



4/8/2018

KidsPointe Ministry Handbook

A Ministry of East Pointe Church





Dear KidsPointe and KidsPointe Jr. Volunteer,

Thank you for your interest in the KidsPointe and KidsPointe Jr. at East Pointe Church. We highly value you, our volunteer, and the ministry you provide to our children and families. We also value our children and want to provide an environment that is safe, secure, and nurturing so that each child can actively learn about Jesus.

We have established this Handbook, including our policies and procedures, to protect not only our children but also you, the volunteer, and East Pointe Church's mission. These guidelines will be strictly enforced. It is therefore imperative that you know and observe the rules listed in this handbook.

After carefully reading this manual, including the parts specific to the ministry you are interested in serving with, please sign and date the acknowledgement page and return it to Pastor Josh Clifton, Lisa Losee, or Jane Gryn. You may also send by email to jclifton@epcjax.com, llosee@epcjax.com or jgryn@epcjax.com.

Serving together,

Josh Clifton, Family Pastor

Lisa Losee, Preschool Coordinator

Jane Gryn, Children's Coordinator

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SECTION 1: INTRODUCTION

ABOUT THIS HANDBOOK

The purpose of this handbook is to provide policies and procedures for the KidsPointe and KidsPointe Jr. at East Pointe Church and the volunteers who work in that ministry. KidsPointe and KidsPointe Jr. seek to provide a safe, secure, and nurturing environment for the children who participate in our services, programs, activities, and/or events. By implementing the practices outlined below, our goal is to protect the children of East Pointe Church from incidents of misconduct or inappropriate behavior while also protecting our staff and volunteers from false accusations. Changes may be made from time to time to the policies and procedures contained in this handbook without prior written or oral notice.

DEFINITIONS:

For purposes of this policy, the terms “child” or “children” include all persons infants through 5th grade. The term “volunteer” includes unpaid persons who work with a child or children. “KidsPointe” refers to all services, programs, activities, and events sponsored by East Pointe Church (EPC) for all persons infants through 5th grade.

VISION AND VALUES

Vision: It is our desire to create disciples-- to help the children and families become fully devoted followers of Jesus. We do this through gathering together, growing in Christ, and going to reach others.

Values: Our foundational base is found in God’s Word. Jesus charged us with reaching and teaching children and families. His Words in Matthew 28:19-20 give us a foundational “why” for what we do in KidsPointe at East Pointe Church.

“Go therefore and make disciples of all the nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe all things that I have commanded you; and lo, I am with you always, even to the end of the age.” (NKJV)

SECTION 2: VOLUNTEER APPLICATION PROCESS

Because we love children and desire to protect them, East Pointe Church requires all volunteers working with children to complete the following volunteer application steps:

- Application
 - All KidsPointe volunteers must complete the Volunteer Application, including providing references and signing the Consent to Background Check. The KidsPointe Volunteer Application can be found on the epcjax.com website under the Resources Tab, Forms and Resources.
- Reference Check
 - All references will be contacted and asked to access the applicant's suitability/capability for working with children.
- Policies and Procedures
 - Volunteers are required to review the policies contained in this manual and sign the last page indicating that he/she has read and understood the material and agrees to comply with policy requirements.
- Background Check
 - East Pointe Church uses, subscribes, and pays for the services of a reputable public screening firm in order to check the background of all volunteers and employees for possible criminal history and/or registered sex offender information. The Background Check Application can be found on the epcjax.com website under the Resources Tab, Forms and Resources.

East Pointe Church reserves the right to revoke any volunteer's ability to serve in KidsPointe with or without notice at any time for any reason or for no reason at all.

SECTION 3: VOLUNTEER GUIDELINES

East Pointe Church takes seriously the obligations to the children and asks volunteers to abide by the following guidelines:

- Arrival
 - Volunteers must arrive 15 minutes prior to the event at which they are serving or as otherwise instructed by leadership.
- Departure
 - Volunteers must remain at the KidsPointe services, programs, activities, and events until the last child has been picked up by a parent, or until relieved by another worker.
- Absences
 - Volunteers are responsible for their assigned shifts. Should the need arise for a volunteer to be absent, it is the volunteer's responsibility to secure a substitute. The volunteer must seek out an approved substitute (from a list provided by the Preschool Coordinator or Children's Coordinator) and contact the Family Pastor, Preschool Coordinator, or Children's Coordinator to inform them of their upcoming absence, replacement status, and the name of the replacement.

