



NEW SONG KIDS

NSK Manual

Policies & Procedures

Dear New Song Kids Volunteer,

Welcome to one of the most important ministries in the church! You are now part of a team that has the privilege to bless, encourage and teach a precious group of children.

In *Matthew 19:13-15*, the story is told of how Jesus took the children into His arms and blessed them. Through children's ministry, each weekend we get to be the extended arms of Jesus.

When we hug a child, it is our prayer that the child feels like they are in the arms of Jesus. When we teach a child, it is our prayer that heaven opens up over that child. When we pray for a child, it is our prayer that Jesus is standing in their midst. When children leave our classes, and move on to the next ministry, we want them to already know and love the Lord.

This manual is provided for you in order to communicate the vision, policies and procedures of our children's ministry. In addition, it contains the guidelines necessary to allow an orderly and organized ministry.

Please read the entire manual and keep it handy as a reference guide. Thank you for dedicating your time to this ministry. It is exciting to see the children learn and grow in our classes. We thank the Lord for the awesome opportunity to bless these children, and we thank you for allowing Him to work through you. We pray the time, love and blessings you give these children will be multiplied beyond your expectations.

You are a blessing. Now, let us dive into sowing seeds in these little hearts.

Living Faith - Sharing Love - Building Hope

// Pastor Josh

A handwritten signature in black ink, appearing to read 'Josh', with a long, sweeping horizontal line extending to the right.

Our Mission

- To help children encounter God and grow into an intimate relationship with Him in an atmosphere of fun.

- Have Fun. Know God. Be Safe.

Our Vision

Our vision is to create a place where children taste, see, feel, smell, touch and genuinely experience the presence of God. Our programs are specifically designed to attract the heart of children in such a way that their experience is the most exciting and enjoyable hour of their week.

Our Values

1. Fun

Our goal is to make New Song the most exciting hour of the week. In order to accomplish this, we wrap each service in a package of fun-filled moments for both the children and those serving.

2. Family

Our desire is to partner with parents in encouraging children along their spiritual journey. Consequently, we are committed to equipping parents to minister to their children and providing opportunities for families to worship together. We want to challenge parents to use their influence to assist their children in becoming followers of Christ.

3. Fellowship

Ministry is about relationships. In our services, we are intentional about developing authentic relationships between leaders and kids through small groups and other special events.

4. Fundamentals

We view our experience with the children as more than playtime and baby-sitting. God has afforded us an opportunity to speak into the lives of future leaders and world changers. Therefore, our goal is to creatively teach relevant principles from the Word of God that are understandable and applicable.

5. Encountering the Father

We believe that children are big enough to experience the fullness of God. As a result, we challenge our kids to go deeper in their connection with the Holy Spirit in a spiritually safe environment.

Security Policies

Safety is one of our top priorities in NSK. We desire to make ministry happen within a safe environment. The following security policies have been put into place for the protection of our classroom attendants and ministry volunteers.

Security Guard

An approved security guard must be present in the hallways when a New Song Kids classroom is open.

Check-in

All children must be provided a name tag before entering a classroom. The name tag is to be placed on the child, with the parent/guardian keeping the security tag portion of the printout. If a check-in Kiosk is unavailable, a manual name tag can be used.

Roster

All nursery and preschool classrooms are required to use a roster for check-in at the classroom door and must be filled out fully for each child. *It is essential that information is accurately recorded on the roster! In case of emergency, the classroom roster contains information that is vital to address the circumstance.*

Visitors in the Room

Only individuals who have undergone a background check through our application process are allowed in a classroom when children are present.

Health Policies

Wellness Policy for Children and Ministry Volunteers

New Song follows the American Academy of Pediatrics recommendation that a child or childcare volunteer should not attend church when the following symptoms exist:

- A fever of 100 degrees or higher
- Diarrhea or vomiting, currently or within the last 24 hours—no matter what the cause is (medication, teething, etc.)
- Common cold
- Sore throat, constant cough or croup
- Colored mucus (runny nose that is not clear)
- Any unexplained rash or skin infection: boils, ringworm, impetigo or any open sores that leak fluid/blood even if the condition is caused by eczema or other benign skin conditions
- Pink Eye or other eye infections/mucus or redness of the eye

- Lice, including the presence of eggs or nits

These rules apply to all children and all volunteers. If you or your children have any of these symptoms, do not come to work. If you suspect a child is sick during class, contact the Overseer/Director. *All children and Ministry Volunteers must have been free of symptoms without medication for 24 hours.*

Children with Allergies

If a child who has a food allergy, such as dairy or gluten, it will be indicated on the check-in tag. Please also make a note of the allergy on the roster.

