



Kids

Volunteer Handbook

“I will teach you hidden lessons from our past— stories we have heard and known, stories our ancestors handed down to us. We will not hide these truths from our children; we will tell the next generation about the glorious deeds of the LORD, about his power and his mighty wonders.”

Psalm 78:2-4

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Welcome to the Crossroads Kids Volunteer Team!

We are excited to have you join our Crossroads Kids Volunteer Team. We look forward to seeing the body of Christ grow thanks to your willingness to use your gifts, talents and service in Crossroads Kids!

Our mission is to help kids and their families grow in their faith and become fully devoted followers of Christ as they **Connect, Grow, Pray, Serve** and **Give**. Together, we have the potential to make a lasting impact on the next generation. The importance of kids ministry cannot be overstated. We sincerely believe that God equips all believers to serve in ministry. We praise God and thank you for lovingly responding to Jesus' call to serve in His ministry!

We will accomplish our mission by partnering with parents each week to reinforce the Gospel in each child's life. Please feel free to contact us any time with suggestions, thoughts, stories, or ANYTHING! We want to pray for you not only as you minister to these kids, but also for your own spiritual growth.

This Crossroads Kids Volunteer Handbook is your guide to serving in kids ministry at Crossroads Fellowship. It covers all of the policies and procedures that we have in place to keep both kids and leaders safe. Please take time to read the information in this handbook carefully and apply these things to your serving experience in Crossroads Kids.

Thank you for your willingness to serve our church, kids and families!

In loving support,
Crossroads Kids Staff Team

"Jesus said, 'Let the little children come to me, and do not hinder them, for the kingdom of heaven belongs to such as these.'" Matthew 19:14

Crossroads Kids Vision & Values

We want to give every child we meet a chance to respond to the Gospel by helping kids live and understand what it means to live life fully devoted.

We believe this happens as we partner with parents to guide kids toward a HEART for God! It's not about cool buildings....big budgets...great programming...awesome videos...it's about relationships! As leaders it is our responsibility to building meaningful relationships with parents, kids and one another.

Our Values:

1. Build Relationships

- We value seeing kids grow in their relationship with Jesus, their family, and their friends. Therefore, we will make every effort to foster and create the space for those relationships to flourish. (*Ephesians 4:15-16*)

1. Build Character

- We value the character formation of every child we meet. Therefore, we will prioritize God's Word as the foundation and main spiritual formation tool to transform the lives of our kids. (*Colossians 3:12-17*)

1. Love Others

- We value a heart of service in our church family. Therefore, we will create space for our kids to learn how to serve, and give them opportunities to give back to their family, church, and community. (*John 13:34-35*)

1. Love God

- We value the importance of prayer. Therefore, we will model and teach our kids how to pray, what to pray for, and that prayer is a gift that God invites us to enjoy every day. (*Matthew 6:5-14*)

1. Giving Back

- We value the mission of the church to go and make disciples. Therefore, we will teach our kids what it means to give back through our time (friendship), talents (skills and passions), and treasures (money). (*Galatians 6:10*)

By creating a safe, kid-friendly environment, kids can discover the truths of God's word and what it means to have a personal relationship with Jesus. Because kids matter to God, every child should have the opportunity to respond to the Good news of the Gospel. This happens by connecting with excellent leaders who help build foundations of faith in our kids and form partnerships with parents.

Crossroads Kids Volunteer Expectations

Crossroads Fellowship is committed to partnering with parents to raise godly kids. We, therefore, expect a high level of personal integrity & responsibility from all Kids Ministry volunteers.

- All volunteers are expected to be professing believers.
- All volunteers are highly encouraged to be members of Crossroads or in the process of joining through Starting point.
- All volunteers are expected to regularly attend church services at Crossroads.
- All volunteers must wear their printed nametags at all times when in the Crossroads Kids area. Tags can be printed at any check-in kiosk.
- All volunteers are expected to arrive 30 minutes prior to the start of their assigned service.
- Volunteers should remain in their room until all kids have been picked up or until relieved by leaders for the next service or a Service Director/CK Staff member.
- If you are unable to serve on your scheduled date, please give your ministry leader advance notice. In the event of a last minute emergency, communication is still necessary.
- All volunteers are expected to treat kids equally regardless of sex, race, religion or culture.
- All volunteers are expected to speak positively to parents, kids and guests.
- All volunteers are expected to be prepared prior to arriving Sunday morning for their class, following the curriculum provided while incorporating their own creative ideas.
- Please wear appropriate, modest attire suitable for sitting on the floor and serving kids of all ages.
- In the event that a child is inconsolable (after 10-15 minutes of care), is ill, injured, has a severe disciplinary problem or is a danger to himself/herself or other kids, volunteers should notify their Service Director/Ministry Staff so a parent can be called from the Worship service for pick-up.

