

# Volunteer Manual

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Name

Harvest  
Kids!

## **Introduction**

The Bible teaches that God loves and values children. In Mark 10:14-16 Jesus said, *“Let the little children come to me, and do not hinder them, for the kingdom of God belongs to such as these. I tell you the truth, anyone who will not receive the kingdom of God like a little child will never enter it.”* And he took the children in his arms, put his hands on them and blessed them.” Children can know Jesus and it is His desire for them to know and love him.

We believe that this ministry can be a part of the process of children coming to know and love our Savior. And that we can do this best by partnering with parents in building firm foundations of faith. It is our desire to help reinforce the spiritual formation that takes place at home.

We recognize that volunteers reflect God’s love to those in their care, and so take seriously their responsibility to children. We desire to do all that we can to create and maintain a safe and welcoming atmosphere in which to show our children God’s love and care for them. The guidelines in this manual are set forth to encourage this type of atmosphere. Everyone who teaches, helps, or cares for children at Harvest must follow these policies and procedures.

## **Mission**

*Harvest Kids exists to glorify God by coming alongside families to help their children become life-long, maturing disciples of Jesus Christ through the power of the Holy Spirit.*

Deuteronomy 6:5-7

You shall love the Lord your God with all your heart and with all your soul and with all your might. And these words that I command to you shall be on your heart. You shall teach them diligently to your children, and you shall talk of them when you sit in your house, and when you walk by the way, and when you lie down, and when you rise.

Proverbs 22:6

Train up a child in the way he should go; even when he is old he will not depart from it.

Colossians 1:28

Him we proclaim, warning everyone and teaching everyone with all wisdom, that we may present everyone mature in Christ.

# Staffing

## ★ Process

Those who serve in the Harvest Kids are Parents, Teens and other members of Harvest Bible Chapel. All volunteers who work with anyone under 18 years of age at Harvest must be screened under these policies.

It is the responsibility of Harvest Bible Chapel to:

- Obtain a properly completed and signed application from the applicant.
- Review the information provided on the application and “red-flag” any irregularities, missing information, and/or information that raises questions or concerns of any sort about the fitness to work with children.
- Contact all references listed by the applicant on the screening application to question them about the applicant’s fitness to work with children, and document this information for the church’s confidential files.
- Conduct a criminal background check.
- Verify that all steps in the screening process have been completed and have been properly documented in the church’s confidential files.
- Determine whether to authorize the applicant to work with children or youth.
- Inform the applicant that he/she is released for service as an approved volunteer, determine his/her assignment, issuing an official name tag if required and notify all who need to know of his/her approval. If an applicant is not approved, the Director of Children’s Ministry will inform the applicant and others only on a need-to-know basis, seeking counsel from a Senior Pastor when appropriate.

All families who utilize Harvest Kids on a regular basis are asked to have at least one parent participate in the ministry by serving on a monthly rotation.

Teen Helpers will complete application, receive training and approval before serving with children in the church or church sponsored programs. They will always work under the direct supervision of approved administrative workers.

Those who volunteer for special events or temporary service will always work under the direct supervision of approved workers, and will never have one on one access to children.

## ★ Resources

Volunteers are provided with a variety of resources to help them serve to their greatest potential.

Ministry Kick Off	This meeting in August is designed to capture the ministry vision, build team unity, and train in vital ministry areas.
Weekly Emails	All volunteers are sent a weekly email to keep them in tune with the ministry. These emails contain news items, prayer requests and policy reminders.
Sermon CD's	Each volunteer receives a free sermon CD every week they serve.
Website	A variety of resources are posted on the website.
Staff	The Director of Children's Ministry is available to volunteer's needs and requests.

## ★ Scheduling

Volunteers are requested to serve one weekend every month. They serve with a team of volunteers who are on the same monthly rotation. Schedule management is done through [PlanningCenterOnline.com](http://PlanningCenterOnline.com) (PCO). Visit the church website for a PCO instructional video.

