



# **The Church On The Hill**

## **Kids & Youth Ministries Protection Policy Form**

**Dear Children's/Youth Volunteer,**

At The Church On The Hill, we take our responsibility to care for children and youth very seriously.

These guidelines are intended to facilitate a safe and nurturing environment in which children can grow in relationship with Jesus.

The pages of this handbook provide a general overview of procedures and guidelines for The Church On The Hill volunteers. Our policies are intended to create a safe environment for children & youth. The following procedures have been adopted and will be strictly enforced.

After you have carefully read this policy manual, please sign and return the agreement form located on the last page.

Sincerely,

*Pastor Chad Robinson*

# The Church On The Hill

## Policies & Procedures for Kids & Youth Ministries

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## **Overview of the My Church Safety System**

Because we love children and desire to protect them, The Church On The Hill requires all staff members and volunteers working with children or students (and other vulnerable populations) to complete **FOUR SAFETY STEPS** before ministry work or volunteer placements begin.

### **STEP ONE: Sexual Abuse Awareness Training**

The Church On The Hill policies and procedures require that staff members and volunteers avoid abusive behavior of any kind. Staff members and volunteers are required to report any policy violations to a supervisor or a member of the The Church On The Hill Safety Committee. Staff members and volunteers should have a basic understanding of the characteristics of sexual abusers and their behaviors in 'grooming' a child for sexual abuse. Grooming is the process used by an abuser to select a child, win the child's trust (and the trust of the child's parent or 'gatekeeper'), manipulate the child into sexual activity and keep the child from disclosing the abuse.

To equip The Church On The Hill staff members and volunteers with information necessary to recognize abuser characteristics and grooming behavior, The Church On The Hill requires all staff members and volunteers to complete MinistrySafe's Sexual Abuse Awareness Training (live or online at [www.MinistrySafe.com](http://www.MinistrySafe.com)). This training will be renewed every two years.

### **STEP TWO: Screening Process**

Staff members and volunteers are required to complete the The Church On The Hill Screening Process, which requires a staff member or volunteer to:

- Provide references to be checked (employees and volunteers)
- A volunteer must attend The Church On The Hill for three months or is in good standing at their church and has been approved to serve by the Kids/Youth Pastor & Senior Pastor before being eligible to serve in volunteer positions providing access to children, students, or vulnerable populations.

### **STEP THREE: Policies & Procedures**

Staff members and volunteers are required to review the policies contained in this manual and sign the last page indicating that he or she has read and understood the material, and agrees to comply with policy requirements.

### **STEP FOUR: Criminal Background Check**

The Church On The Hill requires that all staff members and volunteers working or volunteering in children's or student activities or programming undergo a criminal background check. Depending upon position, differing levels or intensity of background check may be required. Individuals who have committed sexually-oriented or sex-related crimes may not serve in any area providing services to children or minors. In addition, certain other past criminal acts *may* preclude an applicant from serving minors.

# **Child Safety Policy**

## **ABUSE TOLERANCE**

The Church On The Hill has a **zero tolerance for abuse** in ministry programs and ministry activities. It is the responsibility of every staff member and volunteer at My Church to act in the best interest of all children in every program.

In the event that staff or volunteers observe any inappropriate behaviors (i.e. policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse (physical, emotional, or sexual) it is their responsibility to immediately report their observations to the Kids/Youth Pastor or the Senior Pastor.

## **REPORTING SUSPICIOUS OR INAPPROPRIATE BEHAVIORS**

The Church On The Hill is committed to providing a safe, secure environment for children and their families. To this end, any report of inappropriate behaviors or suspicions of abuse will be taken seriously and will be reported, in accordance with this policy and state law, to the The Church On The Hill, the Police Department, Child Protective Services, or other appropriate agency.

