

KIDS MINISTRY

TRADERS POINT CHRISTIAN CHURCH
TEAM MEMBER HANDBOOK

KIDS MINISTRY AT TRADERS POINT

CHURCH MISSION: Remove barriers that keep people from Jesus

KIDS MINISTRY VISION: Help kids experience Jesus on their level

As a team member in Kids Ministry, you play a vital role within the church body. With your involvement, this ministry can be an amazing place for kids to come and learn about Jesus. Our goal is to lead kids to love Jesus and love others. Team members serving in kids ministry are asked to model Christ-like character, always point to Jesus, be consistent, build relationships, and keep it safe.

Birth-Kindergarten

Team members take every opportunity to help little ones experience Jesus on their level. Every child, regardless of age, is prayed over by team members. Nursery team members meet the individual needs of babies and offer an interactive and fun classroom. Through free play, interactive Bible teaching, worship, and activities, toddlers begin learning about Jesus and are introduced to God's Word. Our preschoolers and kindergarteners develop in their understanding of who Jesus is and what he has done for them in preschool ministry. Through a large group experience called Wiggle Worship, interactive learning centers, prayer, and free play, team members help preschoolers experience Jesus.

Elementary

In elementary ministry we creatively take kids in grades 1-6 through the entire Bible and look at how Jesus is the hero in every story. Kids worship and hear a Bible story during an engaging large group time. They then have time for conversation and application in small groups. Elementary small group leaders intentionally play with kids, model worship, and facilitate small group activities and discussion. Large group leaders, worship leaders, and production team members facilitate the large group experience.

Special Needs

We want every single child to know that he or she is perfectly made by God and bears His image. Our Special Needs Ministry exists to support parents and families with kids who have any kind of special need. We offer customized programming for kids with special needs for every weekend service and at every campus. Each campus has a Special Needs Room and a buddy program. Our goal for children with special needs is to teach them about Jesus, create an environment where all children are accepted and loved, and to help develop relationships with these children and their families.

Kids Guest Check In

The Kids Guest Check In team welcomes new families attending TPCC or Kids Ministry for the first time. The Kids Guest Check In team enters data into our database and assigns them to an age-appropriate classroom. This team walks each child to their classroom with their parents and provides an overview of the child's upcoming experience. This is the first interaction many families have with the people of TPCC, and Guest Check In team members have the opportunity to make a positive first impression.

HUMBLE AND HUNGRY

Traders Point seeks to be a community of Christ-followers who are humble and hungry. Humble before God and eager to grow, and hungry to see people come to faith in Jesus. In Kids Ministry, humble and hungry looks like this:

- I will put others first in everything I do, extending love and grace to everyone I encounter.
- I will give glory to God for what he accomplishes in me, doing nothing out of selfish ambition.
- I will accept responsibility for my mistakes instead of blaming others or pointing fingers.
- Whenever there is a gap in communications, I will fill the gap with trust and not suspicion. I will believe the best in others.
- I will display an attitude of gratitude, being thankful for the opportunity to be on mission and impact the lives of others.
- I will pursue constant growth and development, first in my spiritual life and then in my service.
- I will passionately seek ways to break down barriers so that more people are reached for Christ.
- I will look for ways to make the ministry better.
- I will provide and receive open and honest feedback, humbly engaging in healthy confrontation.

LEADERSHIP PIPELINE

In Kids Ministry at TPCC, we want to empower individuals to lead themselves, lead others, and lead leaders. Here are some of the leadership roles that you will see in Kids Ministry:

Team Member: Team members serve in a classroom and are focused on the kids they are serving. Team Members are responsible for relationally connecting with kids and leading themselves.

Team Leader: A team leader serves in a classroom and leads a group of 5-10 Team Members. A Team Leader is responsible for hands-on training and onboarding of new Team Members, connecting with and encouraging Team Members throughout the month, building community in the classroom, and developing an apprentice that can develop into a Team Leader.

Coach: A coach focuses on the leadership development of a group of team leaders while understanding and communicating the value of Kids Ministry and how each person's role contributes to this vision. A coach spends time in multiple classrooms.