In the event of a last minute illness or emergency, volunteers should send a text to an EPC staff member leaving your name, location of scheduled service, and reason for absence.

INTOXICANTS

East Pointe Church staff members and volunteers are prohibited from the use, possession, or being under the influence of alcohol, tobacco, or any illegal drugs while working with or supervising children at East Pointe Church.

TWO ADULT RULE

It is our goal that a minimum of two unrelated adult volunteers be in attendance at all times when children are being supervised during KidsPointe services, programs, activities or events. In addition, for liability and protection (1) a woman must be present at all times (two men cannot serve alone), and (2) another volunteer is to be in the area if a married couple is serving together. For the safety of the children and to provide the best nurturing environment, only children and approved volunteers are permitted in the children's areas. **Under NO circumstances are children to be left unattended in any KidsPointe area (classrooms, gym, hallways, etc.) during any services, programs, activities, or events.** See policies concerning injuries, restrooms, and other needs for more information.

SECTION 4: SAFETY AND SECURITY

CHECK-IN / CHECK-OUT PROCEDURES

In order to attend KidsPointe, a child or children must be checked in at one of the iPad kiosks located in the main church lobby or in the gym. The Kids Check system will assign the child to the correct age group based on their birth date, and will print the appropriate security label for the child. Two labels will be printed: one to be affixed to the child and one for the parent/guardian to keep for pick up.

Guests and First time Visitors will be checked in by volunteers at the Kids Check-In. These children and parents/guardians will receive nametags and parent/guardian security labels, and will be escorted to the age-appropriate area or classroom.

Children should be picked up immediately at the close of the service, program, activity or event. The hallways and children's areas can become very congested, therefore we ask that only one parent check out each child. A child may be released if a parent/guardian has the security tag which corresponds to the label on that child. If an adult attempts to pick up a child without the corresponding security label, the volunteer on duty will refer them to the Family Pastor and/or the Preschool Coordinator or the Children's Coordinator.

Due to the nature of child custody laws, volunteers must act diligently in making sure the correct people are picking up their children. Please be aware that only parents/guardians with custody may pick up the child if the security label corresponds to the label on that child. If there is any question or concern, please contact the Family Pastor and/or the Preschool Coordinator or the Children's Coordinator immediately.

SECURITY DURING SERVICES, PROGRAMS, ACTIVITIES, EVENTS

We do not permit people to wander around in the children's areas, hallways, or gym. Only approved volunteers and children are allowed beyond the secured areas.

If someone comes to your area and says that they are a parent/guardian and just "want to look around," please direct them to one of the Kids Check-In volunteers, the Family Pastor, the Preschool Coordinator, or the Children's Coordinator.

If you observe someone just wandering the hallways or area, text the Family Pastor and/or the Preschool Coordinator or Children's Coordinator immediately.

If a parent/guardian wants to "check" on their child (ren) during or in between service times, programs, activities or events, please direct them to the Kids Check-In area. This volunteer can then "look in" on the classroom, or children's area, and be able to assess the situation without disrupting the program or activities or upsetting any of the other children. The same applies if a parent/guardian needs to pick up a child early. The Kids Check volunteer should retrieve the child and approve the corresponding security label to release the child to the parent/guardian.

CHILD TO VOLUNTEER RATIO

East Pointe Church will adhere to its established limits for the child-to-volunteer ratios and room capacities in order to protect the safety of the children and ensure the best experience for both the children and the volunteers. In addition to the TWO ADULT RULE, the following ratios have been established:

- Birth to 1 year olds: 1 adult for every 3-4 infants
- 1 to 2 year olds: 1 adult for every 3-4 children (approved teen*)
- 2 year olds: 1 adult for every 4-5 children (approved teen*)
- 3 to 5 year olds: 1 adult for every 5-6 children (approved teen*)

*Approved teen must be age 15 years or older, be actively involved in the EPC student ministry, and volunteer with a parent or adult sponsor. NOTE: No one under age 18 is allowed to change a diaper, pick up a child, nor be left alone with children.

PROMOTION

KidsPointe promotes children to the next class level at the beginning of the school year. KidsPointe Jr promotes preschoolers by development and space availability. All children remain in their class level until the next promotion date unless given specific permission by the Preschool Coordinator or Children's Coordinator.