No Medication Policy

No medication may be administered by volunteers or staff. All medication, both oral and topical, such as diaper rash cream, teething gel, teething drops, eye drops, etc., must be given by the parent.

Volunteers are prohibited from opening or taking medication while in the classroom. In the event that medication is needed, the volunteer must leave the classroom to administer medication.

If serious symptoms occur (swelling of the face and neck, severe coughing or difficulty breathing), contact 9-1-1, the Department Director, and the parent.

Hand Washing/Sanitizer

Every volunteer must sanitize their hands upon entering the room before the class begins.

When to wash your hands: before handling food or bottles, after using the restroom, after changing each child's diaper, after assisting a child in the restroom, and after wiping a child's nose.

Call 9-1-1 (then notify Overseer/Director) if:

- A child begins choking.
- A child is knocked unconscious or suffers a serious injury.
- A child starts to have serious trouble breathing, especially if he/she is an allergy-alert child. He/she may be having a fatal allergic reaction.
- There is a fire
- There is a serious security issue.

Injuries

If the following injuries occur, contact the Overseer/Director immediately, and they will call the parent and speak with them regarding the injury when necessary.

- Any injury that leaves a visible mark
- Any injury where there is blood
- Any injury that involves an allergy-alert child ingesting an allergen
- Any injury that leaves the child crying for an extended period of time, even if there is no visible injury
- Any injury that leaves a child limping or dazed
- Any injury where a child is complaining of pain more than five minutes after the accident occurred

Before Class Begins

Who Must Be in Each Class

The following list explains the guidelines in place for who is to be in the classroom. Do not receive children until these guidelines have been met.

- Each class will have a minimum of two adult Ministry Volunteers in it at all times. One MUST be an adult female (18 years of age or older or otherwise approved).

Ministry Focus

This ministry is all about the kids; therefore, this is not the time to fellowship with the other volunteers in your room during the service. Make time to connect with them before or after service. Once the children arrive, your focus should be on the children.

Our Words

Please remember to watch your words during class time. There is power in the spoken word. You can ruin the entire atmosphere of a class by your words. No gossiping, complaining or profanity will be allowed. Remember, we are examples to the children. Even babies can be affected by negative speech. Also, you never know when a parent may come to the door and overhear you. Only speak life in your classroom and over your children.

Special Note: Rocking Chairs

Rocking chairs in the birth through walking rooms are reserved for rocking children only. You may rock two children at once if they fit comfortably, but you may not stand or walk with more than one child at a time.

Class Begins

Welcoming and Checking in the Children

Excellence starts at the door. The door greeter should:

- Greet the children and parents (by name if possible).

- Tell the child how glad you are that they are coming to class.
- Ask the parent if there are any special instructions and prayer requests. Be sure to write everything down on the roster. If any of the roster line items are missing, please ask the parent for that information and write it down.
- Take and immediately label all personal items, including diaper bags and bottles.
- Address any concerns parents have and direct children into the room.
- If a child is new, introduce him or her to other children and volunteers.

As the children come in the door, take them to the toys and get them involved in the class. If you have more kids lined up to check in, hand the child to another volunteer to involve the child in the class. The person at the door needs to be free to check in the children. Keep the children who are inside the room away from the door.

Kids Pick-up Policy

- If a parent has lost the pick-up tag, please contact the Overseer/Director. The parent must present his/her Driver's License to pick up the child.
- If a child loses a name tag, check the tag number on the roster or in Planning Center.
- If a parent wants to pick up a child without a Driver's License or any other form of ID, please contact the Department Director or Security Guard.
- All preschool children must be checked in by an adult or authorized older child (12 years or older). Children in Nursery/Preschool classrooms cannot check themselves in.

