



KIDS CROSSING

Children's Ministry Quick Reference Sheet

"What to Do When This Happens"

Cross Time, Children's Church, Awana, VBS

Incident:

Procedure:

Allergies:

Child has allergies

Consult Child Registration Form, be aware of allergies. Be careful that snacks do not cause allergic reaction.

Child has allergic reaction during class

Minor Incident: Consult Child Registration Form for details. Contact parents. Complete Incident Report.

Emergency: Make sure child is breathing properly. Find usher/greeter if necessary. Call 911 if needed.

Child Abuse:

Worker believes a child is being abused by parent

Report suspected abuse to ministry leader or Pastor of Discipleship.

Worker believes a child is being abused by volunteer

Report suspected abuse to ministry leader or Pastor of Discipleship. Suspected volunteer will be removed from ministry pending investigation.

Child tells worker he/she is being abused

File report (ChildLine: 1-800-932-0313). Be prepared to give details regarding child and nature of abuse.

Recommended to consult ministry leader or Pastor of Discipleship.

Custody Issues:

Child is not allowed to leave with particular parent/relative

Consult Child Registration Form for dismissal guidelines. Do not let a child leave with anyone not mentioned on the registration form. If problem continues, wait until parent arrives and consult.

Commitment:

Worker is unable to fulfill 1 year commitment

Try to finish out the year. Recommend replacement. Give at least 1 month's notice with explanation.

Crying/Upset Child:

Child cries coming into class

Try to comfort and calm child. Allow parent to stay in class for a few minutes.

Child cries during class

Try to comfort and calm child. Find parent if necessary.

Disruptive Parents/Volunteers:

Parent/volunteer is disruptive during class

Remind parent/volunteer to stay on task. Give parent specific tasks to accomplish during class. If problem persists, ask parent to leave.

Discipline:

Child misbehaves during class

1. Gently correct the child for their misbehavior. 2. Talk to the child separately. 3. Time out for the child (away from other children). 4. Talk to the child outside the classroom. 5. Contact parents to temporarily remove child from classroom for a 2 week period. (For steps 3-5, parents should be notified of their child's misbehavior. Never send child into hall/room by myself.) 6. Contact ministry leader. Consider whether child's behavior is characteristic of the child.

Incident:

Procedure:

Dismissal:

Parent is late to pick up child at dismissal

Worker must stay with child until parent arrives. If parent is very late, find usher/greeter to look for parent.

A different parent/relative picks up child for dismissal than the parent who signed in child

Names of appropriate people to pick up a child at dismissal must be listed on the Child Registration Form. Do not allow child to go with anyone else unless you have received further instructions from the child's parents.

Emergency:

Evacuation is necessary due to fire, natural disaster, or threat

Follow Evacuation Plan posted near classroom door. Use appropriate exit. Make sure all children are present and accounted for. Encourage children to stay calm. Windows should be locked, doors shut, and lights off. Take attendance sheets and registration forms with you.

An intruder is seen in children's hallway

Ask intruder if you can help them or if they need anything. Consult ministry leader or Pastor of Discipleship if necessary. Do not allow person to enter classroom or gain access to children. Put yourself between intruder and children if intruder seems suspicious or violent. Call 911 if necessary.

An intruder enters the classroom

Ask intruder if you can help them or if they need anything. Consult ministry leader or Pastor of Discipleship if necessary or send worker for help. Put yourself between intruder and children if intruder seems suspicious or violent. Call 911 if necessary.

ID Badges:

Worker forgets ID badge/lanyard

Temporary badge will be issued for 2 weeks.

Worker loses ID badge/lanyard

Volunteer must pay \$10 fee for lost badges and lanyards.

Overnight/Off-site Activities:

Drivers are needed

Follow church van policies. A copy of drivers license and cleared background check are needed. Van should be returned in good condition and with a full tank of gas. An additional chaperone should be in van so driver is not alone with children. Drivers should discipline misbehavior, maintain control, and obey all traffic laws and speed limits. Report behavior to ministry leader or Pastor of Discipleship and complete Incident Report.

