

traders point



TEAM MEMBER HANDBOOK

TRADERS POINT KIDS

CHURCH MISSION: Remove unnecessary barriers that keep people from Jesus.

TRADERS POINT KIDS VISION: Remove unnecessary barriers that keep kids from Jesus.

As a team member in Traders Point Kids, you play a vital role within the church body. With your involvement, Traders Point Kids can be an amazing place for kids to come and learn about Jesus. We want to remove barriers so that kids learn to love Jesus and love others.

VALUES: In Traders Point Kids, we live out five values that help us accomplish our mission:

- 1) **Safety:** We provide a physically, emotionally, psychologically, and spiritually safe environment for kids. We do this through ensuring that team members interact with kids in ways that are appropriate and God-honoring and that they are following all of the procedures laid out in this handbook.
- 2) **Consistency:** We provide predictable relationships, experiences, and environments so that kids know what to expect and feel safe in our ministry. Team members recognize the importance of their presence to kids and families, following through on their serving commitment. They commit to serving in Traders Point Kids for one year (our ministry year runs August-July) and attend four trainings throughout the year. These training opportunities keep team members well informed and prepared to serve kids well.
- 3) **Kid-Centric Approach:** We provide age appropriate, customized curriculum and environments that engage children and allow them to have fun. We ask team members to have fun and intentionally interact with kids in their classrooms! They help kids feel a sense of belonging through learning kids' names, praying for them, and ensuring that no child is isolated. Team members treat all kids with respect and consideration, putting the needs of kids about their own needs and desires.
- 4) **Jesus-Centered Content:** We provide Gospel-centered Bible teaching and relational small group environments that allow kids to grow spiritually. Team members use provided small group content and materials, committing that they won't create or implement curriculum that is not approved by a Traders Point Kids staff member. Team members also engage during large group time, recognizing that modeling worship and encouraging kids to participate is important.
- 5) **Healthy Adult Influences:** We equip team members and parents with the tools they need to be humble and hungry so that they can help kids grow in their relationship with Jesus. It's important to us that team members make attending service a priority for their spiritual growth. We ask team members to remain teachable and always strive to grow closer to Jesus. Team members partner with one another to create a positive classroom environment for kids. They also connect with parents through kind and intentional interactions during check-in/check-out.

SERVING AREAS

Nursery: Nursery team members lovingly care for each baby by meeting their individual needs and offering an interactive and fun classroom. Team members also take time to intentionally pray over each baby in their care.

Toddlers: Through free play, worship, interactive Bible stories, and activities, toddlers begin learning about Jesus and are introduced to God's Word. Classroom team members intentionally play with kids, model worship, facilitate activities, and pray over each child.

Preschool: Through a large group experience called Wiggle Worship, interactive small groups, prayer, and free play, small group leaders creatively help preschoolers and kindergarteners experience Jesus on their level. Preschool small group leaders intentionally play with kids, model worship, facilitate small group activities, and pray over each child. Worship leaders facilitate the Wiggle Worship experience.

Elementary: Through a large group experience, interactive small groups, prayer, and free play, small group leaders creatively help kids in grades 1-6 experience Jesus on their level. Elementary small group leaders intentionally play with kids, model worship, and facilitate small group activities and discussions. Worship leaders facilitate the large group worship experience.

Special Needs: Those who serve in our special needs ministry desire for every child with any kind of special need to experience God's love. We offer customized programming for kids based on their development. Individuals can serve children in the special needs room or serve as a classroom buddy to those needing one-on-one attention.

Guest Check In: The guest check in team welcomes new families attending Traders Point Kids for the first time. Team members enter data into our database and assign children to an age-appropriate classroom. They escort families to their child(ren)'s classroom(s) and provide an overview of what the child(ren) will experience. Guest check in team members have the opportunity to make a positive first impression on our visiting families.

Weekday Team Members: Weekday team members help to prepare Traders Point Kids environments for ministry effectiveness. This can include prepping small group materials, setting up and tearing down classrooms, and helping with administrative tasks.

