



## Guidelines & Procedures

### Central Kidz Staff

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## **GENERAL PROCEDURES**

### **Difference Maker Guidelines**

1. All individuals desiring to serve in Central Kidz must complete and submit a Children's Ministry Application, and a Background Check Form.
2. To serve in Central Kidz you must be at least 16. Students ages 12-15 may serve as student helpers with special permission from Central Kidz directors. Those younger may serve if accompanied by a parent/guardian. If a child accompanies a parent to serve alongside them, it is the parent's responsibility to ensure said child is following all Central Kidz Guidelines and Policies. Central Kidz staff hold the right to correct or redirect all Central Kidz volunteers, no matter the age.
3. If you want to bring someone to serve with you in Central Kidz, it must be cleared with Central Kidz staff before the weekend. Please do not ask to bring someone in the room right before service starts. If Central Kidz staff gives you the ok to bring your friend, they must stay with you at all times and follow all Central Kidz Guidelines and Policies.
4. We strongly encourage all Difference Makers to attend our training events as you are able. These may be general Central Kidz trainings, or be specific to your role in ministry.
5. Please consider praying before you come to minister in your area of responsibility. Ask God to help His love flow through you to every child and parent you meet. Jesus' love can shine through you, making the church experience a positive one for the child as well as for the entire family - you are the hands & feet of Jesus!
6. We have a team huddle at 4:30 on Saturday nights and a 8:30 huddle on Sunday Mornings. We strongly encourage everyone serving that day to join us for important information and prayer before we begin.
7. PLEASE BE IN YOUR MINISTRY AREA AT LEAST 20 MINUTES PRIOR TO THE START OF THE SERVICE to prepare. Kids start arriving 15 minutes before service. This will give you time to talk with other leaders, review any changes, look over supplies, etc.
8. It is our expectation that every Difference Maker attends one worship service each weekend. Having multiple worship services and services recorded makes this convenient!
9. The students here in Central Kidz rely on you to show up when scheduled. However, we know that life happens! *If there is an emergency or you are ill & can't serve, please contact Amie directly at 608-856-2934 or Gracie at 608-367-4634.*

## **GENERAL PROCEDURES (continued)**

### **Family & Student Interactions**

1. We want to make every effort to help families feel welcomed, comfortable, and safe. For that reason we need to be aware of how we present ourselves.
  - o Your speech, attitude, and manner represent Christ, both in and outside of Central Kidz. Treat every parent and child with respect and make sure to greet every family that comes into your area.
  - o Please be wary of strong scents such as perfumes and smoke.
  - o Please wear appropriate clothing. (no paraphernalia, inappropriate messages, etc.)
  - o Do not use inappropriate language around students.
  - o Only use your cell phone when absolutely necessary.
2. If you're ever confronted by an upset Parent/Guardian, please remember to treat them with every kindness because even in that situation you are a representative of Christ. Make sure to bring them straight to Central Kidz staff.
3. Difference Makers should never be MEAN or ANGRY towards a child. UNDER NO CIRCUMSTANCE WILL CORPORAL PUNISHMENT BE ACCEPTABLE! No child, *even your own*, is to be spanked or hurt in any way while you are serving in Children's Ministry. Contact Central Kidz staff or a service coordinator if a child's parents need to be contacted.

**CENTRAL KIDZ exists to partner with parents as they lead their children into a real relationship with Christ. Therefore, DIFFERENCE MAKERS are stewards of our mission, to know Jesus and to make Him known!**  
**Thank you for serving!!**

