



Parent/Volunteer Handbook

Riverwood Church
Waverly, IA

Reminders for Parents and Volunteers

It's important to remember why Riverwood and Kids Creek exists. The following mission statements help guide us as we care for everyone who is part of the Riverwood family, regardless their age.

Riverwood Mission: To invite the spiritually disconnected to find and follow Jesus.

Kids Creek Mission: To create a fun, welcoming and safe environments for kids, families, and volunteers to experience Jesus and grow in their faith.

Parents

It is our joy and pleasure to come along side of you as a parent and help your child(ren) find and follow Jesus. We are here to support you! To help us care for and disciple your kid(s), here are a few things we ask of you:

1. CHECK-IN/CHECK-OUT POLICY

A. CHECK-IN

If you are a first-time guest, or have a new baby, please fill out a New Family Registration Card at the Check-In Table.

If you are not a first-time guest, please sign your child in on the sign-in sheet at the Check-In table and apply a handwritten name tag with the child's name AND security number. Take the corresponding security tag number with you. Place name tags on the backs of children younger than 3. Please encourage older children to keep their name tag on the entire class time until pick up. Indicate on the sign-in sheet if your child has any allergies.

Please have an identification tag/label on your child's diaper bag, sippy cup, or other personal items.

Outside snacks are not permitted in the Kids Creek classroom. Cheerios (Gluten free) or animal crackers will be served when appropriate in nursery and preschool classrooms. Elementary kids may enjoy the snacks made available to the entire church family.

Please take your child to the bathroom or ensure they have a clean diaper prior to drop off.

Please remove shoes for nursery and preschool children when arriving in classroom.

Children may be checked into their classroom 15 minutes prior to the worship gathering and when two volunteers are present.

B. CHECK-OUT

Bring your security tag to your child's teacher to pick up your child(ren). Siblings 5th grade and older may pick up family members if they have the security tag.

Please pick up your child(ren) in a timely fashion after the Worship Gathering to honor the volunteers and the time they have served.

Please take all your children's personal belongings and Take-Home papers with you. Be sure to ask your children what they learned and did during the morning!

2. HEALTH/WELLNESS POLICY

A. ILLNESS

If a child is sick or has been sick within the past 24-hour period before church services or events, we ask that you NOT bring your child to church. Please adhere to the 24-hour fever rule, where a child needs to be fever free without medication for a 24-hour period before attending church. Children with the following symptoms may be contagious:

1. Fever of 100 degrees or higher
2. Nausea, vomiting, and/or diarrhea
3. Yellow or green nasal mucous
4. Severe coughing, strep throat
5. Any untreated rash, skin infection or open lesion
6. Head lice or nits in the hair

Thank you for helping keep other children healthy!

B. MEDICATIONS

Volunteers are **NOT** to give or apply any medications. Parents are to be contacted and should administer all medications. The only exception to this is a topical medication for diaper changing purposes are to be used only when instructed and provided by the parent or guardian.

Medication is not to be left in a classroom. When a child brings medication, the medication is to be kept in a secure location.

Volunteers

Thank you so much for your willingness to help us love and disciple the children of the Riverwood family! You play a pivotal role in helping these little ones find and follow Jesus. To help create the right environment where kids can have fun, be safe, and grow spiritually, we ask you to do the following:

1. ARRIVAL & DEPARTURE

A. ARRIVAL TIME

On Sunday mornings, the kids' rooms are open for children 15 minutes before the Worship Gathering. Therefore, we ask you to be in the room ready to go, 20 minutes before the Gathering start time.

Did you know the average first-time guest decides whether they will make a second visit to a church within the first seven minutes of being on a church's property? This means it is *incredibly* important we give families a good first impression of Kids Creek on a Sunday Morning. Having all volunteers in the room, with the room set-up helps give that good impression. If volunteers are waiting for the kids when they arrive, they can greet the children with a smile and immediately start to connect with them.

Please remember to wear your security badge (nametag) every time you serve. After serving, please return your badge to the designated area. If your badge needs to be replaced, please contact the Kids Creek Director.

B. DEPARTURE

At the end of the class session during which you serve, please remember to return your space to a condition better than it was in when you arrived. Tables, if they've been moved, should be returned to the positions in which you found them.

Please also:

- Wipe down tables
- Sweep or vacuum, if necessary
- Clean toys, as necessary (e.g. wash toys that young children have mouthed) and ensure all toys have been placed back in appropriate containers (all pieces to a puzzle are together, toys are sorted, etc.)
- Encourage clean-up as part of your class's routine before children leave!