KIDS GROUPS

In Traders Point Kids, preschool and elementary kids are placed in a group with consistent peers and leader(s) from week to week. This helps create a safe space for them to learn about Jesus and be known by others.

In their group, kids have fun together, learn from a large group Bible message, and then process what they're learning with their peers. An intentional and consistent group leader invests in their faith development each week. This group leader's purpose is to connect with kids and their parents to help them take their next step in their relationship with Jesus.

Significant learning only happens where there is significant relationship. With Traders Point Kids groups, we hope kids experience a high level of engagement, a sense of belonging, a predictable and safe environment, and the chance to feel known and accepted in a loving community.

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 Traders Point Kids, 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

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 Traders Point Kids:

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

Group Leader: Group leaders serve in a preschool or elementary classroom and are focused on the kids they are serving. Group leaders are responsible for relationally connecting with the kids and parents in their group and leading themselves.

Service Leader: A service leader ensures 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.

Team Leader: A team leader serves in a classroom and leads a group of team members or small group leaders. 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 future team leaders.

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

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 training videos 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 questions or concerns about your serving experience.

Team members are provided with four training opportunities throughout the year. These quarterly meetings are required and 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 additional, role-specific training resources, which allow individuals to grow in their knowledge, ability, and leadership.

SAFETY

Kids cannot experience Jesus and parents cannot trust us with their kids if they're not in a safe environment. Safety is a critical ministry value and an essential component of the weekend experience. All team members must be aware of the general safety of the kids in their classroom and should be mindful of potentially dangerous or unsafe situations. Only approved team members should be present in Traders Point Kids environments, which will be locked/secured during services.

Radios

Each classroom has a radio that can be used to communicate with staff, service leaders, and the safety 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 security concerns that happen in Traders Point Kids. You may be asked to fill out an incident report depending on the situation. Fill it out to the best of your ability. If you need assistance, communicate with a service leader using the radio in your classroom.

Emergency Procedures

To ensure the safety of every child during their time in Traders Point Kids, we have posted emergency procedures in every classroom. When you get to your room, look for the safety flip chart posted near the entrance. This flip chart covers important information you will need to know in the event of a safety concern. If you have further questions, contact a staff member or service leader.

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 & Check In

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 & Check Out

When a parent returns to the classroom to pick up his or her child, take the tag labeled "parent tag" from the parent and match it up with the classroom tag on the roster sheet. In an effort to maintain safety in the event that the parent tag is misplaced by the guardian, minimal information is printed on the parent tag. Only the child's first name and parent paging number are printed on the parent tag. Because the parent pager number is a unique four-digit code each week, matching these numbers on the classroom and parent tags will ensure the safety of children at pick up time.

Team members should then take the child's nametag off his/her shirt making sure it matches with the parent tag. Throw away the nametag. If a parent does not have the parent tag, please use the classroom radio to communicate with staff. A staff member or the safety team 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 the correct parent tag or approval from a staff or safety team member.

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 on their nametag and the digital roster, along with the day of the week their birthday is on. Although we want to celebrate that child, please do not provide any treats/gifts.

First Time Guest Icon (smiley face)

This icon on a child's nametag and digital roster signifies that it is a child's first time at Traders Point Kids. We should give extra time and attention to the family at drop off, helping to explain how things work and answering any questions they may have. For any new guest, at the end of service, write a postcard thanking the child for visiting and encouraging him/her to return.

Safety/Security Icon (exclamation point)

If a child's nametag and digital roster 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. It is absolutely imperative that a child with this icon not be released to an adult 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. The security icon also communicates to our TPCC photographers to avoid taking any photos of that child. Please note: Personal phones should NEVER be used for any purpose during services, including taking pictures of children.