Safety Policies & Procedures

It is our responsibility, both to God and parents, to provide a nurturing and safe environment in Crossroads Kids. In order to create the safest environment possible, we have developed the following safety policies and procedures for all Kids Ministry volunteers.

Room Ratios

Room Ratios have been set by Crossroads Kids Staff in connection with NC State Child Care ratios, and room square footage.

⇒Cuddlers & Crawlers (6 weeks - 12months) - 3:1

⇒Walkers & Runners (12 months - 2 years) - 5:1

⇒Preschool (3 - 5 years old) - 7:1

⇒Elementary (K-5th Grade) - 8:1

2 Adult Rule

There should always be at least two adult leaders with a group of kids. One of the two adults must have cleared a background check. Kids should never be left unsupervised for any reason.

Application & Background Checks

All volunteers (18 years & older) that have access to children must complete a criminal background check and CK volunteer application.

Biting

If a child bites another child, both sets of parents will be called to the class. The biter must be removed from the classroom for the remainder of the day. If biting continues weekly, parents can either attend with their child or the child should be removed from the classroom until biting has subsided.

Architectural Precautions

- Windows will be left uncovered and whenever possible, so that the view into a classroom remains unobstructed.
- Nursery changing tables should be in view of all nursery workers.

Safety Policies & Procedures continued...

Physical Contact

Crossroads Kids recognizes that appropriate touch is part of a positive & nurturing environment in a healthy kids ministry. Physical contact should be age and developmentally appropriate and is **only** appropriate when done publicly.

- Hugging should only be done if the child initiates the contact. Short congratulatory or greeting hugs are acceptable, side-to-side hugs are preferable. Sometimes it may be best for you to initiate a high-five or fist-bump rather than invite a hug.
- Extended hugging; tickling or prolonged physical contact of any kind is not appropriate.
- A brief, light assuring pat on the back or shoulder when encouraging is acceptable.
- Walking hand-in-hand may be appropriate with younger children (Kindergarten & younger).
- Children who are sad or upset may feel comforted best by being held. Holding children is only appropriate younger children (Kindergarten & younger).
- Lap sitting is only appropriate for children under 5 years old. If a child is insistent in sitting in your lap, move them to sit next to you and pat them reassuringly on the back.
- Never touch a child in anger or disgust
- Never kiss a child or coax a child to kiss you.
- Never touch a child in any area that would be covered by a bathing suit (except when changing a diaper or properly assisting a child in the bathroom)
- Never touch a child in a manner that is sexually suggestive.
- No child should ever be above shoulder height. Never toss kids into the air or carry them on your shoulders.

Safety Policies & Procedures continued...

Here are 4 H's that provide a few guidelines to ensure safety for our kids and leaders while providing ways to show appropriate affection without compromising our integrity.

HUGS

Hugging a child is a natural response when kids seek affection.

- When a child runs to hug you, "Catch & 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 kids as young as 12 months old.

HANDS

A handshake or a gentle fist bump is a great way to greet kids.

- While handshakes are acceptable, holding hands with kids older than 1st grade should be politely discouraged. With kids Kindergarten or younger, 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 Kids Ministry environment.

HOLDING

Some kids seek to be held by a volunteer as a form of security or affection.

- Holding an infant is appropriate for their comfort & safety, however a child over 5 years old should not be held unless it is an emergency.
- Piggy back or horsey rides are not appropriate.
- Lap sitting is only appropriate for kids under 5 yrs old.

Safety Policies & Procedures continued...

Child Security Policies

Drop-Off

Children should never be dropped off in a classroom without the teachers present. At least one teacher must be background checked. This is the responsibility of the parents.

- Drop-off should be done at the door to the classroom.
- Never let unauthorized adults into the classroom.
- Parents are discouraged from entering the classroom, for safety and sanitation purposes.