## **SAFETY PROCEDURES**

### **General Safety Guidelines**

1. Name tags are to be worn by all volunteers while serving in any secure area of Children's Ministry. This identifies you as a volunteer to parents and other ministry staff. Please check in at one of the check-in kiosks as soon as you arrive to serve. Keep the name tag on until you have finished all of your serving responsibilities.
2. **NEVER BE ALONE WITH A CHILD (Rule of 3)**. If you arrive and there are no other students or leaders there, please explain to any parent waiting that we are never alone with a child, for their safety and our own - parents will be happy to hear this. You can always use this time with parents to invite them to come serve with us.
3. There are cameras in every room and hallway for the students' safety, and yours, too.
4. **DO NOT USE THE MAIN RESTROOMS IN THE HALLWAY**. Volunteers will need to use the restroom in the Blue (baby) Room OR the bathroom located by the Dream Center auditorium.
5. If a child is distressed for an extended period of time (10 minutes max), becomes ill, or is injured while in your care, immediately report the situation to your Central Kidz staff ministry leader so they can page a parent.
6. For safety purposes we do not permit people to wander around the children's areas unattended. Because of the size of our ministry and campus, we depend on you to assist us in helping to make Central Kidz a safe environment for all our children. Parents are welcome to stay for a first time visitor or if their child is having a hard time that day. If a parent is asking to stay every week, please inform the Central Kidz staff. Since they are wanting to remain in the rooms on a weekly basis, even if they are not volunteering, they will need to undergo the mandatory background check.
7. Ideal Adult/Child Ratio Guidelines based on weekend activities:

Blue Room	2-3 babies per 1 adult
Creation Station Yellow (2s)	4-6 children per 1 adult
Creation Station Orange (3s)	6-8 children per 1 adult
Creation Station Green (4-5)	8-12 kids per 1 adult
Elementary	10-12 kids per 1 adult
8. Please be sure to follow all check-in and check-out procedures for the individual room you are serving in (see sections below).

## **SAFETY PROCEDURES (continued)**

### **Illness & Injury**

#### 1. Minor Injuries

- Make every effort to reassure and comfort the child.
- Administer minor First Aid (clean wound and apply bandage) or ice pack. First Aid kits and ice packs are available in the Green & Orange Room restrooms and the Light Factory/Power Plant sound booths, as well as at the check-in desk.
- Complete an incident report form.
- Have the parent/guardian paged if necessary.
- Be honest and sensitive about the situation; offer your apologies and reassurance.
- Do not render any medical judgments or advice.
- If parents were not paged, review the report with parent/guardian upon pickup and have them sign it.
- Return the report to Central Kidz staff and let them know if the parent/guardian wants a copy.

#### 2. Severe Injuries

- Report the situation to Central Kidz staff.
- Have parent/guardian paged.
- Fill out an incident form (available in each room).
- Review the report with the parent/guardian and have them sign it.
- Return the report to Central Kidz staff and let them know if the parent/guardian wants a copy.

#### 3. Illness

- We cannot accept children when they are displaying the following symptoms:
  - Runny nose with thick yellow or green discharge
  - Suspected fever
  - Suspected communicable disease, such as flu, chicken pox, measles.
  - Open sores
  - Suspected pink eye
  - Vomiting or diarrhea
- When any of the above symptoms are present or suspected, contact Central Kidz Staff, who will take care of the situation.

## **EMERGENCY SITUATIONS & PROCEDURES**

### **In the event of a FIRE or OTHER EVACUATION:**

1. Remove the children from the building through the closest safe exit.
2. The room leaders should take the classroom roster out of the building to ensure all children are accounted for.
3. All Central Kidz Students & Difference Makers will meet at the BLUE light pole (visible when looking towards Fruzen Intermediate School).
4. In the Blue room, there are pack and plays to use to help transport the children. If the main exit doors are blocked, you will use the emergency exit door and go out the back to the sidewalk at the edge of the parking lot on the east side of Central Kidz.
5. Security – Please assist the baby room in exiting the building. If you have the other walkie-talkies on hand, please bring them outside so we can distribute them to other ministry leaders as needed while we are outside.
6. Once at your gathering places, the room leader should use the roster to check that all children were safely evacuated.
7. If a child is missing, notify a children’s ministry staff member immediately.
8. Remain with the children until they have all been picked up by a parent/guardian.
9. Children should be checked out through the room leaders, so that they may be checked off the classroom roster. No children should be released until the “all clear” is given from church staff. Parents should wait at the RED pole until the “all clear” is given.
10. No one should re-enter the building without the knowledge of the “all clear” from church staff. It is imperative that all children and adults are accounted for.