TRAINING

East Pointe Church will provide training on this child protection policy to all new volunteers and will strive to provide opportunities for additional training classes or events on an annual basis. All volunteers are strongly encouraged to attend these training events.

OPEN DOOR POLICY

All "classroom" doors should remain open unless there is a window in the door or a side window beside it. Doors should NEVER be locked while persons are inside the room except in emergency situations which would warrant locking them.

VISIBILITY AND SECURITY

It is important that all interaction between children and volunteers happen in a location where others can observe what is going on for safety and accountability purposes. At no time should a child and a volunteer disappear behind a closed door or to an unoccupied room.

SICK CHILD POLICY

It is our desire to provide a healthy and safe environment for all the children participating in services, programs, activities, or events at East Pointe Church. Parents are encouraged to be considerate of the other children when deciding whether to place a child under our care. In general, children with the following symptoms should NOT be dropped off:

- Fever, diarrhea, or vomiting within the last 48 hours
- Green or yellow runny nose, sore throat, cough
- Eye or skin infections (including but not limited to pink eye, impetigo, ringworm, etc.)
- Head lice (“no nits” policy)
- Other symptoms of communicable or infectious diseases (including but not limited to symptoms from influenza, scarlet fever, measles, mumps, chicken pox, whooping cough)

Children who are observed by our volunteers to be ill, will be separated from other children and the parent/guardian will be contacted to pick up the child immediately. For the children’s protection, we ask that our volunteers follow these same guidelines regarding illness.

MEDICATIONS POLICY

It is the policy of East Pointe Church not to administer any medications, whether prescription or non-prescription, to the child under our care. Medications should be administered by a parent/guardian at home.

Exceptions to the medications policy may be granted to parents/guardians of children with potentially life-threatening conditions (such as asthma or severe allergic reactions). Parents/guardians of such children should address their situation with the Family Pastor, Preschool Coordinator or Children’s Coordinator to develop a plan of action, prior to the child’s participation in any service, program, activity, and/or event.

VERBAL INTERACTIONS

Any verbal interactions between volunteers and children should be positive and uplifting. KidsPointe volunteers should strive to keep verbal interactions encouraging, constructive, and mindful of their mission of aiding parents in the spiritual growth and development of their children. Therefore, volunteers should not talk to children in a way that is, or could be construed by any reasonable observer, as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, volunteers are expected to refrain from swearing in the presence of all children.

TRANSFER OF CHILDREN

Children should be taken to another area, gym, worship center, classroom, or playground in an orderly fashion with one volunteer monitoring the front of the line, and another volunteer monitoring the back of the line. Children should be counted prior to leaving one area as well as upon arrival at the new area.

PHYSICAL CONTACT

KidsPointe is committed to protecting children in its care and recognizes that appropriate touch is part of a positive, nurturing environment in a healthy children's ministry. Do not force physical contact, touch, or affection on a reluctant child. A child's preference not to be touched must be respected. The following guidelines are to be carefully followed by KidsPointe and KidsPointe Jr. Volunteers:

Using good judgment, the following are appropriate ways to touch children:

- An arm on the shoulder
- Walking hand in hand
- Short congratulatory or greeting hugs
- A brief, assuring pat on the back or shoulder
- Handshakes, high-fives, and knuckles

The following are actions a volunteer should NEVER take:

- Never touch a child in anger or disgust
- Never touch a child in any manner that could be construed as sexually suggestive
- Never touch a child between the navel and the knee
- Never tickle a child

DISCIPLINE POLICY

It is the policy of East Pointe Church not to administer corporal punishment, even if parents have suggested or given permission for it. There should be no spanking, grabbing, hitting, or other physical discipline of children. Volunteers should consult with the Preschool Coordinator or Children's Coordinator if assistance is needed with disciplinary issues. If a parent must be notified of any issue involving their child, notification will come from the Family Pastor, Preschool Coordinator, or Children's Coordinator.

Guidelines for discipline: Children are to be disciplined using time-outs and other non-physical methods of behavior management.

