



BRANDNEWKIDS

Volunteer Leader Handbook

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BRAND NEW KIDS

Mission

- Impact each child's life by Sharing the Word and Reaching the World.
- To encourage and lead children to accept Jesus Christ as their Savior.
- To help children develop their personal relationship with Jesus.
- To help children develop strong Christian habits through practical Bible teaching, positive role modeling, and self-esteem building.
- To help children discover their uniqueness and God's plan for their lives.

Vision

... To ATTRACT children with something SIMPLE
... To LEAD children to something SIGNIFICANT

Or... to put it another way... to lead children to desire the deeper fun of intimacy with God

5 Step Process to ministering to a child:

1. Attraction – The use of environment and activities to peak their interest. *“We have to be attractive for people to be attracted to our Saviour”.... We can attract or repel children and their parents.*
2. Participation – Children must be involved, not just observe others.
3. Confrontation – Once a child is participating, they need to be confronted with the lesson point – make them think, make them consider their own personal growth
4. Salvation – Can only be the beginning of reaching our goal with each child
5. Discipleship – Lead each child to a deeper level of character development and intimacy with God through mentoring and service to others

Overall, we have to achieve a delicate balance between FUN and INSPIRATION!

Core Principles

FUN

We want children to have fun and enjoy the church experience because they will be more likely to choose to go to church as teenagers and adults.

EXCELLENCE

We want to continuously do ministry with excellence – to live out “Children’s Ministry Done Right”.

SECURITY

We want to have an environment that keeps children safe and secure and makes parents feel comfortable.

AGE APPROPRIATE / RELEVANT / APPLICABLE

We want all children in an age appropriate experience that is relevant so each child can walk away with something they can apply in their life – to be doers of the word, not hearers only.

FAMILY INVOLVEMENT

We want to equip parents by Permeating the Home – giving them information and tools they can use to help their child review and build on what they learned during the weekend experience.

EXPERIENCE

We want children to experience “hands-on” – the way they learn best – they will remember and retain what they experience.

ALL KIDS ALLOWED

We want all children to know that they belong and fit in at church – that they are loved.

ENVIRONMENT

We want to captivate a child’s eyes and ears so the Holy Spirit can capture the heart.

Ministry Areas

The Weekend Experiences

Brand New Kids' weekends are offered during all regular weekend worship experiences for adults at all campuses. There may be occasional times when it is appropriate to have certain ages join their parents in the adult service – when this happens, all children of that age will attend – no children's experience will be offered.

Nursery

A loving environment with responsible care for babies and toddlers is provided to encourage parents to attend the worship experience with peace of mind.

Preschool

A dynamic and exciting hour consisting of age appropriate activities, games, crafts, songs and video Bible lessons is provided in a fun and colorful environment. This time is designed especially for ages 2 – 5 (Pre-K).

Kids Praize

An action-packed hour consisting of large group worship, drama teaching and small group learning activities for ages K – Grade 4. The current curriculum being used targets Grade 5; therefore, parents can choose for their 5th grader to attend Kids Praize provided they do not become disruptive to the younger kids. Otherwise, children of this age and older will attend the adult worship experience with their parent(s).

The Mid-Week Experiences

Brand New Kids' mid-week experience occurs on Wednesday nights for 2 semesters during the school year. Each semester begins with a big event followed by 12 weeks of a strategically planned series appropriate by age group. Volunteers are encouraged to commit to a semester or preferably both semesters. Again, consistency in volunteers is the key to building relationships and going deeper spiritually and emotionally with the kids.

Special Events

Special events are anything that is not scheduled on a regular basis. It can occur with some frequency or on an as-needed basis.

I'm a Christian Now

This discipleship curriculum will be offered on a regular basis for 6 week sessions on an as-needed basis. This class will teach children what salvation really means, about baptism, how to have a quiet time, what does it mean to be a part of a church, where can I serve?, how can I give?, what is worship? And MORE... Other special studies will be offered from time to time.