Requests	Ministry staff will send out requests for volunteers to serve one month in advance. Volunteers are responsible for replying to the confirmation email that they receive.
Blocking	Volunteers are responsible for blocking out days they are unable to serve. Dates must be blocked out one month in advance.
Switching	Volunteers are responsible for finding a replacement person for days they are unable to serve, notifying the Director of Children's Ministry of changes and make sure the changes are reflected on PCO.

## ★ Roles

A variety of roles are available for volunteers. Placement into roles is based on experience and decided by the Director of Children's Ministry.

## Infant Room Volunteer

To serve Harvest Kid's parents through providing a safe and fun environment for kids ages birth through 15 months.

### Sunday Morning Schedule

- 8:50 ★ Arrive and check in
- 9:00 ★ Set up
  - Set-up walls, blue mats, snacks and diaper changing table
  - Swifter wet mop blue mats
  - Sterilize all chairs, tables, and large toys
- 9:30 ★ Gather for team meeting and prayer
- 9:40 ★ Meet and greet parents
  - Assist in the drop off transition from parent to classroom
  - Gather direction and instructions from parents regarding each individual child
  - Write names of infants and specific instructions on white board.
- 10:15 ★ Care for infants
- 11:30 ★ Greet Parents and Clean up
  - Greet parents
    - Relay praises and concerns to parents
    - Make sure kids don't leave behind any of their belongings
  - Sterilize all items played with
  - Clean up and zip lock snacks
  - Put away all supplies in a neat and orderly fashion
  - Make sure your area is spotless
  - Notify the Team Lead of necessary supplies needed

### Definition of Responsibilities

- ★ Changing Diapers *female volunteers only*
  - Sterilize surface before and after
  - Use Gloves
  - Put dirty diapers in plastic bag and then into trash
- ★ Other Care *upon your discretion*
  - Play games
  - Read books
  - Listen to music
  - Provide snack
- ★ When infant is inconsolable notify the Team Lead to call parents out of service

### Standard Supplies

Coloring Books ★ Crayons ★ CDs ★ Books ★ Snacks ★  
Diapers ★ Cleaning Supplies

## Toddler Room Volunteer

To serve Harvest Kid's parents through providing a safe and fun environment for kids ages 15 months through 3 years to grow in their knowledge of the Lord Jesus Christ.

### Sunday Morning Schedule

- 8:50 ★ **Arrive and check in**
- 9:00 ★ **Set up**
  - Set-up walls, blue mats, snacks, activities and diaper changing table
  - Swifter wet mop blue mats
  - Sterilize all chairs, tables, and large toys
- 9:30 ★ **Gather for team meeting and prayer**
- 9:40 ★ **Meet and greet parents**
  - Begin playing music
  - Assist in the drop off transition from parent to classroom
  - Gather direction and instructions from parents regarding each individual child*
- 10:15 ★ **Care and Play**
  - Sing along to music
  - Free play with toys
  - Snack
  - Coloring or Free play
  - Read-along until parent pick up
- 11:30 ★ **Greet parents**
  - Dismiss kids one by one from read-along time
  - Relay praises and concerns to parents
  - Make sure kids don't leave behind any of their belongings
- 11:30 ★ **Clean up**
  - Sterilize all items played with
  - Clean up and zip lock snacks
  - Put away all supplies in a neat and orderly fashion
  - Make sure your area is spotless
  - Notify the Team Lead of necessary supplies needed

### Definition of Responsibilities

- ★ Changing Diapers *female volunteers only*
  - Sterilize surface before and after
  - Use Gloves
  - Put dirty diapers in plastic bag and then into trash
- ★ When toddler is inconsolable notify the Team Lead to call parents out of service.