### **In the event of a TORNADO WARNING:**

1. The room leader should take the classroom roster out of the room with him/her to ensure all children are accounted for.
2. Relocate children from all classrooms into the main bathroom located in the Hallway. Have the children crouch down, with hands protecting their heads.
3. Please keep children away from windows, doors, glass, or items that might fall and cause injury.
4. The room leader should use the roster to check that all children were safely moved to the hallway.
5. If a child is missing, notify a children’s ministry staff member immediately.
6. Remain with the children until they have all been picked up by a parent/guardian.
7. If children are picked up during the warning, they must be checked out through the room leader, so that they may be checked off the classroom roster.
8. Once the warning is over, return the children to their room in an orderly manner.
9. Once again, use the classroom roster to make sure all children have returned to the room.

## **EMERGENCY SITUATIONS & PROCEDURES (continued)**

### **In the event of a SAFETY/SECURITY LOCKDOWN:**

1. An announcement will be made by a children's ministry staff member or a member of our security team that our building is under a SAFETY/SECURITY LOCKDOWN.
2. Immediately upon hearing this announcement, all doors to the classroom should be locked. Blue, Orange and Green Rooms should go into the Bathrooms and close the doors. The Yellow Room should go into the supply closet and close the door. The Light Factory should move to the corner of the Blue Wall that cannot be seen by the door. The Power Plant should go along the gray wall, in and by the sound booth.
3. A children's ministry staff member or security team member will announce the all clear on the walkie-talkie once the lockdown is over.
4. The room doors are to remain locked until the all clear is given.
5. Under no circumstances should you open the classroom door until the all clear is given. The only exceptions are to allow emergency personnel (police officers, emergency medical personnel, or firemen) to enter the room.
6. Parents/guardians will not be allowed to enter the Central Kidz building to pick up children until the all clear has been given.
7. Ensure that all children and volunteers remain in the room, away from all doors and windows, low to the ground until the all clear has been given



# **CENTRAL KIDZ NURSERY PROCEDURES**

(Infants, Toddlers & 2 Years Old)

## **Interactions with Nursery Children & Families**

Please make every effort to spend quality time interacting with these little ones. This is the children's time. **Your interaction with them makes it a memorable experience - you are the hands & feet of Jesus!** When they leave, they should feel that this was a warm, secure, and fun place to be.

\*Please only use your personal phone when absolutely necessary.

## **Check-In Procedure**

As children begin arriving in your room:

- Accept infants/toddlers over the door & immediately place nametag on class roster. Ask about any special information or instructions for the child.
- Parents do not need to enter the room but may do so in some cases. Try to encourage a hug/kiss, then pass the child over to you.
- **No babies should be left in car seats once entering the classroom.** It is incredibly unsafe for a baby to be sleeping in a car seat, so when parents drop off, please have them remove the baby from their car seat and pass them over the door. If needed, we can always place a sheet on one of the pack & play beds and lay them down there, but please do not allow babies to sleep in their car seats.
- Greet each child by name.
- Check the child's ID tag for any allergies.
- Check the child's diaper bag for an ID tag. If they do not have one, be sure to give them a tag.
- We can suggest to the parent/guardian that the child's personal items such as bottles, pacifiers and blankets be labeled with the child's name.
- Once check-in closes, please write the total # of students at the top of class roster in case of an emergency.

## **Check-Out Procedure**

The safety of our children is very important. We understand that dismissal time can get a little hectic; however, we ask that the following dismissal guidelines be followed very closely.

- If you are dismissing, please compare the child's tag number to the parents'
- In all possible circumstances, infants/toddlers should be handed over the door to the parent/guardian.
- Please put the room back in order before the next rotation. Please check pictures on bins to ensure you are putting things back in the right place.

## **Diapering Needs**

- Change diapers when necessary. Gloves are available and should be used.
- **NEVER leave a child unattended on a changing table or counter.** Keep your hands on the child at all times, making sure you have all supplies needed and within arms reach before changing a diaper.
- Spray & wipe down the diaper changing table after each use.
- Wash your hands and the child's hands with soap and water after a diaper change/restroom use.
- Children are **NEVER** to be scolded or disciplined for toilet accidents.
- If a child is training, ask the parent/guardian about any special signs or needs that may ensure success while in your care.

## **Food**

- **Always check the child's ID tag for food allergies before giving snacks.**
- Keep all hot drinks away from children. Please do not bring in food to eat in front of the children.