- Verbally redirect the child. With younger children, some physical redirection may be necessary. For example: removing a toy from the hands of a child who is hitting another child.
- If the behavior does not cease, remove or direct the child away from the group to a corner of the room where the group is meeting.
- Provide the child with a simple, understandable reason for the time-out and provide the child with a clear explanation for your expectations. For example: "Jamie, you didn't stop hitting Chris when I asked you to, so you need to sit quietly in the blue chair for three minutes." Do not physically hold the child in time-out.
- Follow the rule of thumb that a time-out is ineffective if it last longer than one minute for every year of the child's life (For example: 3 years old, 3 minutes)
- Monitor the child throughout the entire time-out without giving them your undivided attention.
- Praise the child once he/she has completed the time-out and tell them that their reward is being able to rejoin the group. Remind them that repeating their initial behavior will result in further time out. Follow this with praise.

PLAYGROUND POLICY

The equipment on the outdoor playground is designed for children age 10 and younger, and some young children may need hands-on assistance with the equipment. The playground is open during daylight hours.

Guidelines for Volunteers:

- Volunteers (following the TWO ADULT AND TRANSFER OF CHILDREN RULES) need to count the children prior to leaving the room and will need to escort the children to the playground.
- Take a cell phone to the playground.
- When escorting young children to the playground, be sure to use a lead rope for the children to hold.
- Once on the playground, caution should be used.
- Children need safe supervision on the playground. Volunteers should distribute themselves evenly around the playground for guidance and safety watch. Please do not “bunch up” for adult conversation.
- Be alert for any adults, older children, or teenagers who may be hanging around the playground. Only volunteers should be inside the playground with the children.
- Inform the Family Pastor and/or the Preschool Coordinator or Children’s Coordinator if any injuries occur while children are in your care, such as a bump on the head, while on the playground. (See Injury Policy)

Playground Rules

- Children are never to be left alone on the playground.
- Make sure all gates are closed during your playground time.
- “The fence is for protection, not climbing.”
- “We sit in swings - no standing is allowed.”
- “We climb up the ladder and slide down the slide” – Do not allow climbing up the board side of the ladder.

Bye-Bye Buggy Rules

- Volunteers (following the TWO ADULT RULE) may stroll children in the provided buggies and/or strollers
- Volunteers must return the buggies/strollers to the designated storage place after use due to fire codes.
- If outside, the buggies/strollers must be on the sidewalks.

The playground/bye-bye buggy will NOT be utilized after dark, or in inclement weather, nor recommended for use when temperatures are below 40° F or above 91° F with 50% or greater humidity according to the National Weather Services. Alternatives to outdoor play should be planned during the winter and summer months.

INJURY POLICY

At East Pointe Church, we take care to provide a **SAFE** environment for children to play and learn. We do our best to prevent injuries before they happen. Occasionally a child will sustain an injury while in our care. The most common injuries are bites, rug burns, and small bumps from falls. If any injury occurs, our volunteers will treat the injury appropriately and must complete both the Parent Notification Form (to be given to the Parent at pick up) and the Accident Incident Report Form (which is kept on file in the church office).

Injury Procedure In the event that there is an accident or injury of any kind (bite, scrape, cut, fall, etc.), please follow this procedure:

1. Notify the Check-In Volunteer. He or she will ensure that proper supervision is maintained in the classroom while the volunteer attends to the child.
2. A volunteer or trained, certified nurse should use proper First Aid on the child's injury. First Aid supplies for minor injuries are located in the Preschool Kids Check station and in the Sports office in the gym lobby. Should the injury be more serious than the volunteer can care for, the Check-In Volunteer will call for additional medical assistance by contacting an EPC staff member, and then notify the parent.
3. The volunteer needs to fill out a Parent Notification Form and place it with the child's belongings. ***If another child caused the injury, never give that child's name.*** No matter how insignificant an injury may appear to be, it must always be reported to the parents.
4. The Volunteer also needs to complete an Accident Incident Report Form (available at the Kids Check station) and give the completed form to the Family Pastor, Preschool Coordinator or Children's Coordinator. This original, completed form will remain on file in the church office.