### Standard Supplies

Coloring Books ★ Crayons ★ CDs ★ Books ★ Snacks ★  
Diapers ★ Cleaning Supplies

## Pre-K Small Group Leader

*To provide a safe and fun learning environment for kids to grow in their knowledge of the Lord Jesus Christ.*

### Sunday Morning Schedule

- 8:50 ★ **Arrive and check in**
- 9:00 ★ **Set up**
  - Set-up walls, tables, toys, snack, activities, and crafts
  - Sterilize all chairs, tables, and large toys
  - Set up Anticipate and Small Group materials
    - Small group lead discuss plan with assistant
- 9:30 ★ **Gather for team meeting and prayer**
- 9:40 ★ **Anticipate and Play**
  - Meet and Greet Parents
    - Assist in the drop off transition from parent to classroom
    - Gather direction and instructions from parents regarding each individual child
  - Allow kids to participate in Anticipate or play with toys
- 10:15 ★ **Large Group Teaching**
  - Assist Teacher in maintaining order
- 10:40 ★ **Large Group Worship**
  - Assist Worship Leader in ushering response
- 11:05 ★ **Small Group Teaching**
  - Execute activities
- 11:20 ★ **Small Group Snack and Blessing**
  - Gather kids for snack
  - Read the memory verse for a blessing
  - Allow kids to play until parents arrive
- 11:30 ★ **Greet parents**
  - Relay any praises or concerns to parents
  - Hand out parent take home papers and memory verse cards
  - Make sure kids don't leave behind any of their belongings
- 11:30 ★ **Clean up**
  - Sterilize all items played with
  - Clean up and zip lock snacks
  - Put away all supplies in a neat and orderly fashion
  - Make sure your area is spotless
  - Notify the Team Lead of necessary supplies needed

### Definition of Responsibilities

- ★ Small Group Lead: Preparing for small group
  - Visit [PlanningCenterOnline.com](http://PlanningCenterOnline.com) to study small group content
  - Prepare for activities
  - Set up and execute activities for small group
- ★ When child is inconsolable notify the Team Lead to call parents out of service.

## K-5 Small Group Leader

*To provide a safe and fun learning environment for kids to grow in their knowledge of the Lord Jesus Christ.*

### Sunday Morning Schedule

- 8:50 ★ **Arrive and check in**
- 9:00 ★ **Set up**
  - Set-up tables, toys, activities, and crafts
  - Sterilize all chairs, tables, and large toys
  - Set up Anticipate and Small Group materials
    - Discuss plan with assistants
- 9:30 ★ **Gather for team meeting and prayer**
- 9:40 ★ **Anticipate and Play**
  - Begin playing music
  - Meet and Greet Parents
    - Assist in the drop off transition from parent to classroom
    - Gather direction and instructions from parents regarding each individual child
  - Invite kids to participate in Anticipate and review memory verse
- 10:15 ★ **Large Group Teaching**
  - Assist Teacher in maintaining order
- 10:40 ★ **Large Group Worship**
  - Assist Worship Leader in ushering response
- 11:05 ★ **Small Group Teaching**
  - Execute activities
- 11:20 ★ **Small Group Blessing**
  - Read the memory verse or another passage for a blessing
  - Allow kids to play until parents arrive
- 11:30 ★ **Greet parents**
  - Relay any praises or concerns to parents
  - Hand out parent take home papers and memory verse cards
  - Make sure kids don't leave behind any of their belongings
- 11:30 ★ **Clean up**
  - Sterilize all items played with
  - Clean up and zip lock snacks
  - Put away all supplies in a neat and orderly fashion
  - Make sure your area is spotless
  - Notify the Team Lead of necessary supplies needed

### Definition of Responsibilities

- ★ Preparing for small group
  - Visit [PlanningCenterOnline.com](http://PlanningCenterOnline.com) to study small group content
  - Prepare for activities
  - Set up and execute activities for small group

## Large Group Teacher

*To provide a safe and fun learning environment for kids to grow in their knowledge of the Lord Jesus Christ.*