## **CENTRAL KIDZ NURSERY PROCEDURES (continued)**

(Infants, Toddlers & 2 Years Old)

### **Soiled toys and linens**

Ask Central Kidz staff to aid you in locating bins that are available for dirty toys and soiled linens. Any toys that have been in children's mouths should be set aside for disinfecting.

### **Student Helpers with Infants & Toddlers**

No one under the age of 16 should be standing while holding a baby/toddler. This includes picking a baby up while standing, or walking around holding a baby. If a student helper would like to hold a baby, please have them sit in a rocking chair and hand the baby to them.

Student helpers can sit on the floor with babies & toddlers, or can be handed one while sitting, but please be sure no students are walking around holding them, or trying to pick them up off the floor.

### **Crying and fussy children**

If a child is inconsolable for 10 minutes, you should contact Central Kidz staff or service coordinator to page the parent/guardian. However, please use your discretion here. If a child is sobbing or hysterical, please page them sooner. In most cases, as much as we would like to, we cannot have one person caring for one child the entire hour, unless they are assigned as a one-on-one helper. Ask a ministry leader to assist you, and if that is not possible, we will page the parent.

### **Discipline**

Please use the following steps when dealing with persistent discipline issues:

1. Get on the child's level and speak to him/her in a calm voice. Explain the unacceptable behavior AND redirect towards the acceptable behavior.
2. Try to redirect the child to a different activity that may stop the behavior.
3. If behavior persists, sit with the child for a minute or two away from other children and explain unacceptable and acceptable behavior once more.
4. If behavior is destructive or hurtful, and continues after redirection, contact a Central Kidz Staff Member to page the parent/guardian. When a parent/guardian arrives, discuss the situation calmly and enlist their help in making their child's experience a better one.
5. Let a children's ministry staff member know if you and the parents come up with any strategies for a particular child. Then s/he will inform other teachers in that room. **We ALWAYS want to work with the parents so that their children (and you) have a positive experience in Central Kidz.** We discourage forcing children to sit with their parents in service unless that is the LAST possible option. We long for children to be engaged in what we are doing in Central Kidz so that parents can get all they can out of the adult worship experience.
6. **NEVER use corporal punishment, or inflict any kind of physical pain on a child in Central Kidz.**

# CENTRAL KIDZ PRESCHOOL PROCEDURES

(3 Years Old, 4 Years Old & Kindergarten)

## Interactions with Preschool Children & Families

Please make every effort to spend quality time interacting with these little ones. This is the children's time. **Your interaction with them makes it a memorable experience - you are the hands & feet of Jesus!** When they leave, they should feel that this was a warm, secure, and fun place to be.

\*Please only use your personal phone when absolutely necessary.

## Check-In Procedure

As children begin arriving in your room:

- Accept children through the classroom door & immediately place nametag on class roster. Write their names on top of a Parent Cue and add them to the pile.
- Parents do not need to enter the room but may do so in some cases. Try to encourage a hug/kiss, then pass the child to you.
- Greet each child by name.
- Check the child's ID tag for any allergies.
- With children in this age group, we try to gently discourage things from being brought in because they're often a distraction or end up getting lost.
- Once check-in closes, please write the total # of students at the top of class roster in case of an emergency.

## Check-Out Procedure

The safety of our children is very important. We understand that dismissal time can get a little hectic; however, we ask that the following dismissal guidelines be followed very closely.

- If you are dismissing, please compare the child's tag number to the parents'
- Only check out one family at a time to prevent multiple children from exiting the door right away. Encourage families who are waiting to locate their children's craft & home resources off the counter.
- Please put the room back in order before the next rotation. Please check pictures on bins to ensure you are putting things back in the right place.

## Diapering & Bathroom Needs

- Change diapers when necessary. Gloves are available and should be used.
- **NEVER leave a child unattended on a changing table or counter.** Keep your hands on the child at all times, making sure you have all supplies needed and within arms reach before changing a diaper.
- Spray & wipe down the diaper changing table after each use.
- Wash your hands and the child's hands with soap and water after a diaper change/restroom use.
- Children are **NEVER** to be scolded or disciplined for toilet accidents.
- If a child is training, ask the parent/guardian about any special signs or needs that may ensure success while in your care.
- You may help the child in the bathroom if needed; however, **ALWAYS** leave the top door open.