Biting Incident Procedure

1. A volunteer should notify the Preschool Coordinator or Children's Coordinator, and they will notify the biter's parents immediately. If the bite has broken the child's skin, the parents of the bitten child will also be notified immediately.
2. As one volunteer cares for the bitten child (see bullets below), another volunteer should separate the biter from the rest of group (see #3).
 - Treat the bitten child with comfort and first aid as necessary (following the Injury Procedure). Observe bite for infection—redness increases rather than fades.
 - The Volunteer needs to fill out a Parent Notification Form and place it with the bitten child's belongings. Never disclose the biter's name to the parents of the injured child.
 - The Volunteer needs to fill out an Accident Incident Report Form and give it to the Family Pastor, Preschool Coordinator, or Children's Coordinator noting who bit whom.
3. While separated from the group, help the biter understand what happened.
4. When parent of the biter arrives, he or she will be given two choices:
 - To discipline his or her child and remove the child from class for the remainder of the session; OR
 - To discipline his or her child and remain with the child for the remainder of the session. The parent should closely monitor the child for the rest of the session and to prevent further incident.

HYGIENE POLICY

- Parents are asked to label all items belonging to their child, (diaper bags, bottles, pacifiers, clothing, sippy cups, etc.) When a child is dropped off, please verify that all items are properly labeled. This will help prevent the spread of germs by knowing which bottle or cup belongs to which child.
- Volunteers should check diapers often (at least ONCE PER HOUR) and change only as needed. (Follow the Diaper Changing Policy) No child should ever go home wet or soiled.
- Anyone changing a child's diaper or assisting a child in the bathroom is to wear disposable gloves. New sets of gloves are required for use with each child.
- Volunteers should thoroughly wash their hands after changing each diaper EVEN THOUGH he or she has worn gloves. This procedure should also be followed in case of emergency first aid.
- Hand washing is important in the prevention of the spread of viruses and infection. Volunteers should make sure that a child's hands are washed after the child has used the toilet, after using a tissue for wiping eyes and noses, and before eating or serving snacks.
- Volunteers should wash their hands thoroughly prior to offering snacks to children and prior to feeding a bottle to a baby.
- After each session, volunteers are responsible for sanitizing all tables, chairs, cribs (where applicable), and toys that the children have used. Lysol spray solution and/or Clorox wipes or Clorox spray should be in each room.

RESTROOM POLICY

Parents should encourage their child (ren) to go to the restroom prior to any KidsPointe service, program, activity, or event.

If a child needs to use the restroom during KidsPointe, we ask our volunteers (following the TWO ADULT RULE) to follow specific guidelines to avoid any possible abuse allegations. For children over the age of 5, at least one adult male should take boys to the restroom and at least one adult female should take the girls, and escort the children back. The volunteer should check the restroom first to make sure that it is empty, and then allow the child inside. The volunteer should then remain outside the restroom door. If the child is taking longer than seems necessary, the volunteer should call the child's name. When taking a child to the multi-stall restrooms, the volunteer should check the restroom before the child enters, and then hold the door of the restroom open while the child goes into a stall. Another option is for the volunteers to take the entire class to the restroom at the same time. Again, the volunteer must check the restroom prior to the children using the facilities, wait at the door, and escort the children back.

DIAPER CHANGING POLICY

The classrooms for Infant - 2 year old have regular diaper checks each hour to ensure clean, dry children. **Our diaper changing service extends only from Infant to 2 year olds.**

Prior to moving to the 3 year old classroom, children must be three years old and should be fully potty trained. Children in our older preschool classrooms will be given opportunities throughout the hour to use the restroom. Because the classrooms for children 3 years and older are not equipped for diaper changing, nor for handling accidents should a child wet or soil him or herself, if an accident of this nature occurs, the parent will be notified to come and change his or her child. We recommend that parents have a change of clothes handy for all preschool children.

Diaper Changing Instructions

1. Collect all supplies (clean diaper, gloves, wipes, and wax paper).
2. Put on gloves (located next to changing pad and/or in cabinet).
3. Talk with the child about what you are going to do as you place child on a clean, disposable surface (wax paper).

NEVER turn away from a child on a changing table even if child is strapped onto the changing pad. One hand needs to be on the child at all times.

4. Remove the wet or soiled diaper and gently clean the diaper area by wiping from front to back **ONLY** (to prevent infection), being careful to cleanse the creases between the legs and around the waist.
5. Wrap soiled diaper and wipes in wax paper and remove gloves and place all contents in the trash. (If you remove your gloves while holding the diaper and pull them over the diaper, this will help minimize odors.)
6. Put a clean diaper on the child. Then remove the child from the changing table (comfort and console, if necessary).
7. Wash your hands after diapering each child (only use the Hand Sanitizer **AFTER** you have properly washed your hands).
8. Use a Clorox wipe to thoroughly clean the changing area.