Support Team: This team of people serves alongside staff to ensure that classrooms are set up for ministry success. This includes interacting with team members and parents to create a welcoming and pleasant atmosphere, ensuring each classroom has appropriate team member to child ratios, handling hallway safety protocols, taking care of general classroom needs, and attending to any ministry concerns. Support team wear radios and respond to requests.

TEAM MEMBER TRAINING

We want to equip team members to be successful in helping kids experience Jesus. Before you begin serving you will be given access to a classroom training video specific to your ministry area. For your first few weeks, you will receive in-classroom training by a team leader/coach. Be sure to ask questions regarding anything you may need clarification on. Don't hesitate to contact a staff member with any questions or concerns about your serving experience.

Team members are provided with training opportunities periodically throughout the year. Please make your best effort to attend as these trainings will keep you informed about important ministry information and equip you for ministry effectiveness.

Each campus has their own avenue for disseminating information to their team. Please be sure that you are staying informed and up to date on campus specific information.

Team members may always take advantage of our additional, role-specific training resources, which allow individuals to grow in their knowledge, ability, and leadership.

SAFETY

Kids cannot experience Jesus on their level and parents can't trust us with their kids if they're not in a safe environment. Safety is an essential component of the weekend experience, and all team members must be aware of the general safety of the kids in the classrooms. Always be mindful of potentially dangerous objects in the room, as well as unsafe situations. Only approved team members should be present in Kids Ministry environments, which will be locked/secured during services.

Radios

Each classroom has a radio that can be used to communicate with staff, support team, and safety/medical team. Usually the volume is turned down so that it isn't a distraction. To use the radio, turn the radio volume up. Hold down the button on the side of the radio. Pause for a few seconds and begin talking. It is important that you say your room location and the nature of the request. Release the button on the side of the radio when you are finished talking. Stay close to the radio to hear a response. We may need to ask for additional information.

Incident Reports

Incident reports are used to capture information about any behavioral, medical, or other concern you have while serving in Kids Ministry. You may be asked to fill out an incident report at different times depending on the situation. Fill it out to the best of your ability. If you need assistance, communicate to the support team using the radios in your classroom.

Emergency Procedures

To ensure the safety of every child during their time in Kids Ministry, we have posted emergency procedures in every classroom. When you get to your room, look for the Safety Flip-Chart. This flip-chart has all of the important information that you will need to know in the event of a safety concern. If you have further questions, contact a support team member.

CHECK-IN AND CHECK-OUT PROCEDURES

Child's Nametag

Each child that is dropped off in a classroom should be wearing a nametag. The nametag lists important safety and medical information about the child. Please do not allow a child to enter the classroom without his or her nametag.

Classroom Tag

When checking a child into the classroom, a parent will give you the tag labeled "classroom tag". Please check the room number listed on the tag to ensure that the child is being dropped off in the correct classroom. Take the tag and stick it to the roster sheet in the classroom. Welcome the child to the classroom using his or her name to make the transition to the classroom easier.

Parent Tag

When a parent returns to the classroom to pick up his or her child, take the tag labeled "parent tag" from the parent. Follow your campus' procedure for accepting parent tags. If a parent does not have the parent tag, please use the classroom radio to communicate with staff. A staff or safety team member will come to the room to check the parent's picture ID for confirmation or his/her identity and relationship to the child. Do not release a child to a parent without a parent tag or approval from a staff or safety team member.

Child Pick Up

If an effort to maintain safety in the event a parent tag is misplaced by a guardian, minimal information is printed on the parent tag. Because only the child's first name and parent paging number are printed on the tag, make sure to match up parent pager numbers on the classroom and parent tags. The parent pager number is a unique four-digit code each week, so matching these numbers ensures the safety of each child at pick up time.

A parent or guardian above the age of 13 must drop off and pick up their child. If a child under the age of 13 comes to your classroom with a parent tag, please ask that they find their parent and return to the classroom for pick up.

Birthday Icon (birthday cake)

If a child has an upcoming birthday in the week following a Sunday service, the birthday icon will appear, along with the day of the week their birthday will be on. Although we want to celebrate that child, please do not provide any treats/gifts.