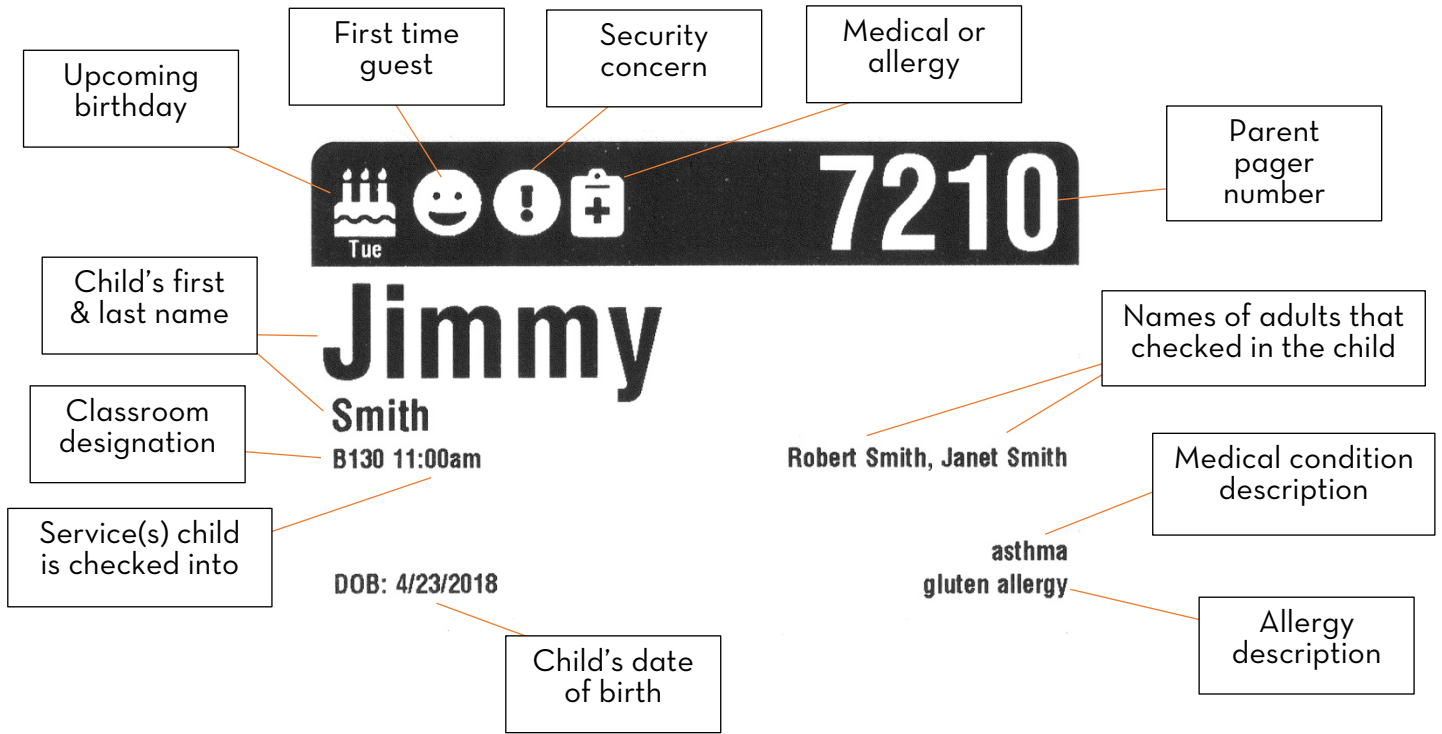
Allergies/Medical Conditions Icon (medical clipboard)

This icon alerts us that a child has a medical condition(s) or allergies we need to be aware of. Specifics on the medical condition(s) or allergies is printed on the child's nametag. For safety reasons, team members and children may not bring outside food or drink into the classroom (bottles in nursery rooms are the exception). We do not accept, store, or administer medication to any child in our environments. In the event of a medical emergency, use your radio to notify the safety team. Clearly state what your need is and your classroom location. Turn the volume up on the radio so you can hear the response. Safety team will come to the classroom and assess the situation.