## **CENTRAL KIDZ PRESCHOOL PROCEDURES (continued)**

(3 Years Old, 4 Years Old & Kindergarten)

### **Large Group Experience**

Please sit with the children and help them focus on the singing or story. When we are singing, please consider doing the motions along with the children!! They want to see you interacting with them. They will look to you - so have fun & model joy!

### **Food**

- **Always check the child's ID tag for food allergies before giving snacks.**
- Snacks and cups for water are in the snack cabinet in each room.
- Please encourage families not to bring in their own food & drink except for allergy reasons.
- Keep all hot drinks away from children. Please do not bring in food to eat in front of the children.

### **Soiled toys and linens**

Ask Central Kidz staff to aid you in locating bins that are available for dirty toys and soiled linens. Any toys that have been in children's mouths should be set aside for disinfecting.

### **Crying and fussy children**

If a child is inconsolable for 10 minutes, you should contact Central Kidz staff or service coordinator to page the parent/guardian. However, please use your discretion here. If a child is sobbing or hysterical, please page them sooner. In most cases, as much as we would like to, we cannot have one person caring for one child the entire hour, unless they are assigned as a one-on-one helper. Ask a ministry leader to assist you, and if that is not possible, we will page the parent.

### **Discipline**

Please use the following steps when dealing with persistent discipline issues:

1. Get on the child's level and speak to him/her in a calm voice. Explain the unacceptable behavior AND redirect towards the acceptable behavior.
2. Try to redirect the child to a different activity that may stop the behavior.
3. If behavior persists, sit with the child for a few minutes away from other children and explain unacceptable and acceptable behavior once more.
4. If behavior is destructive or hurtful, and continues after redirection, contact a Central Kidz Staff Member to page the parent/guardian. When a parent/guardian arrives, discuss the situation calmly and enlist their help in making their child's experience a better one.
5. Let a children's ministry staff member know if you and the parents come up with any strategies for a particular child. Then s/he will inform other teachers in that room. **We ALWAYS want to work with the parents so that their children (and you) have a positive experience in Central Kidz.** We discourage forcing children to sit with their parents in service unless that is the LAST possible option. We long for children to be engaged in what we are doing in Central Kidz so that parents can get all they can out of the adult worship experience.
6. **NEVER use corporal punishment, or inflict any kind of physical pain on a child in Central Kidz.**

# **CENTRAL KIDZ ELEMENTARY PROCEDURES**

(1<sup>st</sup> – 5<sup>th</sup> Grade)

## **Interactions with Elementary Students & Families**

Please make every effort to spend quality time interacting with these students. When they leave, they should feel that this was a warm, secure, and fun place to be. If you are not actively leading on stage or leading a small group, engage the students in what they are doing (pre-service hangout, sit with them during large group, worship with them, etc.)

\*Please only use your personal phone when absolutely necessary

## **Check-In & Pre-Service Procedure**

As children begin arriving in your room:

- If you are checking students in, immediately place the nametag on the correct class roster when they arrive (organized by grade).
- Greet each child by name.
- Parents should not need to enter the room but may do so in rare cases. Try to encourage a quick hug, then pass the child into the room. If students are having a hard time entering, consider grabbing another student to buddy with them as they settle in.
- Once check-in closes, please write the total # of students at the top of class roster in case of an emergency.
- If you are not checking students in, use this time to color with, play games with or converse with students. Be intentional about forming relationships with the students. Try to avoid gravitating towards other Difference Makers and be present with the students. If you see students who are isolated or struggling to acclimate to the room, engage with them, or invite another student to buddy up with them.

## **Check-Out Procedure**

The safety of our children is very important. We understand that dismissal time can get a little hectic; however, we ask that the following dismissal guidelines be followed very closely.

- If you are dismissing, please compare the child's tag number to the parents'.
- Only check out one family at a time to prevent multiple children from exiting the door right away.
- Please put the room back in order before the next rotation, including small group supplies and helping pick up large group supplies if possible.