First Time Guest Icon (smiley face)

This icon signifies that it is a child's first time at Traders Point. We should give extra time and attention to the family at drop off, helping to explain how things work and answer any questions they may have. For any new guest, at the end of service a team member will write him/her a postcard. We want to thank the child for coming to visit us and encourage them to return.

Safety/Security Icon (exclamation point)

If a child's nametag shows the safety/security icon, this is an indication of a safety issue, often a parent custody situation or a child in Safe Families/foster care. This icon will also show on the classroom tag. It is absolutely imperative that a child with this icon on his or her nametag not be released to a parent/guardian without a parent tag. Use your radio to ask a staff or safety team member for assistance with an ID check.

Some parents/guardians do not wish for their child to be photographed while at TPCC. This icon also communicates to our TPCC photographers to avoid taking any photos of that particular child. Keep in mind: personal phones should never be used for any purpose during services, including taking pictures of children.

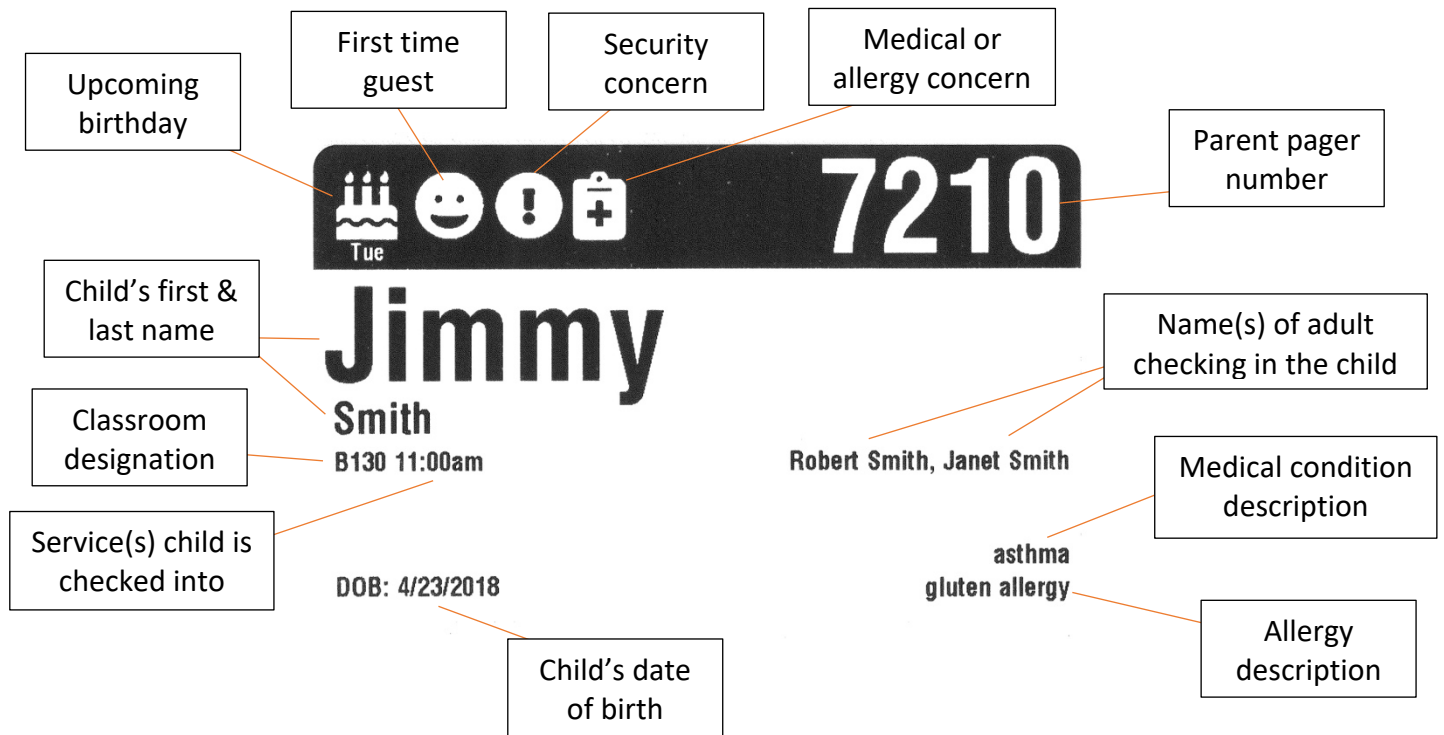
Allergies/Medical Conditions Icon (medical clipboard)