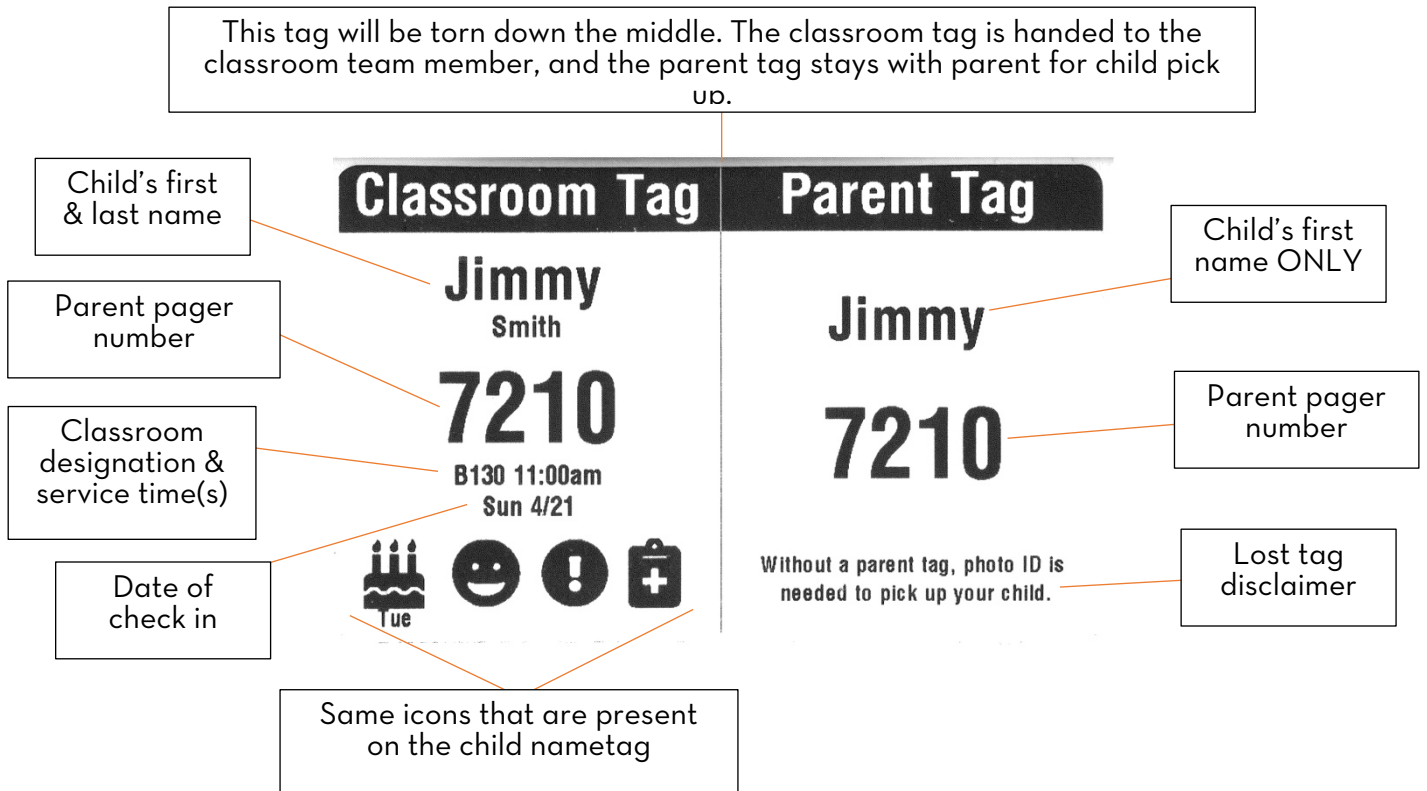
Paging for Parents

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 service leader or staff member will come to assess the situation.

Child Nametag



Classroom Tag and Parent Tag



RESPONDING TO BEHAVIORAL CONCERNS

In Traders Point Kids, we strive to remove unnecessary barriers that keep kids from Jesus. For kids to feel safe and best experience Jesus while they are with us, they need predictability and routine. Our job is to provide them with that. We provide a church environment that brings consistent boundaries and expectations.