Check-In

Computerized check-in is required for all children in Kids Ministry from 6wks-5th grade. Each child is issued 2 printed nametags, one sticker to be placed on the child and a corresponding sticker for pick-up.

- In addition to the computer check-in, kids *must* be signed in on a classroom roster each hour with first & last name, in order to create an accurate attendance and for use in an emergency. This is a security issue.
- Visitors should check in at the Kids Welcome desk and receive a temporary nametag sticker.
- If a child arrives at your room without a nametag, please refer them to one of the Kids Ministry Welcome Desks.

Pick-Up

Parents/Guardians/Grandparents/Siblings (6th grade or older) are allowed to pick-up children **only** if they provide a matching pick-up sticker. Under no circumstances should staff/leaders release a child to anyone, unless they have a pick-up sticker. If an individual attempts to pick-up a child without the matching sticker:

- They must present a photo ID to the Room Coach who will check the roster for the parent's name. If the individual is not on the roster, please refer them to the Welcome Desk or Service Director for further assistance.
- The Service Director or Welcome Desk Team member will verify the parent's information at the Kiosk while the child remains in the care of their classroom leader.
- Once the ID has been verified the Service Director or Welcome Desk Team member will escort the parents back to the classroom and let the classroom leader know the information has been verified.

Safety Policies & Procedures continued...

Bathroom Supervision

Below are bathroom policies for the various bathrooms our kids use on a regular basis. Never allow yourself to be in a bathroom with a child alone. Volunteers should be visible at all times.

Bathrooms within a Crossroads Kids area

- If a child can go on their own, let them (just stand by the door ready to help if needed)
- If a child needs help or hasn't finished in a timely manner, talk through the door or slightly cracked door so you can talk without looking. Provide kids with as much privacy as possible.
- Never take a child into a bathroom stall.
- If your assistance is required, ask another volunteer, Staff member or Service Director to stand at the door and watch you as you assist the child. Never allow yourself to be in a bathroom with a child alone.
- As much as possible, volunteers should only take kids of their same gender to the bathroom.

Bathrooms outside Crossroads Kids areas (shared with adults)

- Before allowing kids into the bathroom, check to make sure there are not adults or students in the bathroom. While kids are using the bathroom, do not allow adults or students to enter.
- Do not let the children close the door all the way or lock the door (keep the door slightly ajar so you can hear what is going on without seeing.)
- If a child needs assistance, only enter the bathroom with another adult in the doorway watching you.

Our Safety Policies & Procedures are for the protection of our children and our volunteers. When serving as a volunteer, you must observe these policies even with your own children who may be present in your class (other observers may not know that you are the parent and we want to display excellence even in appearances.)

Child Abuse & Protection

Crossroads Kids supports and maintains a zero tolerance policy against child abuse and neglect. Child abuse and neglect include physical or mental injury, sexual abuse, negligent treatment or maltreatment. Sexual abuse is defined as the use, persuasion, or coercion of any child to engage in any sexually explicit conduct.

It is against the law and against Crossroads Kids policy for any volunteer or employed staff, male or female, to physically, sexually or mentally abuse or neglect any child.

Crossroads Kids will neither condone nor tolerate:

- Infliction of bodily injury upon any child, physical and/or sexual
- Physical neglect of kids, including failure to provide adequate safety measures, care, and supervision in relation to church activities.
- Emotional mistreatment of kids.

Staff/Leaders shall not abuse kids in any way, including:

- Physical abuse - strike, spank, shake or slap
- Verbal abuse - humiliate, degrade, threaten, compare or criticize
- Sexual abuse - inappropriate touch or verbal exchange
- Mental abuse - shaming, withholding love or cruelty
- Neglect - withholding food, water or basic needs, etc.

Volunteer & employees should immediately report and document any incident of abuse to the Kids Ministry Pastor or Director, of which they have knowledge or which they have observed. Any individual making such a report shall keep the information strictly confidential.

****Any type of abuse or corporal punishment will not be tolerated and will be cause for immediate dismissal.**

CK Sickness Policy

Children showing signs of communicable illness should not be allowed into class. Please **do not accept** a child during drop-off if any of the following symptoms are present. Alert a Service Director or Kids Ministry Staff, if a child in your classroom develops any of the following symptoms while in your care.