2. VOLUNTEER SCREENING & IMPLEMENTATION

Each volunteer must:

- Complete a Kids Creek Ministry Application
- Sign a consent for a background check (ages 18 and up)
- Be approved before serving

3. SIGNING KIDS IN & OUT

A. Checking Kids in

- Welcome the child when they arrive
- Have their parent/guardian sign them in and put on a nametag

B. Checking Kids Out

- Each child should only be released to the parent/guardian with the parent tag whose security code matches the code on the child's name tag
- When parents arrive to pick up their child, ask for their parent security tag
- Release the child to go with their parent/guardian

What if you know the parent and the child?

Even if you know the parent and the child, you should still ask to see their parent security tag. This will help the other parents who are not familiar to you to see that we have a secure process in place.

If you need to alert a parent during the worship gathering:

- Take the child's badge number to the person operating the projection computer. Ask them to display the number on the screen.

Diapering/Bathroom Policies

Male volunteers are not allowed to change diapers or take children into the bathrooms (unless it is their own child).

All leaders must follow restroom policies (reiterated below).

It is understood that having an adult taking children to the bathroom may leave one adult alone in the room with multiple children for a short period of time.

- a. Preschool Children and younger must be escorted to the bathroom by a background-checked female adult. The escort should take at least 2 children of the same gender. If a child requires assistance, the volunteer should use the hand over hand method to guide the child. Additionally, the escort may go in and assist but must keep the door to the stall open.
- b. Children grade Kindergarten and older may walk to the bathroom without an escort; however, before exiting the designated supervised space, he/she must receive permission from a leader.
- c. Text the Check-In volunteer for additional support for bathroom duty, if necessary.

4. APPROPRIATE TOUCH & DISCIPLINE

A. Appropriate Touch

Love and caring can be expressed in the following appropriate ways, by:

- Bending down to the child's eye level and speaking kindly; listening to him or her carefully.
- Taking a child's hand and leading him or her to an activity.
- Putting an arm around the shoulder of a child who needs quieting or comforting.
- Taking both of the child's hands as you say, "You did such a good job!" (or "I'm so glad to see you. We've missed you!" etc.).
- Patting a child on the head, hand, shoulder or back to affirm him or her.
- Gently holding a child by the shoulders or hand to keep his or her attention while you redirect the child's behavior.
- Gently holding a child's chin to help him or her focus on what you are saying.
- Holding a child who is crying.

B. Inappropriate Touch

You must avoid:

- Being alone with a child.
- Kissing a child, coaxing a child to kiss you
- Extended hugging
- Tickling
- Touching a child in any area that would be covered by a bathing suit (unless assisting a child with toileting)
- Carrying older children or having them sit on your lap.
- Prolonged physical contact
- Opposite sex piggyback rides
- Seductiveness or suggestive contact
- Any physical contact of any kind that is done for the pleasure or satisfaction of care providers
- Any touching used to express power or control over a child

C. Child Abuse Prevention and Reporting

Riverwood prohibits and is committed to the prevention of any form of abuse including physical, sexual or psychological abuse. Volunteers or staff who become aware of any form of child abuse, whether occurring at church or at home, will immediately report the incident or information to the Kids Creek Director who will take appropriate action. All suspected cases of child abuse must be reported to the appropriate agency for further investigation.

Volunteers are asked to maintain confidentiality of the investigation. DO NOT DISCUSS the incident with anyone other than Riverwood ministerial staff or those in charge of the investigation.

The Kids Creek Director will be responsible for documentation of all incidents, reports, and follow-up for any suspected case of abuse. The Kids Creek Director will inform the Church Elder Team immediately and propose a plan of action.

D. Discipline

For young children, loving discipline is used to encourage cooperative behavior. * The following methods are used by our teachers/volunteers:

1. Give positively worded directions: "You may sit on the floor or on a chair." "Please walk inside."
2. Redirection: Substitute a positive activity for a negative activity (i.e. "You may throw a beanbag." "We use blocks for building.").
3. Distraction: Change the focus of the activity or behavior.
4. Positive Reinforcement: Try to catch a child being good or affirm a child's appropriate behavior.
5. Active Listening: Help the child determine why there is a problem and help the child acknowledge his feelings and/or reaction.
6. Separation from the group: When all of the above fails, only then is a child briefly (less than 5 minutes) separated from his/her classmates. The child will always be within sight of the teachers.
7. Contact Kids Creek Director: If a child's behavior is a danger to him/herself or others and other measures been taken and are not effective, teachers and volunteers need to contact the Kids Creek Director for additional intervention and assessment.