There will be instances when children have a difficult time adjusting in the classroom environment. We ask that you respond in a proactive manner using our **Engagement Philosophy**, a model derived from research-based practices. This is how we engage with all children- the typical child, a child with special needs, or a child with a traumatic background. We want to focus on meeting the unique needs of all children to help them succeed to the best of their ability.

You will receive training videos that go over our Engagement Philosophy but here is a brief overview of how we respond to behavioral concerns:

Safety Script: A safety script is used when a child's felt safety is in danger. The safety script posted in your room is a great way to redirect kids who have a hard time keeping their hands to themselves!

Life Value Scripts: These are specific statements that can be thought of as a code of conduct in Traders Point Kids. We want all children to follow these standards, and we can redirect behavior using these statements instead of negative statements.

Visual Schedule: This picture schedule lays out the day's activities in a simple, quick, and easy to understand format. Visual schedules are a tool that allows kids to know what to expect, what's coming next, and gives them a sense of control in their environment.

There are other ways that you can redirect behavior. One of the simplest ways to redirect behavior is using **"2 Right Choices"**. Using 2 Right Choices gives the child a voice while allowing you to ensure safety and connection with the child. When using this method, you give a child 2 Right Choices that they can use to redirect their behavior rather than scolding the child for not following directions.

The next behavior response you can use is called a **"Re-Do"**. Re-dos give team members a quick way to gently set behavioral boundaries while giving kids the chance to self-correct. Ignoring a behavior tells kids that it's okay to do it again. Encourage them to try replacing a negative behavior with a positive behavior. As soon as he/she corrects the behavior, give plenty of praise for listening and correcting!

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).

Inform a staff member or service leader when a child is having difficulty following the boundaries set in the classroom. Use the radio in your classroom to call for assistance when needed. If behavioral concerns need to be communicated to a parent, always bring the conversation back to Jesus. For example, "It is our concern that Johnny may not be experiencing Jesus when he is here because he isn't engaged with the small group activities. Are there any tips or tricks that you use at home that could help him here at church?"

GUIDELINES FOR APPROPRIATE AFFECTION

Traders Point Kids 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 Traders Point Kids:
 - 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 Traders Point Kids staff or team members 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.

"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. Team members should not engage in conversation with parents about their suspicion of abuse.

ATTENDANCE

Understanding our value of consistency and that it takes many team members to successfully produce our weekend experiences, your attendance, punctuality, and involvement are crucial. Your commitment to Traders Point Kids is a blessing. Your consistency in serving will help us break down barriers for kids, 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 Services to decline. Traders Point Kids 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 position as role models while representing TPCC. We want to project a responsible image that sets a positive example for kids and parents, while also creating 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 team members must wear an official Traders Point Kids t-shirt. When you finish your serving commitment, please return your 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. Wearing a nametag when you serve 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 Traders Point Kids.

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

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 Traders Point Kids. If you aren't sure, please ask a staff member. We are committed to upholding this standard in order to create an outstanding environment for kids to experience Jesus.

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 staff or service leaders.
6. Note: Keep in mind, large group time 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. Both men and women can change diapers in our classrooms.
3. All diaper changes should be done on a changing table or mat, following the instructions posted in your classroom.
4. Always wear gloves when changing diapers and dispose of everything properly.
5. Do not use diaper rash creams.
6. If a child is wearing cloth diapers, please page the parent to come change his/her child.
7. If a child in the special needs room needs a diaper changed, please consult with his/her parent regarding proper procedures.
8. If any help is needed, please radio for staff or service leaders.

PLANNING CENTER

Planning Center Services is the online platform that Traders Point Kids uses for team member scheduling. Planning Center Services allows you to manage your schedule and access plans and files.

You can access Planning Center through their website at PlanningCenterOnline.com. You can also download the Planning Center Services app to access your schedule 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, 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.

Your Traders Point Kids staff member will send you an introduction video on how to make the most of your Planning Center account and what to expect before you begin serving.