- Fever (oral temp over 100) within the last 24 hours
- Vomiting or diarrhea within the last 24 hours
- Sore throat or severe, persistent coughing
- Strep throat, until 24 hours after antibiotic treatment begins
- Bronchitis, pneumonia, sinusitis, common cold, croup
- Pertussis (whooping cough), until 5 days after antibiotic treatment
- Constant runny nose with green or yellow mucus
- Earache
- Red eyes or eyes with discharge, until 24 hours after treatment
- Severe headache
- Scabies or “live” lice
- Unexplained rash
- Chicken pox or a rash suggestive of chicken pox
- Impetigo (contagious skin infection) until 24 hours after treatment
- Open skin lesions
- Tuberculosis, until a physician states the child is not infectious
- Hepatitis A, until one week after onset of illness or jaundice

Discipline

Staff/volunteers should use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than excessive competition, comparison and criticism. If discipline is needed, Crossroads Kids follows the “time out” technique. 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 previous attempts fail, refer the child to your ministry leader.

“Time-Out” is the removal of a child for a short period of time from the situation in which the child is misbehaving and has not responded to the above techniques.

- As a rule of thumb, we recommend 30 seconds-to-one minute of time per year of age (example: a 2 yr. old can be in time-out for approx. 1-2 minutes)
- The “time-out” space, usually a chair, is to be located away from the play activity but within the leader’s sight.
- After a brief interval of no more than 3 minutes, the leader should discuss the incident and inappropriate behavior with the child.
- When the child returns to the group the incident is over and the child is treated with the same affection shown to the other kids.
- After 2 “time-outs”, inform your Ministry Leader of the situation. If a child is placed in “time-out” 3 or more times in one service, the Service Director or CK Staff member will send for the parents.

Volunteers should not spank their own kids in front of others while serving.

Crossroads Kids Welcome Area

- All entrances and exit doors into and out of Crossroads Kids areas should be manned at all times.
- Doors leading into the kids areas or classrooms should be closed during services to help maintain a safe and secure area.
- CK Welcome Desks should always be staffed with someone ready to assist new people, help parents, volunteers or others they encounter.
- Only the following people should be allowed to enter a CK unescorted:
 - ⇒ People with security stickers picking up or dropping off kids.
 - ⇒ Crossroads Kids staff & volunteers with nametag & t-shirts
 - ⇒ Parents are welcome to check on their children's classes, but must show their pick-up sticker to a Welcome Desk Team member in order gain access to the CK area. This is a security issue!
- If a family is visiting for the 1st time, please refer to the First Time Guest page (pg. 16).
 - ⇒ If a pick-up tag is lost, the parent will be referred to the Service Director or Welcome Desk for further assistance.
 - ⇒ A Welcome Desk Team member will greet the family and thank them for their patience and understanding, ensuring them this is for the safety of their child.
 - ⇒ The Service Director or Welcome Desk Team member will verify the parent's information at the Kiosk while the child remains in the care of their classroom leader.
 - ⇒ Once the ID has been verified the Service Director or Welcome Desk Team member will escort the parents back to the classroom and let the classroom leader know the information has been verified.
- All Crossroads Kids families, volunteers & staff should exit through appropriate doors of Crossroads Kids.
- Welcome Desk radios should be on at all times, in case of an emergency.
- Welcome Desk Team members should be aware of all emergency procedures listed on page 18-20

Crossroads Kids Welcome Area continued...

Troubleshooting

- Politely ask the parent/child to walk you through the process at the check-in kiosk. Make sure they are following all the appropriate steps of the check-in process. Watch them walk through the check-in process, so you can “capture” what the system is doing/saying when they try to log in.
- If they are still unable to check-in...
 - ⇒ Check their phone number on the Welcome Desk kiosk (ask if there are possible additional numbers you can check for)
 - ⇒ If their account comes up, print the stickers they need.
 - ⇒ If they come up but no classes are available, kindly ask them to complete a yellow card so we can update their class information. Print a “Check-In Label” (one for parent, one for child) and an “Update Label” to attach to the yellow card.
 - ⇒ If they are adding a new child, visiting with a friend/grandparents, etc. kindly ask them to complete a yellow card and print an update label for the individual or family they are attending with, attach to the yellow card. If the individual or family they are attending with are not in the system, ask them to fill out a white card so we can get their information updated.
 - ⇒ Please use the “Notes” area on the yellow card to provide our staff with any extra details we might need to know (“visiting with grandparents”, “moving back to the area”, “visiting with friends/cousins”, etc)
 - ⇒ If the printer jams or is out of paper - once you have replaced the paper or fixed the jam, press the Window logo on the kiosk and “restart” the printing process. If this does not work, print a class tag from the Welcome Desk kiosk and let the Service Director or Ministry staff know of the issue.
- If someone is having trouble check in and you have suggested they fill out a new white card and they tell you they have previously filled one out - apologize sincerely, reassure them that the security and privacy of their information is of utmost importance to us and you will personally make sure this one gets into the right hands...and then make sure you do. Inform the Ministry Staff leader of your conversation and who the family was, so they can follow up with them the next day.