Please be aware of any allergies or medical conditions listed on a child's tags. For safety reasons, no child can bring outside food or drink into the classroom (bottles in nursery rooms are the exception). You should not administer any medication to a child. When a medical incident occurs, please use the classroom radio to communicate with staff. Be specific about the situation and what you need. A support team or staff member will come to assess the situation and determine next steps.

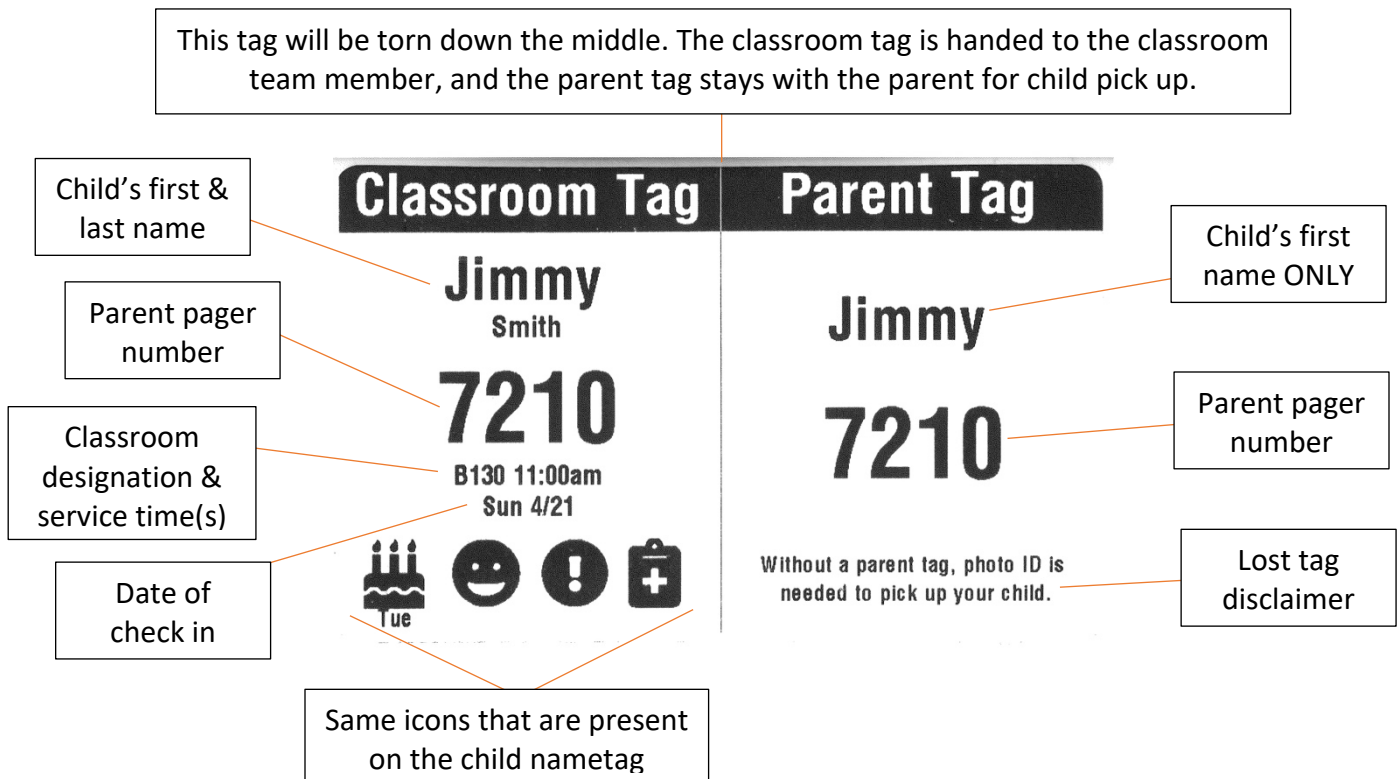
Paging for Parents

We strive to engage each child with age-appropriate lessons and activities so that parents have the ability to worship and grow knowing their child is safe and well-cared for. However, there may be times when a parent needs to be called out of service. If there is a medical issue, a behavioral issue, or an inconsolable child, paging a parent may be necessary. Use your classroom radio to communicate the situation. A support team or staff member will come to assess the situation. They will use the number on the child's tag in order to page the parent.