Summer Events

Brand New Kids from all campuses will have the opportunity to attend Children's camp together sometime during the summer months. Registration information will be shared as it becomes available early in January. Other summer events and gatherings will occasionally be planned as well as a review annually of options for a short summer semester of mid-week experiences.

VOLUNTEER MINISTRY

Seed Planters and Sowers

What, after all, is Apollos? And what is Paul? Only servants, through whom you came to believe – as the Lord has assigned to each his task. I planted the seed, Apollos watered it, but God made it grow. So neither he who plants nor he who waters is anything, but only God, who makes things grow. The man who plants and the man who waters have one purpose, and each will be rewarded according to his own labor. For we are God’s fellow workers; you are God’s field, God’s building. 1 Corinthians 3:9

In the nursery and preschool ministry, we are Seed Planters and Sowers of God’s word. Most children accept the Lord in Kids Praise or Emerge when they are old enough to understand the decision they are making. So, Kids Praise and Emerge is usually where the harvest takes place.

Who is more important, the seed planter or the harvester?

Mark 4 teaches that the Word of God is seed. When the Word is planted in the heart, it produces fruit consistent with the destiny placed in that seed by our Heavenly Father.

Every child is created with a divine destiny. We must realize that the Word of God (seed) is very high quality and is perfectly designed to do exactly what God wants it to do. We need only to plant it. There is no prerequisite involved. The newest, most inexperienced Christian can be just as effective as the older, more mature Christian. The sowing of the seed simply rests upon our willingness to be used of God to reach children with the gospel message. God takes care of the rest.

In Matthew 10, Jesus sends out the disciples as stewards of the Gospel, as divine seed planters. Because, you see, there can be no harvest if the seed isn’t planted first.

Brand New Kids acknowledges the ‘Seed-planters’ among us: those who teach God’s word through the Bible lesson; those who feed the children snacks; those who change diapers and help with potty patrol; and those who kiss boo-boos and wipe away tears.

As a nursery or preschool ministry leader, much of what we do in the classroom can feel like childcare or babysitting instead of ministry. So much we do is about tending to physical needs (snack, diaper, calming crying children, etc.). Taking care of the physical needs while teaching the Bible IS ministry! The Bible gives us a clear picture of this when Jesus feeds the hungry in Matthew 15. He is teaching God's word and has compassion on the crowd of over 4,000 who are very hungry. He supernaturally provides the food and gives it to the disciples to feed the people. Jesus included the disciples in His caretaking of the people. This is how He uses us to reach children for Him at Brand New Church.

Be encouraged. God has included us in the process of teaching children about Him. Keep planting the seeds. Keep the watering can handy and use it often. Give God all the praise and thanksgiving for the results He brings from our humble efforts.

Commitments and Benefits

Your Commitment

- A professed commitment to Jesus Christ demonstrated through spiritual growth.
- A life that models Christian leadership.
- A willingness to be held accountable for lifestyle, actions and spiritual growth.
- A commitment to complete a Leader Bio form to provide personal contact information, a brief testimony and other information about your service to the children's ministry.
- A commitment to provide authorization for a criminal background check before serving.
- A commitment to Brand New Church and the Brand New Kids staff, ministry and vision through consistent attendance at weekend services and active involvement in ministry. "Work One – Worship One"
- A teachable spirit exemplified by faithful attendance at training sessions.
- A commitment to pray regularly for the staff, the volunteers and the children and their families.
- A commitment to excellence exemplified by preparing for the classroom lesson and teaching time before arriving.
- A commitment to be an example of Christ's love through a warm and kind attitude, tone of voice, facial expressions and body language.
- A commitment to faithful attendance at your scheduled volunteer shift and to find an authorized replacement for those exception times you are unable to attend.
- A commitment to be a good steward of the tithes and offerings given by our members by taking care of teaching resources and the church environment.

Our Commitment

- To seek God's guidance as leaders with all Brand New Kids ministry decisions.
- To seek out individuals who are committed to serving Christ by ministering to children.
- To pray for you weekly.
- To provide you with training that will equip you to be the best leader God has called you to be with our children.
- To provide you with a clear statement of our vision for the ministry and your role within that vision.