An element of the safe environment referenced above includes the fostering of a culture of reporting relevant information to a supervisor or a staff member of the The Church On The Hill. Because sexual abusers 'groom' children for abuse, it is possible a staff member or volunteer may witness behavior intended to 'groom' a child for sexual abuse. Staff members and volunteers are asked to report 'grooming' behavior, any policy violations, or any suspicious behaviors to a supervisor or a member of the The Church On The Hill Safety Committee.

## **ENFORCEMENT OF POLICIES**

The Church On The Hill staff members and volunteers who supervise other staff members or volunteers are charged with the diligent enforcement of all The Church On The Hill policies. Violations of these policies are grounds for immediate dismissal, disciplinary action for both volunteers and staff members. Final decisions related to policy violations will be the responsibility of the Kids/ Youth Pastor and Senior Pastor.

## **Reporting Abuse or Suspicions of Abuse**

### **REPORTING VIOLATION OF POLICY**

In order to maintain a safe environment for our children, The Church On The Hill staff members and volunteers must be aware of their individual responsibility to report any questionable circumstance, observation, act, omission, or situation that is a violation of these policies. All questions or concerns related to inappropriate, suspicious, or suspected grooming behavior should be directed to an immediate supervisor in the ministry area, the Kids/Youth Pastor, or the Senior Pastor

### **CONSEQUENCES OF VIOLATION**

Any person accused of committing a prohibited act or any act considered by the church to be harmful to a child will be immediately suspended from participation in The Church On The Hill Kids/Youth Ministries. This suspension will continue during any investigation by law enforcement or Child Protective agencies.

Any person found to have committed a prohibited act should be prohibited from future participation as a staff member or volunteer in all activities and programming that involves children, students or vulnerable populations at The Church On The Hill. If the person is a staff member or employee, such conduct may also result in termination of employment from The Church On The Hill.

Failure to report a prohibited act to the designated person is a violation of this policy and grounds for termination (employee) or removal (volunteer). Volunteers who fail to report a prohibited act may be restricted from participation in any activities involving children, youth or vulnerable populations at The Church On The Hill.

### **REPORTING ABUSE OR SUSPICIONS OF ABUSE**

The Church On The Hill is committed to providing a safe, secure environment for children and their families. To this end, any report of inappropriate behavior or suspicions of abuse or neglect will be taken seriously and will be reported, in accordance with this policy and state law, to Child Protective Services or criminal law enforcement.

Because sexual abusers 'groom' children for abuse, it is possible that a staff member or volunteer may witness behavior intended to groom a child for sexual abuse. Please report 'grooming' behavior, policy violations, or any suspicious behaviors to an immediate supervisor, such that the church may take appropriate action to safeguard kids/youth in the program.

# **Safety Team**

## **SAFETY TEAM**

Recognizing the importance of providing and maintaining a safe environment for children, The Church On The Hill will appoint and maintain a Safety Team, which will meet once each quarter.

The purpose of the Safety Team is to enable The Church On The Hill Kids/Youth Ministries to carry out appropriate ministry activities while safeguarding program participants against emotional, physical or sexual abuse.

## **COMPOSITION**

The Safety Team will be comprised of the following members:

- Senior Pastor
- Kids/Youth Pastor
- Volunteer
- Volunteer

## **RESPONSIBILITIES**

The Senior Pastor, Kids/Youth Pastor & volunteers will be charged with the following duties:

1. Applying existing The Church On The Hill policies and procedures related to Kids/Youth safety and risk management issues.
2. Monitoring all Kids/Youth Ministries programs for ongoing compliance with safety policies.
3. Making recommendations to the The Church On The Hill Staff regarding safety issues.

# **Kids Ministry Staff Monitoring Plan**

## **BUILDING SAFETY**

Every ministry supervisor is responsible for ensuring that the ministry program area is monitored during programming serving Kids/Youth. This includes unobserved monitoring of staff members, volunteers and kids/youth. No kid/youth will ever be left unattended in a ministry area or on a playground during regular programming, classes or activities.