First Time Guests

We desire for ALL families to be welcomed in a friendly and safe atmosphere, while experiencing a simple check-in process. First Time Guests should be warmly greeted and directed to a Crossroads Kids welcome area. Welcome Desk volunteers will assist them with getting their family's information, finding their child's classroom and the Worship Center.

- The Welcome Desk Team will provide each parent with a new guest white registration card or ask them to scan the QR code to complete an online registration, briefly explaining the purpose of the card and how it will be used.
- While the parents are working on their information, talk to the visiting child (ren) - ask them about school, their favorite color, etc - give them a Crossroads Kids Welcome Bag, tell them we are so glad to have them visiting with us.
- Once the parents have completed their white card, check the card for completeness, confirming the following fields are filled in, at minimum: Date, Service Hour, Campus, Parents Name, Cell, Email, Child's Name, Gender, Assigned CK class, DOB and Grade (if applicable).
- Use the information provided to fill out a temporary nametag sticker for each child attending, ensuring the nametag has Child's Name, Age/Grade, Gender, Assigned CK class, Parent Name & Cell. The portion of the sticker with this information goes on the child's back, the remainder of the sticker goes to the parents.
- Explain the Check-out process to parents (stickers have matching numbers, and must be presented at the door for pick-up)
- Use the room assignment chart to determine the correct rooms for nursery/ preschool children then escort parents and children to their appropriate classrooms, and then escort parents to the Worship Center.
- Completed white cards should be left at the Welcome Desk in the appropriate folder for pick up from our Connections Team.

Nursery Care

In order to Create a safe environment that gives parents confidence to entrust their little treasures in our care, please abide by the following guidelines:

- If a child is inconsolable for more than 10-15 minutes, parents should be contacted to come check on their child.
- Disinfect all surfaces such as trays, toys, slides, tables, etc. at the end of every service with the disinfectant provided.
- Change all crib sheets after each use and place them in the dirty laundry basket to be washed each week.
- Any toys with a cloth cover, blankets or cloth floor mats should be placed in the dirty laundry basket after each use, to be washed each week.
- Workers are **NOT** permitted to take hot coffee or other hot beverages into the class area, as this can be very dangerous!
- YTH volunteers are not allowed to change diapers or carry nursery children around.
- Nursery workers should also practice frequent hand washing, especially when they arrive at the nursery, before serving food, after diapering a child, wiping his nose or cleaning up a mess. Workers should use soap and warm running water, rub hands vigorously, wash all skin surfaces including wrists and between fingers, rinse hands well, and dry hands with a single use towel.

Diaper Changing Procedures

- Diapers must be changed on the changing tables only and not on the floor or any tables. This is a safety & sanitation issue.
- Changing pads should be sanitized after each use.
- Never leave a child unattended on the changing table.
- Make sure you have all needed supplies (gloves, diapers, wipes) before placing the child on the changing table.
- Each child should have their diaper changed at least once during the service (45 minutes into the service).
- Inform Ministry Staff of supplies that need to be restocked.