Benefits

- You will experience the personal satisfaction of knowing you have done your best to share the love of Christ with a child.
- You will make an eternal impact in the lives of many children by laying a spiritual foundation and by implanting them with self-esteem through showing them love and sharing with them the love of Christ.
- You will be able to develop meaningful relationships with other volunteers as you serve together in an exciting and life-changing ministry.
- You will grow in spiritual strength and wisdom as you prepare and participate in the ministry of Brand New Kids.

Volunteer Policies and Procedures

Volunteer Rotation

As a campus grows to multiple services, it is most desirable for volunteers to serve on a 2 month rotation, working 2 weeks out of the two month period. We also maintain a list of “5th Sunday volunteers” who not only serve on these Sundays, but are also our “first to call” when a substitute is needed.

Consistency in volunteer leadership is best for the children but we will remain flexible where we can. We feel that consistency also gives the volunteer a sense of community and the ability to build relationships with other volunteers as they serve and share VIP time.

Campus size, service options, number of volunteers and other factors may limit the scheduling of volunteers and require another rotation frequency. Commitment to some frequency is desirable and encouraged.

Volunteer Parking

During the Weekend Experiences, volunteers are encouraged when they serve to park in side parking lots or away from the front entrance to allow more space for guests.

Cell Phones

Cell phones are not to be on when you are serving. If you are expecting an important call, leave the phone on silent and step outside the classroom door to take the call.

Check-In

In order to adequately prepare for ministry with your team and to prepare your service area and resources, check-in time is critical. Check-in time is 45 minutes prior to the service start time. (The exception will be in the case where there are multiple services scheduled back-to-back and time does not allow – in this case, check-in time is 30 minutes prior to service start time.) Upon arrival, please check in at the children’s registration desk and proceed to the designated Team Huddle area. Early Check-In for volunteers’ children begins 45 minutes prior to service start time. Please have all preparation complete and ready to accept children at this time.

Children of Volunteers

You are welcome to bring your children as long as they do not affect your ability to serve. Due to liability issues, your child must be the same age as the class you are teaching or they cannot be in the class with you. Upon arrival, please check-in your own children and take them to the designated care area before checking in yourself.

Dress and Appearance

Each volunteer is expected to present a well-groomed, non-threatening or intimidating image to guests, parents and children. Each volunteer's appearance should be appropriate to his or her work situation and environment. All clothing should be neat and clean and free of any glaring wrinkles or holes.

The following guidelines should be used in choosing your attire.

- Unless you are playing a character or your teaching team has chosen an alternate attire to enhance a theme, the designated Brand New Kids T Shirt(s) should be worn while serving.
- Because you will more than likely be on the floor with the children at some time, jeans, slacks or shorts of suitable length should be worn by both men and women.
- Shoes should be low heeled, comfortable and free from obvious mud, dirt and debris.
- For women, jewelry should be on the conservative side and be chosen with your safety in mind.
- Undergarments should not be visible in any way.
- The volunteer should remember that children (and others) are watching and learning values by their example even when they are not serving.

Foods, Drinks and Allergies

For the safety of our children and to protect those with food allergies, we do not allow food and drink to be carried into the children's area. Children who are deathly allergic to nut products may have a reaction from even touching or smelling nuts. Please do not eat these products before serving.

Complete all food and drink before checking into Brand New Kids. While this may seem inconvenient or restrictive, the volunteer's primary concern and focus should be on the children and their parents – they are there to serve, not to be served.

Team Huddle

It is absolutely imperative that every member of the volunteer team be involved in the team huddle 45minutes prior to the service. The huddle is comprised of three things:

1. Vision and Volunteers: This is a time where the service leader can cast vision to the team – we do not want to lose site of why we are here. It is also a time to check-up on any volunteer holes and plan accordingly.
2. Information: Any pertinent information about the day and the upcoming week may be shared at this time.
3. Prayer: This is a time where the volunteer team can develop close community with each other by sharing anything to be celebrated and/or prayed for. Pray together as a team.

Any respectable team huddle ends with a team cheer or chant – WHAT? We ARE the children’s team, right?