Child Nametag



Classroom Tag and Parent Tag



RESPONDING TO BEHAVIORAL CONCERNS

In Kids Ministry, we strive to remove barriers for all kids, so they can experience Jesus on their level. While removing barriers, we also want to provide boundaries and structure, so kids can have the optimal experience while learning about Jesus. There can be occasions where some children have a difficult time adjusting in the classroom environment. We ask that you respond in a proactive manner by utilizing the following tools and procedures to address any inappropriate behavior or concerns you have regarding the actions of a child in the classroom.

- Don't wait for inappropriate behavior to happen! Use positive, verbal reinforcement to let kids know that they are engaging in appropriate behaviors. Often times, if we address the appropriate behavior first, it will deter children from engaging in disruptive and inappropriate behavior.
 - "Great job following my directions! You are waiting so patiently by having your hands in your lap and waiting...thank you! I love how kind you are being with your friends by sharing your toys...way to go!"
- Always communicate with kids in a tone that does not frighten a child or make them feel shameful.
- Communicate that the choice they are making is not an option and then provide appropriate options for engagement.
 - "Climbing on the table is not an option. Your options are to play with trains, blocks, or read a book."
- Offer a choice.
 - "Right now, I need you to choose to play with either trains or blocks."
- Redirect a child when they are engaging in behaviors that could be compromising to the class attention, safety, or well-being.
 - "Let's go read a book." "Can you help me get the activity ready?"
- Separate children who continue to engage in inappropriate behavior together.
 - Engage each kiddo separately (having them in different centers, groups, etc) to help facilitate appropriate behavior.
- Inform a support team member when a child is having difficulty following the boundaries set in the classroom.
- Communicate concerns with parents by always bringing the conversation back to Jesus.
 - "It is our concern that Johnny may not be experiencing Jesus when he is here because he isn't engaged with the centers and activities. Are there any tips and tricks that you use at home that could help him here at church?"

Unless a child is in danger of harming themselves or others, we will never use physical restraint to force a child to engage in an activity or lesson. When handling behavior concerns, we will never use physical punishment or isolate a child (time-out, etcetera). Our support team is here to help guide you through these situations. Use the radio in your classroom to call for assistance when needed.

GUIDELINES FOR APPROPRIATE AFFECTION

Traders Point Kids Ministry is committed to creating and promoting a positive, nurturing, and safe environment that protects our children from any form of abuse. When creating safe boundaries for children, it is important to establish what types of affection are appropriate and inappropriate. Stating which behaviors are appropriate and inappropriate allows our team members to comfortably show positive affection in ministry. It also allows us to identify any individual who is not maintaining safe boundaries with children. The following guidelines are to be carefully followed by all team members working around or with children.

1. There are many ways to demonstrate affection while maintaining positive and safe boundaries with children. Some positive and appropriate forms of affection are listed below:
 - Brief hugs
 - Pats on the shoulder or back
 - Handshakes
 - “High-fives” and hand slapping
 - Verbal praise
 - Touching hands, shoulders, and arms of children
 - Arms around shoulders
 - Holding hands while walking with small children
 - Sitting beside a small child
 - Holding hands during prayer
 - Pats on the head
2. The following forms of affection are considered inappropriate to have with children in TPCC Kids Ministry:
 - Inappropriate or lengthy embraces
 - Kissing children
 - Sitting elementary aged children in your lap
 - Touching knees or upper legs
 - Wrestling with children
 - Tickling children
 - Piggyback rides
 - Hugs from behind
 - Any type of massage given by a child to an adult
 - Any type of massage given by an adult to a child
 - Any form of unwanted affection

**In addition to these things, we ask that team members do not bring in or distribute gifts of any kind. This includes food, candy, toys, etc.*

CHILD ABUSE PREVENTION AND REPORTING

In an effort to prevent any form of child abuse within our ministry, you may not be alone with a child at any time. A classroom cannot be opened to families until two team members are present. At least one of the team members should be 18 years of age or older.