FOOD AND SNACK POLICY

Anytime snacks or a special treat is given during a session, take this opportunity to encourage the children to pray, thanking God for His provisions.

This is also a great time to recap the day's lesson focus, as well as train children on taking turns and learning good table manners (such as cleaning up after themselves, saying please and thank you, not talking with mouth full, etc.).

Here are a few specific guidelines:

- Nuts, popcorn, hot dogs, hard candy, gum, grapes and celery should NOT be used in preschool classrooms, as these foods pose choking hazards for young children.
- We generally provide Goldfish, Cheerios, Lucky Charms cereal, Graham Crackers, Vanilla Wafers, Cookies, and/or Animal Crackers, Doughnuts, etc. once per session.
- For younger preschoolers, parents will need to provide his or her child's "sippy cup"—LABELED with the child's name.
- Always eat at tables and clean up after snack.
- At no time should food or drink be in the rooms other than designated snacks. Adults: no hot beverages in classrooms, please!
- If any spills do occur, notify the Preschool Coordinator or Children's Coordinator for assistance. Dab up excess moisture. Notify the Preschool Coordinator or Children's Coordinator of the substance spilled (if other than water) so that proper carpet cleaning can be done immediately.
- At the end of the day/session, please wash, dry, and store bins in the designated place in the Preschool Office (restock snack if low).
- Volunteers: If you give candy to the children in the classroom, please do not allow them to open it before parents arrive. Let the parents decide when the child gets the candy.
- Volunteers: Please be sure to eat before your designated time to serve. Please do NOT bring your own meal/snack into the KidsPointe areas. Also, NO hot beverages are to be in the rooms. Cold beverages should be in a concealed, lidded beverage cup (bottled water is OK); otherwise the children will want you to "share".

SPECIAL NOTE: At the request of the International Mission Board and North American Mission Board, PLEASE DO NOT USE FOOD ITEMS IN CRAFT PROJECTS. Hunger is prevalent in our world. It is inconsistent to teach children to give money toward World Hunger Relief and then use edible food items for non-food purposes (i.e. macaroni, beans, rice, fruit loops, etc.).

EMERGENCY POLICY

Our staff is trained to follow emergency procedures during our services, programs, activities, or events. We identify two types of emergencies, physical and safety.

Physical Emergency: a situation endangering the overall health of a child which may include choking, allergic reactions, seizures, unconsciousness, uncontrollable bleeding, and broken limbs.

Physical Emergency Procedure

- Volunteer notifies the Family Pastor, Preschool Coordinator or Children’s Coordinator of the child’s name and nature of the emergency.
- The Family Pastor, Preschool Coordinator or Children’s Coordinator assesses the situation, then does one or all of the following:
 - Perform any first aid procedures they are trained in
 - Contact one of our members with medical training for help
 - Calls 911
 - Calls for the child’s parent
- Volunteers should each complete an Accident Incident Form to be turned into the Family Pastor.

Safety Emergency: a situation that endangers the well-being of the child, which may include: missing child, stranger in the area where children are at play, a fire, severe weather or other emergency situations.

Missing Child Emergency Procedure

- The Volunteer should notify the Family Pastor, Preschool Coordinator or Children’s Coordinator of the missing child with gender, age, and child’s hair color.
- An EPC staff member should send the message, “SECURE THE AREA: CODE ADAM.”
- All classroom doors should be closed IMMEDIATELY.
- The Check-In Volunteer would take a cell phone, pen, and paper to watch for any children or vehicle activity, noting tag numbers of vehicles that are leaving the area.
- An EPC staff member with the missing child’s information should then text “Child Missing” with a description to the EPC Campus Resource Officer.
- An EPC staff member should alert deacons and ushers that help is needed in the preschool, children’s area or playground.

Stranger Emergency Procedure

- When a volunteer notices an unfamiliar person in the preschool, children’s area or on the playground, they should first consult with the other volunteers to see if they recognize the person.
- If the person is recognized as a parent (not accompanied by the Family Pastor, Preschool Coordinator or Children’s Coordinator), then they should be kindly

directed to the nearest Check-In Volunteer and gently reminded of our security policy.