Attendance

Our goal is to provide an excellent ministry for our members and visitors and we can’t do it without YOU! We rely heavily on the faithfulness and dependability of our volunteers. If circumstances arise that keep you from volunteering, please arrange for a substitute from the approved volunteers for your ministry area. Also, please contact your coach to notify them of the arrangements made.

Illness

We want Brand New Kids to be safe and healthy. We ask that you not volunteer if you have had any of the following symptoms of a contagious illness within 24 hours of your service:

- Fever above 100 degrees F
- Vomiting
- Diarrhea (more than one occurrence)
- Any unexpected rash or skin condition
- Eye infection – especially Pink Eye

Child Abuse Policies and Procedures

Matthew 18:5 (NIV) tells us, “Whoever welcomes a little child like this in my name welcomes me.” As we follow these words from Jesus to welcome children into our church, we assume a legal liability to exercise reasonable care in their safety and treatment. Churches can be deemed liable for both actions they take as well as actions they fail to take. Fortunately, those things which we can reasonably do to safeguard the children entrusted to our care also offer protection to our church against successful claims of negligence. These policies are applicable to all areas of ministry offered to our kids, infant – grade 6.

One of the most difficult, but most important aspects of protecting our kids is in the area of leadership – paid and volunteer. It is both a legal and moral obligation which requires a system of screening, clear responsibilities, on-going training and adequate staffing. The following are RED Rules – those that deal specifically with the safety and security of our children at Brand New Church. More specifically, the following are RED Rules that pertain to volunteer leadership. RED Rules are NOT to be broken.

Screening of Volunteers

- All potential volunteers will be required to provide a signature authorizing BNC to request a criminal background check before being allowed to serve.

Volunteer Staffing

- There will be at least two adults present with children at all times.
- A male and female caregiver will never serve alone with children.
- If two related adults are scheduled to serve together, a third caregiver is required in the room.
- For the purpose of childcare, youth will be considered to be between 14 and 18 years of age. Age alone does not qualify a person to be a caregiver – a detailed inquiry of the qualifications of the youth and their level of leadership involvement in the activity will be considered.
- Youth will not serve during the weekend experience.
- Youth will be allowed to serve during off times – meetings, special church events, etc. – and never when there are youth activities going on at the same time.
- Volunteers will check-in and check-out using the automated system or a manual log including a timestamp.
- Volunteers will wear the assigned “uniform” when serving to be identifiable to parents.

General Conduct by Staff

- All staff, paid and volunteer, will maintain a lifestyle of unquestionable character in all they say and do. Specific attention will be paid to words spoken to and in the presence of children. Careful selection of words will ensure that nothing can be taken out of context or misinterpreted as inappropriate or threatening by a child, parent or other staff member.
- A volunteer should be aware of how they touch children physically when greeting or encouraging them. A hand on the shoulder or a hug from the side is always appropriate.

Adult Access in the Children's Area

- Only children and their leaders will be allowed in classrooms or designated children's areas. Parents or legal guardians should remain in the hall when leaving and picking up their child.
- To ensure children do not slip away unnoticed, a volunteer will monitor and greet children and parents at the door during check-in and check-out. During class time, dutch doors or full doors with viewing windows will remain closed.
- During the time that adults and children are present in a room together, the top of dutch doors will remain open unless the door contains a viewing window.
- A designated leader and/or security volunteer will be assigned to patrol the children's area at all times during check-in, check-out and during services – anytime children are present.

Children and Check-In / Check-Out

- Children are allowed in rooms only when authorized supervision is present and they have been through the check-in process and received an automated tag or manual check-in label.
- Children will not be allowed to leave the room unless checked out by the authorized adult bearing the matching tag or check-in label number.
- There will be equal treatment of adults and children regardless of their relationship. Children will be allowed in the room with their parents while they are serving only if they are of the same age as the children assigned to the room.
- The identity of children will be protected – names will not be posted with pictures in any public place and still pictures and video will be used only with permission granted through the "Parent Release Form for Media Recording."