Recognizing Signs of Abuse and Neglect

Remember, there is no way for a Kids Ministry staff or team member to promise complete confidentiality with a child. In some cases, the best way to protect a child is through a breach of confidentiality. If you suspect *any* form of abuse or neglect is occurring in a child's life, you are legally obligated to report it. This could include, but is not limited to, physical abuse, sexual abuse, verbal abuse, emotional maltreatment, and/or neglect of any kind.

If you happen to observe or suspect any of these "three hurts", inform a staff member *immediately*.

1. A child is being hurt.
2. A child is hurting others.
3. A child is hurting themselves.

Team members should not engage in conversation with parents about their suspicion of abuse. "Reporting immediately" is defined as "not allowing any lapse of time between your suspicion and your notification to staff". Do not wait until service ends, do not wait to talk to another team member – radio for a staff member that minute.

ATTENDANCE

Understanding that it takes many Kids Ministry Team Members to successfully produce our weekend experiences, your attendance, punctuality, and involvement are crucial. Your commitment to Kids Ministry is a blessing. We want barriers to be broken down so that kids can experience Jesus. Your consistency in serving will help us accomplish that goal, as well as benefit your serving experience.

If you are scheduled to serve, **please arrive no later than 30 minutes prior** to your service time to check in, print your nametag, and get settled in the classroom. If you are unable to attend your scheduled service, please utilize Planning Center to decline. Ministry staff at your campus will give specific instructions on how much advanced notice he/she would like when you are unable to serve. In the event of a last minute emergency, communication is still necessary.

DRESS CODE AND PERSONAL APPEARANCE

This dress code policy exists as a reflection of our staff and team members' position as role models while representing TPCC. We want to project a responsible image that sets a positive example for kids and parents that also creates an effective and safe church environment. We want kids remembering how they experienced Jesus at church and we want to remove unnecessary barriers that might distract families from our purpose.

Team members are expected and/or are trusted to employ good judgment and follow the guidelines detailed below when determining appropriate dress and grooming:

All Kids Ministry approved team members must wear an official Kids Ministry t-shirt. Students and adult team members wear maroon t-shirts. Youth team members wear grey t-shirts. When you finish your serving commitment, please return your Kids Ministry t-shirt to staff or dispose of it in the trash. For safety reasons, DO NOT donate your t-shirt or give to another individual to wear.

When you arrive at your campus, please go to a kiosk to check in and print your nametag. This allows us to keep track of all team members that come to serve each weekend. This also shows that you have gone through the appropriate application/background check process.

Team Members are expected and/or are trusted to employ good judgment and follow the guidelines detailed below when determining appropriate dress and grooming:

Be modest. Keep in mind what activities you do while serving. Dancing around in worship often requires us to raise our hands. If raising your hands causes skin to show, an undershirt must be worn that can be tucked in. Please avoid leggings that are not covered by a long top, avoid work-out or lycra-type clothing, and avoid clothing that is otherwise revealing, distracting, or provocative.

Not too short. All shorts and skirts must be at a length longer than your fingertips when your arms are resting at your sides. Again, keep in mind what you will be doing while you serve. Often you are on the floor with kids so what you feel is appropriate in other scenarios might be too short while serving in Kids Ministry.

No undergarments should be visible. This applies to men and women.

If your clothing doesn't align with our guidelines, please avoid wearing it in Kids Ministry. If you aren't sure, please ask a TPCC staff member. We are committed to upholding this standard in order to create an outstanding environment for kids to experience Jesus on their level.

Maintain appropriate grooming and personal hygiene. Grooming and hygiene should contribute to a clean and neat appearance.

If your clothing doesn't align with our guidelines, please avoid wearing it in Kids Ministry. If you aren't sure, please ask a TPCC staff member. We are committed to upholding this standard in order to create an outstanding environment for kids to experience Jesus on their level.