Room Capacity Guidelines

- When a room is nearing capacity, contact the Overseer.
- The Overseer will check the status of other appropriate rooms to see if there are available spots in another room for the child to go into that room.
- Children MAY NOT be moved from the nursery to the 1-year-old classroom(s) due to walking/falling possibilities.

Crying Children (or Worried Parents)

There are times when you may experience a child who is reluctant to enter the classroom. If a child is crying during drop-off time, or if a parent is worried about their child crying during class:

- Tell the parents we would love to pray and work with their child.
- If a child is crying inconsolably, pray over them and try to calm them (in the nursery, this may include singing, rocking, reading, blowing bubbles, etc.) Contact the Overseer if the child does not calm down after 10 minutes so the parent can be contacted. **Only the Overseer or Director may**

contact parents.

- Parents without a background check may not enter the classroom, even if their child is crying. Please allow the parent to check out the child instead.
- Do not allow children to cry by the door. Move them as far from the door as possible to try and work with them.

Special Needs Children

It is our mission for all kids at New Song Church to Have Fun and Know God. At this time, our limited space prevents us from hosting children with special needs in our classrooms. It is our desire in the future to be well equipped with resources that will safely accommodate children with special needs. Until then, please contact the Department Director should anyone inquire about special needs accommodations.

Food Policy

Ministry Volunteers are allowed to bring beverages and snacks; however, we ask that you keep these items out of the sight of the door and parents. You may not walk around or hold a child while eating or drinking. Never leave any food or drinks within reach of children to prevent choking, burning or accidental ingestion of allergens. **Do not bring any foods that may contain peanuts. Please do not leave your room during your shift to go pick up meals to bring to your room.** With the exception of the nursery rooms, only provided snacks will be given to children in the classroom. All other food must be finished prior to entering the class.

Allergy Awareness Policy

We are aware that some members may have allergies; therefore, no peanuts, peanut butter or other products containing peanuts may be brought or eaten by children or volunteers.

Abuse Awareness Policy

If you suspect physical or sexual abuse or neglect, contact the Department Director immediately. They will then take the proper action to report it to the church authorities and the proper legal authorities.

Restroom Policy

- Ministry volunteers are never to take a child to the bathroom alone.
- Male volunteers are never allowed to escort a child to the bathroom or help within the bathroom
- The door should be propped open when a child requires assistance.
- Let the child do as much as they can by themselves.
- The female who accompanies the child may assist, but only when necessary.
- Assisting adult and the child being assisted must remain visible to the second accompanying Volunteer at all times.

Diaper Changing Policy

Only adult females change diapers at New Song Church. All females 17 years and older are permitted to assist with diaper-changing.

- Every child who comes into the nursery will be changed at least once per class, and, if necessary, twice for classes that last over three hours.
- Children in the 2.3's room who come in diapers will be checked and changed as needed.
- Children in pull-ups will be taken to the restroom and checked/changed if needed.
- Have the labeled diaper at the changing station for the child.
- If a child comes without a bag, use one of our diapers.
- Make sure your supplies are ready before you take the child for diaper changing. You will need wipes, wax paper, and one pair of gloves for each child. You will change the paper and gloves between each child. Clean the changing table with Clorox wipes before changing another child.
- **NEVER leave a child on the table unattended for even a second.**
- If necessary, have a toy ready for the child to hold.
- Ask for help! If the child is too active for one person, have someone else distract the child while you change him or her.
- Place all soiled clothing in a sealed bag before placing it into the child's diaper bag.

Pray While You Change

Diaper-changing time provides a great opportunity to do one-on-one ministry with the child. Please speak the Diaper Declaration over each child during the diaper changing process.

Potty-Training

- Volunteers will still remind the child to use the restroom.