### Sunday Morning Schedule

- 8:50 ★ Arrive and check in
- 9:00 ★ Set up
  - Set up Teaching and Small Group materials
    - Discuss plan with small group leaders and assistants
- 9:30 ★ Gather for team meeting and prayer
- 9:40 ★ Anticipate and Play
- 10:15 ★ Large Group Teaching
- 10:40 ★ Large Group Worship
- 11:05 ★ Small Group Teaching
- 11:20 ★ Small Group Blessing
- 11:30 ★ Greet parents
- 11:30 ★ Clean up

### Definition of Responsibilities

- ★ Preparing for teaching
  - Visit [PlanningCenterOnline.com](http://PlanningCenterOnline.com) to study small group content
  - Prepare for activities
  - Set up and execute activities for teaching
- ★ When child is inconsolable notify the Team Lead to call parents out of service
- ★ Teacher will also perform as a small group leader

## **Worship Leader**

*To encourage kids to worship God through response, song and motion.*

### **Sunday Morning Schedule**

- 8:50 ★ Arrive and check in
- 9:00 ★ Set up
- 9:30 ★ Gather for team meeting and prayer
- 9:40 ★ Anticipate and Play
- 10:15 ★ Large Group Teaching
- 10:40 ★ Large Group Worship
- 11:05 ★ Small Group Teaching
- 11:20 ★ Small Group Blessing
- 11:30 ★ Greet parents
- 11:30 ★ Clean up

### **Definition of Responsibilities**

- ★ Preparing for worship
  - Visit [PlanningCenterOnline.com](http://PlanningCenterOnline.com) to review songs for the weekend
  - Watch video on motions for the songs
  - Teach kids songs and motions at church
- ★ Worship Leader will also perform as a small group leader

## **Team Lead**

*To assist the Director of Children's Ministry in leading a team of volunteers through the Sunday morning services.*

### **Sunday Morning Schedule**

- 8:50**   ★ **Arrive and check in**
  - Assist Administrator in check in system
- 9:00**   ★ **Set up**
  - Establish security for ministry area
  - Set up Large Group Teaching and Worship areas
- 9:30**   ★ **Gather for team meeting and prayer**
- 9:40**   ★ **Meet and Greet Parents**
- 10:15**  ★ **Ministry Time**
  - Take Attendance
  - Perform security checks
  - Meet needs of volunteers
- 11:30**  ★ **Greet parents**
- 11:30**  ★ **Clean up**
  - Collect supply requests

### **Supplies and Definition of Responsibilities**

- ★ Team Lead Binder
  - Record attendance
  - Fill out Supply Request form
  - Reference SOP and Policy Manual
- ★ Meet needs of volunteers
  - Bathroom breaks
  - Staffing needs
  - Teaching assistance
  - Behavior management
  - Issues with parents or other volunteers

## Administrator

*To assist the Team Lead with check-in for Sunday Morning Services.*

### Sunday Morning Schedule

- 8:45 ★ Arrive and Set Up**
  - Set up computer, volunteer and new family supplies, and tithe buckets
- 8:50 ★ Check In**
  - Check in volunteers
  - Maintain a secure entrance to ministry area
- 9:30 ★ Gather for team meeting and prayer**
- 9:40 ★ Check in families**
- 10:15 ★ Ministry Time**
  - Update database with new family information
    - Give new family card to Director
  - Perform necessary database management
  - Keep computer and database information secure
  - Obtain message media for volunteers
  - Assist Team Lead when needed
- 11:30 ★ Greet parents and Clean up**
  - Greet parents
  - Clean up all check in items
  - Distribute message media to volunteers
  - Collect name tags from volunteers
  - Take computer case to dock for loading

### Supplies and Definition of Responsibilities

- ★ Admin Binder
  - Reference SOP and Policy Manual
- ★ Checking in new families
  - Greet family warmly
  - Collect all important information for database
  - Supply them with ministry info packet
- ★ Come physically, mentally and spiritually prepared for serving
- ★ Be attentive and helpful but fully participate with kids
- ★ Large items such as cases and temporary walls should be set up by all volunteers before preparing for their particular area of ministry.

**Staffing**

# Safety and Security

Volunteers should keep security in the forefront of their minds at all times.