RESTROOM POLICY

When taking children to the restroom, please keep the following in mind:

1. Two people must be present in the classroom if a child is using the restroom. At least one team member must be over the age of 18.
2. The top dutch door to the restroom must remain open at all times. When using a public restroom, a team member may not be closed in a restroom stall with a child.
3. Let children attempt to take care of bathroom needs on their own. If a child needs assistance with wiping, pulling up underwear, or buttons/zippers, ensure that the door is open.
4. Elementary aged kids should take care of all restroom needs on their own unless a team member is told otherwise by a parent. Team members should monitor restroom doors to be aware of a child's location and needs.
5. If any help is needed, please radio for support team/staff.
6. Note: Keep in mind, large group isn't an ideal time to use the restroom. Recommend that the child wait if they are able.

DIAPER CHANGING POLICY

When changing diapers, please keep the following in mind:

1. Two people must be present in the classroom at all times. At least one team member must be over the age of 18.
2. All diaper changes should be done on a changing table or mat, following the instructions posted in your classroom.
3. Always wear gloves when changing diapers and dispose of everything properly.
4. Do not use diaper rash creams.
5. If a child is wearing cloth diapers, please page the parent to come change his/her child.
6. If a child in the special needs room needs a diaper changed, please consult with his/her parent regarding proper procedures.
7. If any help is needed, please radio for support team/staff.

PLANNING CENTER

Planning Center Services is the online platform we use for team member scheduling. You can access Planning Center through the website at PlanningCenterOnline.com. You can also download the Planning Center Services app to access your schedule right on your phone. If you would like, you may also sign up for text message notifications.

The important part of Planning Center is to “accept” or “decline” each week you are scheduled to serve. You can access your online Planning Center profile to confirm your ability to serve or when you are unable to fulfill your commitment. Each week, any unconfirmed team members will be contacted with a request to respond for the upcoming weekend. Please be diligent in letting us know when you cannot serve.

More specific instructions on Planning Center will be sent to you by your ministry staff member before you begin serving.

TEAM MEMBER COVENANT

1) Model Christ-like character

- Team members will stay humble & hungry. They will be teachable and maintain a humble spirit. They will always strive to grow closer to Jesus and become a stronger Christ-follower.
- Team members will make attending service a priority. Serving should not take place of going to service. Your spiritual growth is important to us.
- Team members commit to modeling Christ in a manner that is above reproach during ministry-related events, at home, or on social media, understanding the example they set.

2) Always point to Jesus

- Team members will engage during large group time. Modeling worship and helping kids stay engaged is important.
- Team members will execute small group goals. It's critical that team members use provided materials and activities. Team members should not create or implement anything that is not approved by a ministry team leader.
- Team members will show up to serve with an attitude that reflects Jesus. They will be open-handed and flexible, putting the needs of kids above their own needs and desires.
- Team members will follow the dress code. We don't want kids to remember what we wore; we want them to remember how they experienced Jesus.

3) Be consistent

- Team members will be ready to serve, stay well-informed, and be on time.
- Team members will make every effort to attend any trainings that are offered to the Kids Ministry team.
- Team members will recognize the importance of their presence to kids and families, following through on their serving commitment.
- Team members will use Planning Center Services faithfully.
- Team members will commit to serving in Kids Ministry for one year. If a team member needs to stop serving, he or she will give two weeks' notice to ministry staff.

4) Build relationships

- Team members will help kids feel a sense of belonging through learning names, praying for kids, and ensuring that no one is isolated.
- Team members will treat kids of all races, religions, cultures, backgrounds and ability levels with respect and consideration.
- Team members will connect with parents through kind and intentional interactions during check-in/check-out
- Team members will have fun! We want kids to have a great experience so that they beg to return.

5) Keep it safe

- Team members will interact with kids in ways that are appropriate, God-honoring, and public for the safety of others and themselves.
- Team members will read & follow the procedures laid out in the handbook.
- Team members will break down barriers for families by taking care of personal hygiene and keeping environments clean.

I, _____, acknowledge that I have carefully read, understand, and will abide by this team member covenant. I understand that not abiding by the covenant may prevent me from serving.

Signature _____

Date _____