



## Volunteer Policy and Procedures

Ministry workers are expected to adhere to Christ-like values and morals at all times with and without children. Our goal for our actions is twofold: exemplify Christ to those we minister with and to protect the integrity of the ministry. We ask for you to implement the following policies while in ministry with children.

### Accountability:

1. At least two approved volunteers are required with every class/group/activity. Never be alone with a child.

### 2. Restrooms:

- a. Do not go into the bathroom alone with a child unless absolutely necessary.
- b. Please leave the main door slightly open while assisting younger children.
- c. Older children may go to the kid's bathrooms alone while being monitored by adults from afar.
- d. *Yorktown Campus 1<sup>st</sup>-3<sup>rd</sup> Class:* All kids in the 1st-3rd grade class must be taken to the bathroom before drop off or after pick up. In case of a true bathroom emergency, a parent should be paged to bring their child to the bathroom.

3. Discipline - Never take a child to a secluded place to have a conversation or to discipline. Always have another adult present or be in easy view of the rest of the ministry volunteers.

4. Never take a child behind solid doors or obstacles. Doors with no glass should be left open and everyone should always be in view of the rest of the group/workers. Stay visible!

5. Only female workers should be changing diapers in the nurseries.

### Discipline:

1. No corporal or any form of physical punishment is allowed under any circumstances, including grabbing the children. These procedures should be followed for times that require disciplinary action:

- a. Verbal warning with consequences for their actions (try to use positive reinforcement first).
- b. Time out or removal from group/activity (clarify the consequences).
- c. When parents pick up their child, explain what occurred and what actions you took.
- d. If a child continues to act out, please page the parent or take child to ministry leadership and parental notification will occur at this point.

2. *Yorktown Campus:* To page a parent, text the Google Voice number on the wall including the child's name and code from their nametag. The Service Supervisor or Check In desk will text the parents first. If there is no response from the initial text, then the Production Team operator will project the code on the screen in the auditorium. If a parent does not come within 5 minutes, then the child's last name will be added to the screen.

### Security:

1. All exterior doors shall remain closed during services. Please notify security if rear entrances/exits are propped open, fail to latch closed, or are unlocked.

2. Wear your children's ministry volunteer T-shirt and nametag every time you serve.

3. All ministry volunteers should be checked in and in their classroom 20 minutes before their service starts. We will begin prayer time as a group 20 minutes prior to service time.
4. Children may be released only after verifying the number printed on the child's name label matches the number on the label shown by the person picking them up.
  - a. If parent has lost the code, please have them go to the Check In desk with their ID.
    - i. Check In Desk or Service supervisor will verify the address and family information is correct.
    - ii. If correct, then volunteer/supervisor will walk parent to classroom to let teachers know the parent is allowed to pick up child.
    - iii. If the information is not correct, please find the ministry staff leader and security team member. They will handle it from that point.
  - b. If a child has lost their nametag and code, please find a Service Supervisor or Check In Desk volunteer.
    - i. The process is the same as above to match family information.
    - ii. If child cannot or is unable to speak, please find a ministry staff leader to handle the situation. (This is another reason to learn the children's names quickly at drop-off every Sunday.)
5. All volunteers aged 18 years or older must have a valid background check through Coastal Church.
6. Only children, Coastal Kids volunteers, or persons picking up children should be in the children's areas during and between services. Any parent that wants to stay with their child in the classroom needs to have a background check cleared before doing so.
7. The entrance to infants-kindergarten area is one way only, exit at the rear of the hallway. Set a good example of obedience for the parents and children who are watching you.

#### **Emergency Situations:**

1. If minor first aid is needed, there is a First Aid kit located at the check-in desk. (*Yorktown Campus*: a second first aid kit is located under the computer cart in the 1<sup>st</sup>-3<sup>rd</sup> classroom.) Adults are free to administer first aid for such things as small scrapes and bumps as needed (band aids and icepacks provided in the kit). No medicine can be given without the child's parents being present.
2. In the event that emergency services are needed, a phone is located in the children's ministry office. Call 911. While emergency services are being contacted, have another adult contact the adult service's PowerPoint operator to page the child's parents.
3. An Incident Form must be filled out for all (minor and major) incidences. These forms are beside the First Aid kit at the check-in desk/computer cart. Make a copy of signed reports and give one form to the parents and one to the ministry leader.
4. In case of a fire alarm adult workers should gather the children in their immediate class/group and exit through the emergency escape routes. One adult should lead the children out while the second adult follows the class/group outside. *Yorktown Campus*: Exit through the preschool door to the grassy area on the Early Childhood hallway. For the Early Elementary side, exit through the side gym door to the parking lot.
5. In case of a lockdown or security emergency the code word is "Noah's Ark." All volunteers should stay calm and await further instruction from the ministry leader.

**6. Mandatory Reporting:** Coastal ministry staff are considered mandatory reporters according to Virginia Department of Social Services. If you suspect or are witnessed to abuse, assault, or any circumstance that puts the children or adults we serve in danger, please let the Coastal Staff know as soon as possible.

**Volunteer Responsibilities:**

**1. Teachers:**

- a. Please read over the lesson plan to be familiar with what you are going to teach (in advance) and pray for the Lord to show you how to present the children with the gospel.
- b. We ask that all lead teachers be members of Coastal Church.

**2.** Arrive at your ministry area or classroom at least 20 minutes prior to service starting (25 if you are doing check in ministry). Many families start checking in 20 minutes before service, so punctuality is key! We only get one chance to make a first impression on visitors so let's be ready for them. Arriving on time will allow you to: have volunteer prayer time in your classroom, prepare any activities and have playtime with the children as they arrive for service. You should be ready prior to service as children begin to arrive.

**3.** Volunteers ages 10-12 years old must serve with a parent or adult family member.

**4.** Be committed. Your commitment is not just to the ministry leader, the kids, or the church. It is also a commitment to God. Make every effort to show up according to the schedule or give advanced notice if you will not be able to make your serve time.

**5. Replacements:** If you cannot work on your scheduled Sunday, please let the ministry leader know as soon as possible. Also let us know which dates/times you can serve that month instead. Notify Coastal Kids staff.

**6.** If you need to call out at the last minute (between Friday and Sunday of the day you are scheduled) please text Coordinator and let us know (identify yourself in the text).

**7.** Clean up your classroom area after service. Wipe down surfaces and toys that have been used. Because of our multiple services scheduled please neaten chairs and papers, etc. to prepare for the next service.

**8.** Please greet the children warmly (by name if possible) when they arrive. Be sincerely glad they have come and show it by getting down to their level. Give them compliments when you catch them doing good!

**9.** Be usable and available to serve God. Go out of your way to interact with the children and ask them questions. Do not be afraid to serve out of your perceived capacity. Allow yourself to be 'stretched.'

**10.** Have fun with the kids and play with them. It is a great way to impact them with God's love!

**11.** Look for ways to incorporate the Gospel into every lesson and every action you do.

**Thank you for serving the Lord in Coastal Kids!**

*By signing below, I attest that I have read and commit to the beliefs, mission statement, and goals of Coastal Community Church's Children's Ministry as stated within the ministry's Volunteer Policies and Procedures packet.*

Print Name: \_\_\_\_\_

Sign Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Coastal Kids Contact Sheet

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