*Physical discipline and shaming methods are NEVER an acceptable form of discipline.

Tips for teachers and assistants:

- Turn off your cellphone
- Use kids' names in kind
- Use eye-to-eye contact
- Affirm the children's responses
- Sing the songs and do the motions
- Play the games
- Actively engage in the lesson
- Share your own God Sightings
- Encourage the kids to listen and participate
- Be positive
- Smile & Have Fun

5. HEALTH/WELLNESS

A. First Aid

A first aid kit will be kept in each classroom.

B. Medications

Volunteers are **NOT** to give or apply any medications. Parents are to be contacted and should administer all medications. The only exception to this is a topical medication for diaper changing purposes are to be used only when instructed and provided by the parent or guardian.

Medication is not to be left in a classroom. When a child brings medication, the medication is to be kept in a secure location.

C. Accidents/Health Conditions

If a teacher encounters a life-threatening situation (loss of consciousness, significant blood loss, difficulty breathing), they should immediately call 911 from a cell phone. Minor accidents (bumps, bites, bruises, scrapes, etc.) will be handled in the room and parents will receive an "Incident Report" (See section D below) when picking up their child.

D. Incident Reports

Incident report forms are to be completed for any and all accidents. Give one copy to the parent and one copy to the Kids Creek Director. (Forms can be found in the classroom.)

6. FIRE & EVACUATION

A. IN CASE OF A FIRE

Fire Extinguishers are located throughout the building.

B. Evacuation of Building:

Please do the following in this order:

1. Take the sign-in sheet from the classroom entrance.
2. If children are old enough to walk, quickly line them up at the emergency exit door.
3. Count the number of children in your room to ensure that all children are accounted for.
4. Preschool Classes are equipped with ropes for children to hold as they exit. Ropes are hung beside exit doors.
5. If primary emergency exit is blocked, use alternate route.
6. Children should be taken a minimum of 50 feet away from the building.
7. Keep the children in your class together until their parent arrives to pick them up.
8. Have parents form a line to pick up their children to ensure each child is accounted for.
9. Parents need to show you their parent security tag to pick up their child.
10. Be careful to check off each child from your sign-in sheet as their parent picks them up.

7. TORNADO EMERGENCY

1. Stay calm
2. Close the doors
3. Move children away from the doors. Count children.
4. Keep children low to the ground and carry on with lesson/activities as normal as possible.
5. **Do not check any children out to parents during a Tornado Warning.** The Kids Creek Director, an Elder, or Riverwood staff member will notify you when the warning is over.

8. NURSERY SANITIZING/CLEANING (FOR NURSERY VOLUNTEERS ONLY)

Please wear clean socks (only in nursery and preschool rooms).

A. DIAPER CHANGING

Use powder scented bags for soiled diapers.

Disinfect changing table after each use.

After each class

- Spray down playmats with natural disinfectant cleaner
- Wipe with disinfectant wipes (or wash) toys that have been “mouthed”
- Clean tables with magic eraser and/or disinfectant wipes
- Empty ALL trash with diapers, food, etc. and put by front door. Replacement trash bag liners are in nursery cubbies on wall by changing table.
- Recycle bins only need emptied when full

9. PLANNING CENTER

A. General Instructions

Log in to your account online at <http://services.planningcenter.com> **or** download the 'Planning Center Services' app to your phone

Once logged in, please accept or decline any dates for which you are scheduled/

B. Block out Dates

If you are going to be gone for any reason or need a Sunday off, please:

- Block out the dates in Planning Center
- Block out **1 Month** prior to scheduling

C. Cancellation Procedure

If you accepted an opportunity to serve on a Sunday but are suddenly unable to serve due to circumstances beyond your control please:

- Talk with/call/text Kids Creek director so that he/she knows about your absence
- Try to find a replacement for your position as soon as possible
- Notify the Kids Creek Director when/if you have both found your replacement **and** confirmed with them that they will be covering for you
- If you cannot find a replacement please notify the Kids Creek Director. They will try to help you.
- Decline your already-scheduled position on Planning Center.

*Picture of Church building with exits marked