Emergency Procedures

Crossroads Fellowship has a CRT (Crossroads Response Team) that closes monitors emergency situations for every campus. There are five (5) types of emergency situations that can apply to Kids Ministry at Crossroads:

- Adverse Weather
- Medical Emergencies
- Lockdowns
- Fire Alarms
- Missing Children

1. **Adverse Weather Conditions** - watches or warnings

*(with **watches**, individuals on the CRT will be closely monitoring news & radio outlets for updates; with **warnings**, action steps will be taken)*

- **Tornado Warning** - all individuals indoors & outdoors will be notified and directed to move to a tornado safe area (please be familiar with your classroom map of where to go). Please remain in your tornado safe area until an “all clear” is announced by our CRT or your Ministry Staff Leader.
- **Icing Conditions** - CRT will closely monitor news and weather outlets, making the congregation aware of any cancellations or evacuations

2. **Medical Emergencies** - CPR, Basic First Aid, AED Units

(one person from the Safety & Medical Response team are scheduled to be Crossroads each Sunday, and carries a radio at all times)

- The CRT is the primary CRF Responder on Sunday's & Wednesday's in the event of a medial emergency until EMT responders arrive.
- In the event of an emergency, call 9-1-1 immediate, if necessary.
- Notify Welcome Desk Team member of the emergency, who will notify the CRT & Ministry Staff Leader via radio
- If you are certified in CPR, you can begin to administer until the CRT & Ministry Staff Leader arrives to assist (Crossroads offers CPR training periodically)
- First-Aid supplies are located at all Welcome Centers.
- If a child has an injury that requires more than a band aid or ice pack, please contact the Service Director/Ministry Staff Leader, and advise a welcome desk volunteer to contact the CRT.

Emergency Procedures continued...

3. **Lockdowns** - a lockdown is a protective action employed to safeguard individuals at CRF in the event of a threat or incident that requires limiting access to the facility. There are two types of lockdowns:

- CODE YELLOW - threat nearby, but not at Crossroads (i.e.. robbery nearby)
 - ⇒CRF Leadership will initiate a Code YELLOW lockdown and notify 9-1-1 that we are locking down
 - ⇒All outside activities will be stopped and everyone will be brought inside until the threat has passed
 - ⇒All exterior doors will be secured, no one will be allowed in or out of the building until the threat has passed and the CRT gives the “all clear”
 - ⇒Interior activities may continue as planned
 - ⇒Stay a minimum of 15 feet away from exterior doors until the “all clear” has been given
- CODE RED - threat is inside the building
 - ⇒CRF Leadership will initiate a Code RED lockdown and notify 9-1-1 that we are locking down
 - ⇒Lock and/or secure all interior doors where possible.
 - ⇒Interior activities will cease & all individuals will need to shelter in-place (classes stop, doorways locked and/or barricaded)
 - ⇒Place Code Red Lockdown cards outside secured room, if needed
 - ⇒Remain sheltered and stay a minimum of 15 feet away from exterior doors until the “all clear” has been given

What to do in the case of a lockdown...

- Collect your attendance roster and room Emergency Kit
- Stay in your room away from windows & doors
- Lock the doors, if possible. Take roll again.
- If everyone in your room is present and uninjured, use the card system located in your room to notify responders of your status.
 - Red Card - an emergency is in the room (injury, threat, etc.)
- Do not allow anyone to enter or exit your room.

Do not release any kids until the “all clear” has been given by your Kids Ministry Staff Leader, police officer or other CRF Staff.

Emergency Procedures continued...

4. Fire Alarm

- Anytime a fire alarm system activation occurs, it must be treated as a real fire until it is determined by either the fire department officials or CRF Leadership that the alarm is false. A total building evacuation **MUST** occur (CRF can be fined if *everyone* does not evacuate!)
- Familiarize yourself with the evacuation guide, fire exits & extinguishers in your area of service.
- If an evacuation is called for, follow your assigned room evacuation plan, walking single file, quickly & calmly, guiding your group outside.
- Do not run. Don't forget your roster & classroom emergency kit!
- Parents are discouraged from picking up children outside, if services are expected to resume. Once services have resumed, parents will be allowed to pick up their children from the classroom as usual. If services are cancelled, parents may pick up their children from outside, following the same safety procedures as inside, with pick-up tag. Use your roster to mark who has been picked up.

5. Missing Child

Time is critical if a child is reported missing. Volunteers should contact the Welcome Desk or a CRF Staff member as soon as possible with the following information:

- Name
- Age
- Gender
- Location last seen

- ⇒ Notify the Welcome Desk team or a CRF Staff member of the missing child. The Welcome Desk team/Staff will notify the CRT via radio/walkie-talkie. Notify the Kids Ministry Staff, *immediately* following the CRT. Lowdown procedures may be implemented, if needed.
- ⇒ The CRT will begin an immediate search in classrooms, bathrooms and all kids areas to make sure the child is not in one of these places.
- ⇒ The individual reporting the lost child should remain with CRF Staff until a member of the CRT gives further direction.