- If none of the volunteers recognize the person, steps should be taken to secure the children (for example, if the class is outside, have the children line up and escort them quickly and safely back inside; If the class is inside, immediately close that door.)
- Notify the nearest Check-In volunteer of the stranger and give a description of the stranger, and the location they were seen.
- All classroom and hall doors should be closed IMMEDIATELY.
- Check-In Volunteers should position themselves in a manner to stop all traffic through their hall or area.
- An EPC staff member should to alert ushers and deacons that help is needed in the preschool or children's area.

Fire/Severe Weather/Other Emergency Situations

Each volunteer should be familiar with the nearest fire extinguisher(s) and classroom evacuation plan (as posted in the classroom). Volunteers should immediately notify the Check-In volunteer of the fire, smoke, or smell. The Check-In volunteer should verify the situation and notify a staff member for appropriate action. An EPC staff member will activate the building evacuation plan, if necessary.

In the event of an EVACUATION due to fire, gas leak, etc.:

- Have children line up. Count the children. Bring the attendance role.
- Follow the guidelines for TRANSFER OF CHILDREN
- Volunteers should lead the children out the building, making sure each child stays with the group.
- It is extremely important for the adults to remain calm, walk, and continuously reassure the children. Refer to the Evacuation Map and follow evacuation instructions.
- Infants should be placed 3-4 in a crib and rolled out of the building using the nearest exterior exit. Bring ALL blankets if the weather is cold.
- Refer to the Evacuation Map and follow evacuation instructions.
- Once outside, volunteers should count the children and make sure all are accounted for. ***Parents are not allowed to take children away from the group until the Family Pastor, Preschool Coordinator, Children's Coordinator have accounted for every child that was in the building.***

In the event of a TORNADO, EARTHQUAKE and/or SEVERE WEATHER:

- Our goal will be to move everyone to the most structurally sound areas (interior hallways, stairwells, restrooms) on the lowest floor of the building. Have children line up (using lead rope, if available).
- Follow the guidelines for TRANSFER OF CHILDREN. Count the children. Bring the attendance role.
- If necessary, children may be instructed to cover their head with both arms.
- Once the danger passes, an EPC staff member will notify volunteers that it is safe to return to their classrooms with the children.

RESPONDING TO ALLEGATIONS OF CHILD ABUSE

For purposes of this policy, “child abuse” is any action (or lack of action) that endangers or harms a child’s physical, psychological or emotional health and development. Child abuse occurs in different way and includes the following:

- Physical abuse – any physical injury to a child that is not accidental, such as beating, shaking, burns, and biting.
- Emotional abuse – emotional injury when the child is not nurtured or provided with love and security, such as an environment of constant criticism belittling and persistent teasing.
- Sexual abuse – any sexual activity between a child and an adult or between a child and another child at least four years older than the victim, including activities such as fondling, exhibitionism, intercourse, incest, and pornography.
- Neglect – depriving a child of his or her essential needs, such as adequate food, water, shelter, and medical care.

Volunteers may become aware of abuse or neglect of the children under their care. In the event that a volunteer becomes aware of suspected abuse or neglect of a child under his/her care, this should be reported immediately to the Family Pastor, Preschool Coordinator, or Children’s Coordinator for further action including reporting to authorities as may be mandated by state law.

In the event that an incident of abuse or neglect is alleged to have occurred at East Pointe Church or during our services, programs, activities, or events, the following procedure shall be followed:

1. The parent or guardian of the child will be notified.
2. The volunteer alleged to be the perpetrator of the abuse or misconduct will immediately be placed on leave from working with children pending an investigation and instructed to remain away from the premises during the investigation.
3. Civil authorities will be notified, and the church will comply with the state’s requirements regarding mandatory reporting of abuse as the law then exists. The church will fully cooperate with the investigation of the incident by civil authorities.
4. Our insurance company will be notified, and we will complete an incident report. Any documents received relating to the incident and/or allegations will immediately be forwarded to the insurance company.
5. The Family Pastor will be our spokesperson to the media concerning incidents of abuse or neglect, unless he is alleged to be involved. We will seek the advice of legal counsel before responding to media inquiries or releasing information to the congregation. All other representatives of the church should refrain from speaking to the media.
6. A pastoral visit will be arranged for those who desire it.
7. Any person who is not found innocent of the alleged abuse or misconduct will be removed from their position working with children of any age.

I have read and agree to abide by the KidsPointe Ministry Handbook, *A Ministry of East Pointe Church*
(updated April 2018)

Volunteer Name

Volunteer Signature

Date