## **Bathroom Procedures**

- Only one boy and one girl should be out of the room using the restroom at one time. The exception to this rule is if a Difference Maker walks a group to the bathroom before service starts. Students must use the bathroom pass, unless being escorted in a group with a Difference Maker.
- Students should be discouraged from using the bathroom during large group time. Simply ask if they are able to hold it for the remainder of the lesson. If they cannot wait, please do not force them to hold it (we do not want to cause any discomfort or accidents).
- Once parents are in the hallway for check-out, students must wait until they are checked out to use the restroom. If there is a restroom emergency, a Difference Maker should escort the student for safety reasons.
- **(Rule of 3)** If a student needs assistance in the restroom, a second Difference Maker should be present (this is for the safety of the student as well as you).

## **CENTRAL KIDZ ELEMENTARY PROCEDURES (continued)**

(1<sup>st</sup> – 5<sup>th</sup> Grade)

### **Large Group Experience**

Please sit with the children and help them focus on the teaching or story. When we are worshiping, please consider doing the motions along with the students! They want to see you interacting with them. They will look to you - so have fun & model joy!

### **Small Group Experience**

Please prepare for small groups in advance. Look over the activities & materials at least once in the week leading up to your service. Materials will be available on Planning Center, as well as the weekly Difference Maker email.

During small group time, allow students to lead the discussion while you focus on guiding it towards the end goal. The lessons provided are a great road map for conversation, but if students want to discuss other (productive) topics associated with life, scripture or what they learned that day, please allow the Holy Spirit to guide your conversation there. Make it personal with examples from your own life and relate it to what the students are learning and may be experiencing.

### **Safety in Central Kidz Elementary**

In addition to normal safety procedures, please keep the following things in mind while working with elementary students

- Students should refrain from running, sitting/standing on tables, or going onto the stage unless invited to do so. Exceptions include large group games & activities when the entire group is being asked to participate.
- Students should **never** sit on the lap of a Difference Maker.
- Pay special attention to the **rule of 3** – never be alone with a student for any reason. Always ensure there is another responsible party present for everyone's safety.

### **Emotional Regulation**

If a child is exhibiting anger, frustration, or other problems, have another leader watch your group and take that child aside to find out what's going on. Focus on validating their emotions, and identifying what is the cause. Offer to pray with them or provide an opportunity for them to share or find personal space if needed. If the problem persists, contact the Central Kidz staff.

## **CENTRAL KIDZ ELEMENTARY PROCEDURES (continued)**

(1<sup>st</sup> – 5<sup>th</sup> Grade)

### **Discipline Procedure**

Please use the following steps when dealing with persistent discipline issues:

1. Begin with presence – sit with the student or walk over to where they are and engage with them as appropriate.
2. Get on the student's level and speak to him/her in a calm voice. Explain the unacceptable behavior AND redirect towards the acceptable behavior. Affirm your desire to have them participate.
3. Move the student to another spot away from whoever/whatever is contributing to the behavior and reinforce the unacceptable & acceptable behaviors. Give the students a way out – allow them to make the choice to come back to the group.
4. Once the student has returned to the group, the issue is over. Do not discuss it again with them, other students or other Difference Makers.
5. If behavior is destructive or hurtful, and continues after redirection, contact a Central Kidz Staff Member to page the parent/guardian. When a parent/guardian arrives, discuss the situation calmly and enlist their help in making their student's experience a better one. The next time they come to Central Kidz, it's a clean slate.
6. Let a Central Kidz Staff member know if you and the parents come up with any strategies for a particular student. Then s/he will inform other teachers in that room. **We ALWAYS want to work with the parents so that their student (and you) have a positive experience in Central Kidz.** We discourage forcing students to sit with their parents in service unless that is the LAST possible option. We long for students to be engaged in what we are doing in Central Kidz so that parents can get all they can out of the adult worship experience.
7. **NEVER use corporal punishment, or inflict any kind of physical pain on a student in Central Kidz.**

### **Procedures for Unsafe & Unkind Behaviors**

If the behavior is serious (endangers him/herself, another child, or an adult; involves stealing; destroying property, etc.), ask another leader to take charge of your group.

1. Remove the child from the group and establish eye contact.
2. Explain the unacceptable behavior.
3. Ask a helper or safety team member to locate Central Kidz staff via the walkie-talkie.
4. Once Central Kidz staff arrive, advise them of the situation. Together, you will decide whether or not to contact the parents.
5. If you must contact the parents for pick up, give the child something to do (not a punishment, but to keep the child occupied) until the parent/adult arrives. You can then head back to your group.
6. When the parent/adult arrives to pick up the child, Central Kidz staff will explain the situation to the parent and see what we can do to help.