## ★ Bathroom

- All children must be accompanied by a volunteer to the bathroom.
- Always take at least two children or one other volunteer to the bathroom.
- Volunteers may not accompany a child of the opposite gender into the bathroom. If child is in grades K-5 volunteers are allowed to wait outside the bathroom door for the child to finish.
- Volunteers must not be alone with children in a closed stall. When a child needs assistance in a bathroom stall the door must remain open at all times.

## ★ Check In

- All children must be checked into the ministry using ACS.
- New families must fill out a information card and be entered into the system.
- All children must wear a nametag corresponding to their parents ID badge.
- Be sure that children enter only through the door that is for entry purpose only.
- Do not allow other siblings or adults to enter the room, as this adds to congestion of the doorway.

## ★ Check Out

- Match the parent ID badge with their child's nametag.
- Dismiss children one at a time as parents arrive.
- Do not allow a child to be dismissed to anyone who does not have a matching parent ID badge.
  - If a parent forgot or lost their ID badge they must visit the check in station for ID verification. If a parent appears upset regarding the enforcement of this policy, refer them to a team lead.
- Children are not to be dismissed to siblings under the age of 13 at any time.
- Do not allow parents or siblings to enter the room during dismissal time. This will help volunteers keep order and facilitate a speedy dismissal.

★ **Dating**

- At no time shall anyone working with children pursue a dating relationship with children.
- Always be sensitive to children with “crushes.”

★ **Diaper Changing**

- Only female volunteers in the infant and toddler rooms may change a child’s diaper.
- Diaper changing must take place in the designated diaper changing facilities in full view in the classroom.
- Follow these guidelines:
  - Get Organized: gather supplies needed before bringing child to diaper area:
    - \* Fresh diaper
    - \* Plastic bag for soiled cloths and clean cloths (if needed).
    - \* Wipes
    - \* Diaper cream, if appropriate, squeezed on to a tissue.
    - \* Disposable gloves (if used, put on before touching soiled clothing/diaper and remove before touching clean diapers and surfaces).
  - Place child on changing table and clean child’s diaper area
    - \* Always have one hand on child.
    - \* Unfasten diaper, lift child’s legs to clean child’s bottom.
    - \* Remove stool and urine from front to back and use a fresh wipe each time.
  - Remove soiled diaper and discard
    - \* Put soiled wipes in soiled diaper
    - \* If gloves are used, remove them and place in garbage can.
  - Put on clean diaper and dress child
    - \* Slide fresh diaper under child.
    - \* Use tissue to apply diaper cream, if necessary.
    - \* Fasten diaper and dress child.
  - Wash child’s hands and return child to play area
  - Clean and sanitize diaper area
  - Wash hands

## ★ **Discipline**

Teachers and Small Group Leaders are responsible for the discipline in their area of ministry. Room Assistants may help to implement the discipline, such as sitting with a child, but the Teacher or Small Group Leader should initiate all discipline.

**Two situations arise where it may be necessary to discipline a child:**

- 1. Willful disobedience and disruption of the classroom.**
- 2. Aggressive or unacceptable behavior in the classroom.**

- Children who are disruptive should be taken to another side of the room, or if necessary into the hallway always within sight of other people. Be committed to working with children to find what they need in order to fully participate, but not to the detriment of the other children in the class
  - Determine if they need special attention such as a bathroom break. Sometimes discipline problems disappear with a little TLC.
  - Explain to the child that a particular behavior is unacceptable. Tell the child what his actions are doing to disrupt the class. Let the child know that this is a verbal warning, and that there will be the following consequences if the behavior is repeated: a time out and parental notification at the end of class time.
  - If a child must go into a time out, take the child in the hall and be sure the child is supervised. The child may have to sit with a team lead or room assistant for a few minutes depending upon the offense and the emotional state of the child. For preschool and younger, a time out chair is appropriate, but never longer than 3 minutes.
  - If the child is inconsolable it may be necessary to page their parent. A moment of parent discipline may be the solution. As a last resort parents may take their child from the ministry for the day.
  - Before being sent back to the group volunteers may pray with the child asking that the Lord help the child to control him/herself.
- If a child has been disciplined the situation needs to be addressed with the parent. It is important to enlist the support of the parent in helping a child develop self-control. Present the situation in a non-threatening way. Say something like "Today we have been working with Johnny on sitting still during the teaching time. We would like you to talk with him about it."