## **SUPERVISION**

Only parents (dropping off children), screened ministry volunteers, church staff members, and children are allowed in areas where ministry to kids/youth is occurring. All other adults should be asked for identification and immediately escorted out of the area. If questions or concerns arise related to any person in the area, a ministry supervisor or security team member should be notified immediately.

### **Two trained, screened volunteers should supervise kids/youth at all times.**

Avoid being alone with an individual kids/youth in any room or during any ministry program. If one supervising adult must leave a group of kids/youth, another volunteer or employee must be notified so that the *Two Adult Rule* can be followed.

If an unusual circumstance occurs and you find yourself alone with a single child, take the child to a room or building occupied by others, or to a location easily observed by others. (Example: if a child is the last in a class to be picked up by a parent, move to an adjoining room where other staff members or volunteers are present.)

If you need to talk with a kid/youth alone, do it in the hallway or a highly visible area, or have another leader with you.

After every ministry event, ensure that every room, area and restroom is checked prior to leaving.

## **PLAYGROUNDS**

On the playground, remember to circulate, watching children during play periods, giving particular attention to areas not easily seen from all viewpoints. (Example: under slides, in corners, behind structures).

Any two children together in an unseen or less easily viewed area should be redirected to another (more open) area of the playground.



# **Kids Safety Measures**

## **WORKER TO CHILD RATIOS**

The Church On The Hill is committed to providing adequate supervision in all Kids Ministries programs. Accordingly, the following worker to child ratios will be observed:

<b>Program</b>	<b>Workers</b>	<b>Children</b>
Nursery	2	8
Preschool, 2 & 3 years old	2	12
Preschool, 4 & 5 years old	2	18
Elementary	2	20
VBS	2	20

If a worker is 'out of ratio' it is his or her responsibility to immediately notify the program supervisor or the Kids Pastor. Supervisors will make diligent efforts to find substitute workers to immediately bring worker to children ratios into compliance with Church policy.

## **CHECK-IN**

Upon check-in, each child will receive a name tag and their parent or guardian will be given a claim tag. Volunteers must check each claim tag before releasing a child at pick up.

If a claim tag is lost, send the parent or guardian to the check-in volunteer, where proper identification must be shown to a staff member before the child is released. (Have the child stay in the classroom; the parent may pick up the child once cleared).

## **RELEASE OF CHILDREN**

At any time that a child has been entrusted to The Church On The Hill staff members or volunteers, the Church incurs responsibility for the safety and well-being of the child. Staff members and volunteers must act to ensure the appropriate supervision and safety of children in their charge.

Kids Ministries staff members or volunteers are responsible for releasing children in their care only to parents, legal guardians, or other persons designated by parents or legal guardians at the close of services or activities.

It is presumed a person who drops off a child or youth has authority to pick up the child.

In the event that staff members or volunteers are uncertain of the propriety of releasing a child, they should immediately locate or contact their immediate supervisor or the Kids Pastor before releasing the child.

## Disciplinary Policies

### **DISCIPLINE**

It is The Church On The Hill's policy that staff members and volunteers are prohibited from using physical discipline in any manner for behavioral management of children. **No form of physical discipline is acceptable.** This prohibition includes spanking, slapping, pinching, hitting, or any other physical force as retaliation or correction for inappropriate behaviors by children. When a child is misbehaving, follow these steps:

1. Go to the child and calmly ask him or her to stop the behavior. (Most children respond immediately and correct the behavior.) Give a warning and remind the child of class expectations, and redirect to a positive behavior. Do this individually when possible, try not to single out a specific child in a large group setting. \*When working with younger children, some physical redirection may be necessary: for example, removing a toy from the hands of a child who is hitting another.
2. If the child repeats the action, guide them to a quiet place – separate from the other children – for a short but designated period of time. Stay within sight of others, and avoid being alone (or unseen) with the child.

Provide the child with a simple, understandable reason for the separation, and a clear explanation of your expectations.

("Terry, you didn't stop hitting Kelly when I asked you to, so it was necessary for me to separate you from the group.")