Chaperones are needed

A cleared background check is needed. Child to chaperone ratio should be no higher than 7 to 1. Chaperones should provide fun environment while maintaining control and discipline. Report behavior to ministry leader or Pastor of Discipleship and complete Incident Report.

Recruiting:

Parent wants to volunteer in class

Any parent may temporarily volunteer or observe class (1-2 times). After that, potential volunteer of Operating Guidelines, complete background check, and get a picture ID badge upon approval to ministry. Encourage potential volunteers and parents to participate in Networking and to become a member of Ebenezer.

Worker needs volunteers for class

Talk to parents of children. Make personal phone calls. Ask teens to help. Put sign up sheet on door or in classroom. Consult ministry leader. Complete form to post need in email newsletter and on Ministry Opportunities bulletin board. Pulpit announcements may not be made.

Incident:

Procedure:

Sickness:

Child who is sick comes to class

Worker should ask parent to keep child with them instead of going to class. This will prevent sickness from spreading to other children and workers and help us maintain a safe, healthy environment.

Child becomes sick during class time

Parents should be contacted ASAP. Keep child as comfortable as possible. Isolation may be necessary depending on nature of illness. Consult Child Registration Form for specific instructions.

Child or worker has head lice

Room must be sterilized. Toys & bedding should be washed or sealed in bags. Carpet & upholstery should be vacuumed. All parents and teachers must be notified promptly. Infected child should go to the doctor and implement treatment ASAP. Child will be permitted in class the following week with a doctor's notice.

Worker becomes sick during class and is unable to fulfill responsibilities

Inform other volunteers that you're sick. Leave room if necessary. Find replacement so 2 person rule is maintained.

Snacks:

What kinds of snacks should be provided in class?

Healthy snacks should be given out when snack time is necessary. Consult Child Registration Forms for allergies. Avoid snacks with lots of sugar, fat, etc.

Supplies:

Where should workers go for classroom supplies?

The Resource Room has an abundance of craft supplies, lesson material, curriculum, videos, music. Consult Resource Room worker or complete Acquisition Form to get supplies for classroom.

Toilet Training:

Child needs to go to the bathroom during class

Take child to the appropriate bathroom. Make sure remaining children are well supervised. Keep classroom door open if only 1 teacher remains. Older children should use bathroom in a timely manner and not wander.

Child needs to use the bathroom but needs help

Teach child how to help himself (worker's hand over child's hand). Spend as little time in bathroom as possible.

Child wets his pants during class

Find extra set of clothing and help child change if necessary. Inform parents. Complete Incident Report.

Tardy/Absent:

Child is late for class

Contact parents if tardiness becomes a problem. If worker has already established & informed parents of start time, worker may not allow tardy child to enter.

Worker is late for class

Stay until replacement comes. Call worker if necessary. Inform ministry supervisor. Ask greeter/usher to find worker if already in church building.

Worker is absent and unable to come to class

Stay in classroom if no previous commitments. Find replacement or call another worker if necessary. Inform ministry supervisor.

Worker is absent and has not found a replacement

Stay in classroom if no previous commitments. Find replacement or call another worker if necessary. Inform ministry supervisor.

Incident:

Touching Policy:

What is appropriate touch?

Visitors:

Visitors and parents come to class

Parent wants to stay with visitor during class

Volunteers:

Parent wants to volunteer in class

Worker needs volunteers for class

Procedure:

Touching should be appropriate for child's age, in the presence of other workers. Do not touch a child if they do not wish. Do not give any appearance of wrongdoing.

Greet visitors and parents warmly and make them feel welcome. Ask their names, how they came to EBFC, etc. Give parents a Child Registration Form to complete. Introduce visitor to other children.

Parents are always welcome to stay with child in class. Allow parents the option of leaving once a child is settled into class.

Any parent can volunteer in class 1-2 times. After that, they need to read the Operating Guidelines, have a background check, and get a picture ID badge.

Personal contact is the best approach (phone calls, email, conversations). Talk to parents and teens who may be interested. Put up a sign-up sheet in classroom or on door. Post need in email newsletter or on Ministry Opportunities bulletin board.