are prohibited.

Attendance and Punctuality

Now it is required that those who have been given a trust must prove faithful. (1 Corinthians 4:2 NIV)

Employment with our Ministry is a divine and sacred trust. **Attendance and punctuality are important parts of professionalism and building trust among your colleagues. Being prompt for work and for meetings is a standard protocol.**



Standards of Attendance for Employment

1. Regular attendance is a condition of employment.
2. Absences are without compensation.
3. Emergency absences are granted with grace. Please notify the office.
4. Employees are allowed 2 excused absence over a period of six months
5. Excessive absences, last minute call outs, or leaving during ratio requirements will result in a formal write up.



Staff Training and Development



- New hires go through an Orientation OnBoarding process and Review within 90 days. Both conducted by the Director.
- Lead Teachers needs 24 hours of training per year
- Teacher Aides needs 16 hours of training per year
- Employees are required to attend staff meetings and Bible study
- Daily Health Observation and CPR/ 1st Aid certifications are provided yearly

Causes for Separation of a Work Relationship

1. Insubordination
2. Unethical Conduct and Character
3. Child endangerment
4. Stealing
5. Excessive absenteeism and tardiness
6. Removing or using equipment without authorization
7. Using a cell phone *for personal issues* during ratio hours



Daily Cleaning Duties

Every staff member will have assigned daily cleaning duties that will need to be completed during the day, nap time, and/or when your ratio drops.

Ratio Work Hours

Team Members will clock in and out based on ratio. Once your ratio begins in your room, you may clock in. Once your ratio drops below your requirement, you may have 15 minutes to finish Daily Cleaning Duties and Clock out.

Phone and Greeting Procedures

1. Answering the Phone – **Physically Smile** and say “*Thank you for calling Kingdom Kids– this is Ashley – may I help you?*”
 - a. DO NOT LEAVE ANYONE ON HOLD FOR MORE THAN ONE MINUTE
 - b. When you don’t know something--- Please say” just a moment and I’ll find out for you.”
2. Messages from calls are returned within the hour.
3. Each visitor is greeted with care and concern- a professional handshake is appropriate.





Parent Teacher Conference

Every six months, Kingdom Kids will facilitate a parent teacher conference. In this meeting the teacher will inform the parents of social and academic growth as well as behavioral, class time participation, and transition to/ from classrooms. This will help to establish an open line of communication between Team Members and parents. Evaluation forms will be provided to keep an official record of Kingdom Kids Preschool.

PLAYGROUND PROCEDURES

1. Bring a first aid kit to outside playground.
2. Bring wipes and trash bag to outside playground.
3. Bring water and disposable cups to outside playground.
4. Participate in carrying out planned playground activities.
5. Damaged play equipment must be reported to the playschool supervisor immediately.
6. Have knowledge of emergency and safety procedures (ouch reports, carding unfamiliar parents/individuals).
7. Walk around the grounds to monitor children
8. Keep our playground clean by picking up any debris.
9. Monitor and report any child who does not appear well.
10. Respond to the needs of the children.
11. Children must go down the slides feet first when path is clear.
12. Rubber surfacing and gravel must remain in the designated areas and be used appropriately.
13. Children will not be allowed to gather or play with rocks.
14. Adult supervision is critical. Adults must position themselves to view all areas of the
15. playground.
16. Avoid personal conversations with other staff which prohibits careful supervision.
17. Always notify the playground supervisor upon leaving and returning to the playground.
- 18. Do not use Cell Phones while on the clock!**

PLAYGROUND RESPONSIBILITIES

Main Entry Gate

1. GREET ALL PARENTS AND CHILDREN ENTERING THE PLAYGROUND.
2. Report any unusual behavior to the responsible teacher.
3. Clean hands, face, and clothes of soon to be picked up children.

Gate Area

Monitor all activity near emergency/no-exit gates. Children must not be within two feet of the gates.





Overview

Interns and Volunteers

Kingdom Kids welcomes Interns from the Christian Colleges, Community Groups, and various Churches. An Intern position is considered a privilege and should be held with as a sacred trust.

Definition

Interns and Volunteers are non-paid positions that are directly supervised by Ministerial Leadership.

Requirements

1. Willingness to work in a professional environment
2. Ability to work under supervision and receive feedback
3. Honest and moral character
4. Confidentiality
5. Appropriate communication
6. Positive attitude

Kingdom Kids Procedures



1. Procedure for identifying where children are at all times:

- A. Attendance is taken on the arrival of the of the children to the center
- B. A count is taken at various times of the day to make sure all the children are accounted for (whether they are inside or outside or a combination).
- C. A count is taken before getting into the van for the fields trip. After seeing the children in the van, and before leaving the site for the return to the center.