Discipline Policy

Our desire is to make every effort possible to insure the safety and well-being of each child and volunteer who enters our doors. There can be occasions when some children have a difficult time adjusting to a classroom environment. Always remember that children are learning and should never be labeled as bad or difficult. **Note: Under no circumstance will physical forms of punishment be tolerated.**

Overseer Correction

Most incidents will be handled by the teacher with corrective guidance given to the child. This correction may include positive verbal correction or

sitting time away from the situation (we do not refer to this as “time out”). We want to use as much positive verbal correction as possible, along with praising the child for good behavior. This will be handled as required with no need to report the incident to the parent, unless asked by the parent to do so. In which case, **the Department Director will be the only one to discuss behavior with the parents.**

Positive Words and Tone

Volunteers may never use words or tones of voice that shame or frighten a child. Only words that can be said with a smile should be spoken during a moment of redirection. If a child is behaving inappropriately (or is about to), a volunteer needs to stop the action, tell the child “no,” give the child a new instruction on how to act, redirect them, and praise the child when the child obeys.

Incident/Injury Reports

Please document any incidents or injuries by contacting the Department Director and following his/her instruction.

Unacceptable Behavior

The following will require immediate communication with the Department Director: biting, fighting, hitting, kicking, spitting, hair-pulling, verbal abuse, repeated disobedience that does not improve with verbal correction, tantrums (uncontrolled crying or screaming accompanied by ailing of the arms and/or legs).

When to call a Parent

Unacceptable behaviors will be addressed each time they occur. The Director will be notified and parents will be spoken with so they can discuss the behavior. If the parent returns the child to the room after discussing the behavior with the child, **greet the child again as enthusiastically as you did when they arrived in the beginning.** The Director is the only one who can address the behavior with the parent!

Working and Praying Through the Behavior

Assign a volunteer to watch carefully over that child to encourage the child in appropriate behavior (buddy system). When the parents pick the child up, tell them that the child did great after they came back in (if it is true). If the inappropriate behavior happens again that day or another day, remove the child from the situation, and notify the Director. Parents will not be allowed into the classroom to address the child’s behavior. Once a child is returned to the classroom, each further incident will result in disciplinary actions to include the possible loss of rights to attend children’s ministry classes. The goal with every behavioral issue is for the child to reenter the classroom and participate in the classroom setting.

No Children in the Halls Policy

Unattended children are not allowed in the hallways at any time during a service. Children must be with their parent or guardian or in their age-appropriate classroom. In the event that you encounter an unattended child in the hall, find another volunteer to assist you immediately, then direct the child back to their parent or guardian or to their appropriate classroom. Never be alone with a child.

Gender Policy

Frequent questions concerning gender identity:

Can my child use the bathroom of their (false) gender identity?

No. We have a family restroom available if the parent or guardian wants to take them.

Can my child wear the clothes style of their (false) gender identity?

Case by case. Main issue: Is it distracting?

Can my child be part of the small group that is their (false) gender identity?

No. Our children and students small groups are based on God-given gender.

Can my child sleep in the dorm of their (false) gender identity at camp? No.

Will you address my child by the name and (false) pronoun of their choice?

Name, yes. Pronoun- No, because God's word tells us to be truthful. We want to speak life and truth over the kids in our care.

Will you accept my child and treat him or her as the other children? Yes!

Do you have a counselor you can recommend?

Yes. Transforming Life Counseling Center. [405-246-5433](tel:405-246-5433)

Pick-up Time Procedure

About 10-15 minutes before the parents arrive, begin preparing the kids to go home.

In the Nursery & Preschool classrooms when applicable:

- Using wet wipes, wipe off the children's faces and hands.
- Put shoes, hats and bows back on the kids.
- Put all bottles, pacifiers and blankets back in the correct diaper bags.

Make sure bag is neat and tidy.

- Put any dirty or wet clothes in a sealed bag, tie the bag and place in the diaper bag.
- Start a pick-up time activity to keep the children occupied, such as reading books, blowing bubbles or showing videos.
- **Check the tag number.** If it matches, hand the diaper bag or any personal items to the parent.
- Bring the child to the parent and tell the parent something special and/or positive about the child that you noticed today (he is such a worshipper, prayer warrior, etc.). Do not ever communicate negative behavior with a parent at the door. If the child's behavior needs to be addressed, please communicate with the Department Director to do so at an appropriate time.