Volunteer Position Descriptions

Welcome Team

- Arrives 30 minutes before each service.
- Warmly greet all parents and children.
- Help families sign in using our computerized check-in.
- Welcome & assist 1st Time Guests in registering and finding their way to classes and Worship services.
- Be prepared to answer questions about Crossroads values, ministries and church facilities.
- Have a passion for serving & welcoming others.
- Ensure safety at all times and prepared to help in case of an emergency.

Service Director

- Arrives 30 minutes before each service.
- Coordinates with Room Coaches, as needed.
- Helps with attendance, ensuring ratios are being maintained.
- Keeps all groups moving through stations in a timely manner.
- Assists classroom volunteers, as needed, for supplies, bathroom, safety and discipline issues.
- Communicates closely with Ministry Staff.
- Ensure safety at all times and prepared to help in case of an emergency.

Room Coach

- Arrives 30 minutes before each service.
- Greets parents at the door & maintains the classroom roster throughout the service
- Oversees & provides direction to all classroom volunteers (small group, station helpers, etc.), including YTH volunteers helping them grow in confidence and ability to lead.
- Reviews curriculum prior to arriving and is prepared to lead classroom activities.
- Ensure safety at all times and prepared to help in case of an emergency.

Volunteer Position Descriptions continued...

Small Group Leaders (Elementary)

- Arrives 30 minutes before each service.
- Leads a small group of 8-10 children each week to review the Bible Story and how it applies to their life.
- Invests in building relationships with children in their small group and their families.
- Communicates & leads in connection with Room Coach & YTH volunteers.
- Reviews curriculum prior to arriving and is prepared to lead classroom & small group activities.
- Ensure safety at all times and prepared to help in case of an emergency.

Bible Story Leaders (Preschool & Elementary)

- Arrives 30 minutes before each service.
- Helps set up rooms at arrival, and resets after each group leaves
- Spends time through the week preparing to teach kids the truths of God's Word
- Is gifted in teaching.
- Gives positive direction to all leaders, helping them grow in confidence & ability
- Ensure safety at all times and prepared to help in case of an emergency.

Snack & Activity Leader (Preschool)

- Arrives 30 minutes before each service.
- Helps set up rooms and reset rooms after each group leaves.
- Helps kids prepare crafts or participate in an activity that reinforces the main idea of the day.
- Helps to reinforce the Memory Verse for the week.
- Keeps control & order in their station.
- Ensures safety at all times.

Volunteer Position Descriptions continued...

Nursery Volunteer

- Arrives 30 minutes before each service.
- Greets parents at drop off & pick up with a friendly smile.
- Labels any belongings of kids in the room (bags, bottles, etc.)
- Actively engaged with kids at all times during the service.
- Changes each child's diaper 45 minutes into each service.
- Encourages parents to fill out a Baby Care Form & writes in the Bible Verse for the week.
(Millbrook)
- Disinfects all room equipment after each service and prepares the room for the next service.

YTH Volunteer

- Assist classroom leaders as needed, participating along with the kids, modeling what is expected and helping them participate in class activities. No rough play with kids in your care.
- Phone use should be limited to "as needed" use while serving in Kids Ministry.
- Help reset & clean the room after each group leaves.
- **Age Requirements to Serve in Crossroads Kids:**
 - **Nursery** (0-24 months) - must be 13 yrs or older
 - **Preschool** (3-5 yrs) - must be 10.5 yrs or older
 - **Elementary** (K-5th grade) - must have completed 5th grade

Kids Worship Team (MB Preschool & MB/WF Elementary)

- Lead kids in worship (live or video) using engaging hand motions & creativity with high energy and excitement.
- Develop relationships & engage with kids when not performing.
- Recruit others to be part of the team.

Kids Tech Team (MB Preschool & MB/WF Elementary)

- Run sound, lights & computer for large group worship
- Able to multi-task
- Recruits & trains other volunteers on media related components
- Friendly & relational. A team player, assisting others on stage.

Staff Contact Information

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