Diaper Changing and Potty Breaks

- Diapers will be changed only in the presence of 2 or more volunteers – the volunteer changing the diaper will announce before changing the child.
- Men will not change diapers.
- Where bathrooms are attached to the classroom, the child may be accompanied by an adult of the same gender while the bathroom door remains ajar, more than one adult of the same gender may accompany the child needing assistance, or the child may be allowed to use the restroom by themselves with an adult outside the closed door.
- Where the bathroom is not attached to the classroom, a group of children will be escorted to the bathroom accompanied by an adult of the same gender where the adult will remain outside the closed door. If assistance is needed, the adult will need to be accompanied by a second adult of the same gender.

Playground Policies

- The playground is designed for children up to grade 4.
- Adult supervision is required for children using the playground at any time.
- For the safety of the preschoolers, broad age groups of children may not use the playground at the same time during scheduled church activities. Younger preschoolers (up to age 3) are allowed on the playground at times when older children are not present and only when accompanied by a teacher or authorized adult.
- Older children (grade 5 and up) may not “play” on playground equipment.
- No rough play or misuse of equipment will be permitted.
- The playground may be used only during daylight hours.
- Damaged equipment and other hazards should be reported immediately to the Children’s Pastor.
- It is the responsibility of everyone using the playground to pick up after themselves – please ensure that all trash has been put in the provided trash can and that all coats, jackets and toys have been gathered and taken inside before leaving.

Incident Procedures

An incident is defined as any occurrence of something that creates an injury of any size whether from a fall involving equipment, tripping or something perpetrated by another child. This is anything you would want to share with a parent who would be disturbed to find a bruise, bite, scrape or cut that they felt occurred outside of their presence while in church.

When an incident occurs, the supervising volunteer who took care of the child should fill out an incident / accident report, sign it and wait for the end of the service when the parent returns to pick up their child. Use the form to explain to the parent calmly about the incident and have them sign the form to indicate you alerted them. The report should be left in the designated place at the registration desk.

When talking to the parent, the conversation should go something like this: “You may notice that Sally has a scrape on her knee. I wanted to make you aware of what happened – she was running in the playground and stumbled. We cleaned it up and put a band-aid on it. She was a very big girl – she barely cried.”

If another child is involved in the incident, such as a shove or bite, never mention the other child’s name to the parent. Simply say “another child...”

If the accident occurred because of an equipment failure, remove the equipment or somehow make it inaccessible and note what was done on the form.

Incident/Accident Report

Child's Name _____

Supervising Adults _____

Date _____ Time _____

Location where incident occurred

classroom bathroom Playground Hall Doorway
 Other (specify)

Equipment/product involved

chair rocker swing slide door hand toy climbing equip
 other (specify)

Cause of injury

fall to surface bitten by child fall from running or tripping insect/bee sting
 hit or pushed eating or choking
 other (specify)

Part of body injured _____

Type of injury _____

1st Aid administered _____

Name of person who administered first aid _____

Signature _____ Date _____

Parent Signature _____ Date _____

Sensitive Situation Procedures

It is our desire to create an environment, which is safe and secure for all children. We must be prepared to take an active role in recognizing and reporting possible signs of child abuse if we should encounter them. We also realize that we are bound by the law to report suspected child abuse within a limited time. We will operate within the reporting standards set forth by the state. The required time for reporting is immediate (or as soon as practically possible) by phone or with a written report forwarded after receiving information about or observing the alleged abuse. This report is designed to serve as an ancillary account of conversations between children and adults related to an alleged abusive act, and is not intended to replace the required state forms and interviews. All conversations and contents of this report must be kept confidential and restricted to the team member who encountered the report, the Children's Pastor and the Senior Pastor of the church.

Abuse occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. Abuse may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury.

Neglect occurs when a child does not receive the proper care, supervision, or discipline, or when a child is abandoned.