2. Procedure for lost or missing children:

- A. Call office of the director
- B. Call parents
- C. Call police

3. Procedure is case of child not feeling well:

- A. Separate the child that is feeling unwell from the group
- B. Check symptoms
- C. Check temperature
- D. Call parents to pick up the child as soon as possible

4. Procedure in case of injury or medical emergency:

- A. Evaluate the situation
- B. Apply first aid; if more treatment is necessary, call 911
- C. Call – notify Director immediately
- D. Call parents
- E. One staff person will go to hospital with child





5. Procedure in case of natural disaster:

- A. In case of fire follow fire drill procedures:
 - Alarm is sounded
 - Children line up quietly and quickly leaving the building
 - Attendance is taken when the children reach designated area.
- B. In case of other natural disasters:
 - Alarm is sounded
 - Go to the appropriate area (if tornado, go to the bathroom or the basement and stay away from windows; if flood, stay where you are above the flooded area.
 - Attendance is taken when everyone is assembled to make sure all children are present.
 - Listen to the radio for information about the weather situation.
 - If possible, call parents to let them know everyone is well and that the children will stay with you until it is possible for the parents to get them safely.
 - If school is in the flooded area, follow police advice and inform parents where their children are located.

6. Procedure for Fire Drill

- A. At the start of the practice fire drill, make the motion of pulling the fire station alarm which will indicate there is a fire emergency.
- B. SIGN TO LEAVE THE BUILDING: bell or whistle used only for that purpose by director.
- C. LEAVING THE BUILDING: Director/Teacher has children follow him/her through the exit door and out of the building; this will be the primary exit route that is also identified on the fire evacuation floor plan; if this route is blocked, use the secondary exit route that is also identified on the fire evacuation floor plan; Director gets the attendance book and follows the group to the gathering point which has been marked on the fire evacuation floor plan; the director checks attendance to make sure that all children are present and out of the building as well as staff members (if the site has automatic doors, the director will check to make sure they are closed).
- D. SIGNAL TO RETURN: Director blows a whistle or gives some previously designated signal to return to the building; a specific time (previously determined) is allowed to elapse before returning.
- E. RETURNING TO ROOM: the director will lead the children and staff members to the classroom by the same route they exited when they are returning to the room.
- F. DESIGNATED POINTS OF EXIT AND ROUTES: are located on the fire drill floor plan with one designate color for the primary procedure route and an alternate color for the secondary route.



7. Procedure for field trips

- A. Have a list of the children and children's files present in each vehicle.
- B. Each vehicle must have a first aid kit on board.
- C. As children are loading into the vehicle (which will not be running), a staff member will be present with the attendance list. Attendance will be called for the children to load the vehicle. Children and then staff will



load the vehicle and put seatbelts on correctly. Children will be given instructions of expected behaviors and corrective procedures before the vehicle is in operation.

- D. No parts of the body may be outside the windows at any time during the ride. If it occurs, the vehicle will be stopped as soon as possible. Corrections to the situation will be made before proceeding to the destination.
- E. A “head count” will be taken as the children unload from vehicle.
- F. When leaving destination, the above procedures are followed again.

8. Procedure for bomb threats

- A. If there is a bomb threat during a school day, the school system will; make decisions concerning the welfare of the children; thus, is they decide to bus the children home, your child will need to follow that procedure; this means you will need to find out what bus your child needs to ride home and let the school know that your child will need to ride that bus during those special times.
- B. If there is a bomb threat while we are in session. The director will notify the school administration, then 911, and then parents.
- C. Children and staff will evacuate then building to designated safe zone immediately and stay there until the police/school administration say it is okay to reenter the building; otherwise, until children have been picked up.

Personnel Policy Changes

From time to time, Policy changes are necessary. Kingdom Kids Learning Center retains the right to change or modify policies to ensure the service excellence in the committed to families and the Kingdom.



Teammates Commitment



I am committed:

1. To the team I work with to be on time and ready for a great day!
2. To being a positive role model of Christian values as described within Kingdom Kids policies.
3. To be given prior written permission to purchase approved materials or supplies.
4. To understanding that purchased supplies cannot be reimbursed without prior authorization.
5. To wear my name tag, logo apparel, and a smile everyday.
6. To reframe from wearing tongue or septum (nose) piercing/rings – for personal safety and appropriate modeling with young children.
9. To be actively involved with children on playground.
10. To follow children’s daily schedule and implement the WEE LEARN Christian curriculum.
11. To teach, sing, love, and pray with kiddos daily.
12. To make sure mealtimes with children are pleasant- interactive- positive and encouraging.
13. To reframe from making any negative remarks about food while the children are eating.
14. To use proper and positive communication with parents- with proper English – no slang or profanity.
15. To strive to be consistent in working the schedule assigned to me.
16. To understand that excessive absenteeism is greater than 5% a month and that my working relationships can be separated if absenteeism or tardiness is not corrected.

I have read, understand, and will abide to Commitment to my Teammates.

Employee **Date**

Director **Date**
 I acknowledge I have read my Position Description. My hiring classroom assignment is _____ and I further acknowledge and fully understand I can be assigned or change classroom assignments during my employment.

I have read, understand, and will abide to Commitments.

Employee **Date**

Director **Date**