★ **Emergency Plan**

In the event of an emergency the staff and volunteers of Harvest Kids will follow specific procedures. In all cases Parents must first visit the Administrative Assistant and present their ID badge that they received during check in before picking up their children

- Evacuation
  - Ministry Volunteers will evacuate children to the soccer field on the East side of Woodland Middle school.
  - Parents are allowed to pick up their children from the soccer field, not inside the building.
- Severe Weather
  - Ministry Volunteers will relocate children to the bathrooms in the Large Group Teaching area.
  - Parents are not to come get their children until severe weather subsides.
- Violent Intruder
  - Ministry Volunteers will relocate children to the hallway that connects the Large Group Teaching area and Worship Center.
  - Doors to these areas will be locked until police arrive to secure the premises, at this time parents may pick up their children.

★ **Illness**

- Ask parents during the sign-in process to make sure their child is well enough to participate in the ministry.
- Do not admit an obviously sick child. A child with a green discharge from the nose, a troubling cough, and indications of a fever should not be admitted to the classroom.
- If a child becomes ill in class, contact a team lead to page the parents. Be sure to isolate the child from the rest of the class.

## ★ Injury

- Always report to parents any injury, even if it is minor.
- Minor injuries may include split lips, small scrapes, pinched fingers, etc. and may typically be treated with a little loving attention, cool cloth, or a Band-Aid.
  - Fill out an “Ouch Report” after treating a child.
- Serious injury involving seizure, head injury, eye injury, broken bones, loss of consciousness, excessive bleeding, allergic reaction, etc., should be treated as follows:
  - Keep calm
  - Keep the child as calm as possible
  - Remove other children from immediate area.
  - Do not move the injured child.
  - Send someone to find a team lead or the Director of Children’s Ministry.
  - A team lead or the Director of Children’s Ministry will call 911 if necessary and page the parents.
    - \* If the parents cannot be found and the child needs to be transported to the hospital, a team lead or the Director of Children’s Ministry will accompany the child.
  - Everyone involved in the emergency must fill out incident reports immediately after the emergency.
  - The Director of Children’s Ministry will follow-up with the parents.

## ★ Pager

- Contact a team lead and explain to them the need for the parent to be paged.
- When the parent arrives calmly explain why they were needed. If a volunteer needs extra support a team lead or Director of Children’s Ministry will stay with until the parent arrives and if needed help explain the situation.

★ **Volunteer ID badges**

- All volunteers are required to wear a nametag as a means of identifying them as an adult authorized to be in the classroom.
- If someone is wandering around the ministry area and is not a parent with an ID badge or has a volunteer nametag notify a team lead that will help escort the them out of the area.

★ **Physical Contact/Abuse**

- Any physical contact between a volunteer and a child that would provide or is intended to provide any form of sexual gratification is strictly prohibited.
- Limited physical contact such as a pat on the back, or on the head, or a hand shake are permissible. Hugs are permissible within sight of others. The volunteer must avoid any prolonged hugs and must stop a hug immediately upon request by the child.
- Speaking with children one on one should be done in public settings in sight of other people.
- Volunteers shall not abuse children including but not limited to:
  - Physical abuse – e.g. strike, spank, shake, slap
  - Verbal/Mental abuse – e.g. humiliate, degrade, threaten
  - Sexual abuse of any kind, including inappropriate touching and exposure
- Any violations of this policy should be reported to Director of Children’s Ministry.
- Any volunteer that has reason to be concerned about the safety or welfare of a child is expected to bring his or her concerns to the Director of Children’s Ministry.