Sensitive Situation Report

Child's Name (first, last) _____

Date of report: _____

Situation category (check which apply):

- Suspicious marks or bruises
- Observed parental "harshness"
- Adult comment
- Hygiene concern
- Child reported abuse
- Child sex-related words
- Nutrition concern
- Neglect concern
- Other

Details of situation (what was heard or seen, by whom, where, when)

Action taken:

Name of person filing report:

Printed Name _____

Signature _____

Medical Procedures

Minor Injuries

“Boo-boos” are going to happen. It is just the nature of the age of children in our care. The majority of the time an injury can be treated with a little loving attention and/or a Band-aid. Band-aids can be located in each nursery and preschool room. Know the location of the fully stocked First Aid Kit at your campus.

You will fill out an incident report as soon as possible for all accidents that happen in the classroom. If an accident involves two children (one child hits or bites another) an incident report needs to be filled out on both children. If the bite breaks the skin, we are required to call parents out of service. We are not to put both children’s names on the report. For instance, if Johnny bites Michael you should state “Michael was bitten by another child today” on the form. Don’t name the child who bit.

You will want to talk to parents about minor injuries that occur in the classroom. Then the parents and teacher will sign the Incident Report. In injuries involving blood, a large bump or biting, please notify the service leader as soon as possible.

Keep in mind that you are not authorized to dispense any over-the-counter or prescription medications.

Major Injuries

Serious injuries involve broken bones, unconsciousness, convulsions, or other serious bodily injury.

- Stay calm and keep the children and the injured child as calm as possible. Speak calmly and assure the child that everything is going to be okay. Have another volunteer take the remaining children away to another location.
- DO NOT move the child that is injured and DO NOT leave their side.
- Send one of the teachers to locate a staff member or member of the usher team for assistance. The usher team should be aware of any medical professionals on site who can offer guidance.
- The staff member will contact the parents and advise them of the child's situation and the procedure being followed.
- The staff member will ask the parents for details on doctor or hospital preferences, if necessary.
- If the child must be transported to a hospital and the parents cannot be located in time, the staff member will accompany the child to the hospital.
- The staff member will continue to follow-up with the parents, as needed.
- All volunteers and staff members involved in the emergency must complete an Incident report immediately following the emergency for the BNK records.

Emergency Procedures

Fire Emergency

In the event of a fire emergency, the following procedures should be followed.

- If any of the building fire alarm systems are alerted, calmly and quickly lead the children through the emergency exit doors designed for your area (see posted evacuation plan).
- Lead the children and volunteers to the parking lot well away from the building. Have children sit and immediately begin counting heads to make sure everyone is out of the building. If you notice a missing child, notify a staff member immediately and they will locate them while you remain with your group.
- Remain in the parking lot until the fire has been contained and the fire department has authorized parent pick up.
- If you notice a fire prior to the alarm systems activating, notify your service leader or a staff member immediately. They will announce to all leaders the need to evacuate the building and alert the security officers on duty.

Severe Weather

In the event of any weather warnings, such as severe thunderstorms or tornado warnings, the following procedure should be followed.

- All BNK staff will be notified immediately of the warning and will be notified and volunteers will be asked to stay alert for further instructions.
- Nursery and preschool children will be moved to women's restroom in the children's wing of the building. Grades K-4 will be moved to the men's restroom in the children's wing of the building.
- Children in grades 5 and 6 will be moved to the offices that have no windows in the church offices.
- Everyone will remain in their designated room until the storm threat has passed.

Lost Child

If a parent arrives to pick up their child and they are not in the room, follow the following procedure.

- Confirm that the child was dropped off in that particular room.
- Check the restrooms.
- If the child still cannot be found, inform the service leader or Children's Pastor so they can begin searching other classrooms.
- During their search, you must remain calm and with the parent at all times. NEVER send a parent to another classroom without escorting them there.
- After searching all of the classrooms, if the child still cannot be found, the Children's Pastor will contact security for a search of the church campus.

Address and phone of all locations

Where a phone is located and how to dial number.

Fire Extinguishers

Evacuation Plans and routes posted in every room.

Emergency Phone Numbers posted at every phone.

Radios for listening to weather

First Aid Kit

Fire Emergency locations to go.

Severe weather locations to go.

Emergency kits – flashlights, emergency backup lights?