## **CENTRAL KIDZ WELCOME TEAM**

(Check-In Team)

Your role in our goal **of partnering with parents as they lead their children into a real relationship with Christ** includes the following:

- greeting families;
- guiding parents and kids through registration, check-in and security processes;
- and finally, directing them to the room.

All of these things will help them feel welcome and informed.

Check in opens 15 minutes before the start of service, and closes 15 minutes after service has begun.

- 4:45-5:15 Saturday
- 8:45-9:15 Sunday (9:00 service)
- 10:15-10:45 Sunday (10:30 Service)

Please arrive at least 20 minutes before service begins to settle into the space and be ready in case visiting families arrive earlier than our normal time. You are free to leave or head to service once the doors lock.

Families can use their phone numbers to print tags on any of the self-check kiosks. Occasionally a printer will have issues, or a family will not be able to locate/check themselves in. If this happens, please use the administrative kiosk (tablet facing you) to check them in.

If a printer has an error, first check to see if it is out of paper. If so, replace it; if not, press the blue button one time. If the printer has jammed, it will reset itself and print out the remaining tags. Please use the administrative kiosk to reprint any missing tags for that family.

When new families arrive, please walk them through the “New Family” form. Use the information they provide to add the following information into Planning Center as a “new family.” (NOT a guest)

- Parent Name & Phone Number
- Student Name, Birthday, Grade & Allergy Information

All other information will be put into the system by Central Kidz Staff during the week.

If a family needs to add a student to their household (either a new child, a friend, cousin, etc.) they can use the “Add to Household” form. This form should only be used if the family exists in the system already. If the family is not already in the system, they should fill out a “New Family” form instead.

Once families have been registered, you can connect them with a member of the safety team to walk them to their rooms, or you can walk them down yourselves. It’s important to transfer connections (don’t lead them to the door and walk away – introduce them to the safety team member, or directly introduce them to their student’s leader).

All forms should be placed in the file folder located on the storage cube for Central Kidz Staff to collect and review during the week.



## **CENTRAL KIDZ WELCOME TEAM**

(Safety Team)

Our goal is to **partner with parents as they lead their children into a real relationship with Christ**. As a Safety Team Difference Maker, your role in reaching this goal is to create a welcoming and safe environment. As one of the first Difference Makers that every family will meet, your welcoming demeanor and kind words can help families feel welcome, comfortable, and safe.

All Safety Team Difference Makers need to wear a safety vest, nametag, and walkie-talkie.

All Safety Team Difference Makers need to arrive 25 minutes before service to get set up (get your name tag from check-in, grab a vest, walkie talkie from the safety closet). Consider walking through the rooms and connecting with leaders to know who is where.

The doors are set to air-lock 15 minutes after the start of each service (and re-open 20 minutes before the start of the next service). Please be sure there is a safety team member by the doors for the duration of the time they are open.

If parents arrive before the drop off time, invite them to check in their kids for the next service, and let them know that Central Kidz will be open soon. Difference Makers serving at the next service may enter the Central Kidz building earlier with their children so they can get to their serving area.

There should be two safety team members available at all times. Before services, during drop off, and during pick up, security guards should be at the entrances to Central Kidz (the main doors, and the hallway to the Dream Center. To enter into the Central Kidz area, families need to have tags or be with someone who has a tag. If they do not have a tag, please bring them to the attention of a Central Kidz Staff member that can verify their identity & family information.

Make sure to greet each family as they pass by. *Make it a goal to get to know the families names.*

During service, the safety team members should be in the main Central Kidz hallway. During this time, please do not leave the Central Kidz area unattended to get coffee, have a smoke, etc. If there is more than one safety team member present, let them know if you need something so they can be aware if you must step away.

If you're ever confronted by an upset Parent/Guardian, please remember to treat them with every kindness because even in that situation you are a representative of Christ. Make sure to bring them straight to Central Kidz staff.

As always – if you **SEE** something, **SAY** something **IMMEDIATELY** to one of the Central Kidz Staff Members & alert the rest of the safety team via radio.