3. After a 3rd time, refer to a staff member. A staff member may inform a parent or guardian, who may be asked to become involved in redirecting misbehavior.

Uncontrollable or unusual behavior should be reported to ministry supervisor.

### **NEVER...**

- Never yell at a child.
- Never grab a child.
- Never threaten a child. Always follow through with your word.
- Never hit a child.
- Never confront a parent in front of others.
- Never openly humiliate a child in front of the class.

## **BULLYING**

Verbal, physical or emotional bullying is not acceptable in The Church On The Hill ministry programs. At the first sign of bullying in any form, act decisively, and inform your ministry supervisor. There is no “harmless put-down” where bullying is concerned.

1. *First Offense:* Issue a warning to the child and a general reminder to the group that this kind of interaction is wrong. Try not to embarrass or chastise.
2. *Second Offense:* Pull the offending child(ren) from the group (in a seen or supervised location) and discuss the inappropriate interaction or behavior. Set clear parameters and behavioral goals. Let the child know that the next step is communication with a pastor and the child’s parents. Notify an immediate supervisor of ANY signs of bullying or verbal abuse.

Privately, but with another adult present, confirm that a child who was the target of the bullying behaviors is not in danger of continued harassment and is physically and emotionally stable. DO NOT SINGLE A CHILD OUT IN FRONT OF THE GROUP ... be discreet.

3. *Third Offense:* Send the child to the Kids Pastor or ministry supervisor for a phone call (or communication onsite) with his or her parent(s) and possible removal from the activity or event.

## **Restroom Policies**

DO NOT USE OR OCCUPY a bathroom in use by children. Adults should use a restroom separate and apart from restrooms used by children during weekend services or when there are children present. No volunteer OF ANY AGE should enter or occupy a bathroom while children are using it. When no child is present, adults (and young volunteers) are allowed in a bathroom (one at a time) so long as there is another adult at the doorway keeping any child from entering. Only adult females may change diapers and must do so on diaper changer stations within plain view of other volunteers.

### ***NURSERY CHILDREN***

Because nursery children may require complete assistance with their bathroom activities, all staff members and volunteers will observe the following policies:

#### **Diapering**

- Only female nursery workers or the child’s parent or legal guardian will undertake the diapering of children of either sex.

- Changing of diapers should be done in plain sight of other nursery workers.
- Children will never be left unattended on changing tables.
- Any special instructions given by parents leaving children in nursery will be recorded on the registration cards (“Seth Adams has a medicine in the bag for rash.”)
- Children should be re-diapered and re-clothed immediately upon the completion of changing their soiled diaper.
- Children should be changed on changing stations only.

### **Toilet training**

- No child will be forced to toilet train.
- Only female nursery workers or the child’s parent or legal guardian will participate in toilet training efforts with children of either sex.
- When children are taken into bathrooms the door will be left partially open.
- Young children will never be left unattended in bathrooms.
- Parents should be consulted on each child’s progress in the toilet training process before leaving the child with volunteers or staff members. Any special instructions given by parents leaving children in the nursery will be recorded on the registration card (“Georgia can use the toilet, but she needs to be reminded – ask her if she needs to go.”).
- Children should be assisted in straightening their clothing before returning to the room with other children.
- “Accidents” should be handled by reassuring the child and completing the changing of diapers or underwear and clothing. Extra clothing and diapers are available from The Church On The Hill in the children’s area, if the parent has not furnished a clothing change.

### **GRADES 1-6**

If you must go into the restroom to check on an individual child, seek out another worker to accompany you. If another worker is not available, go to the exterior bathroom door, knock, and ask if the child needs assistance. Do not enter the restroom.

If a child requires immediate assistance, leave the exterior bathroom door open when entering the bathroom area and try to verbally assist the child in completing his or her toileting activities, while the child remains behind the door of the bathroom stall. Any assistance with the straightening or fastening of garments should be done in the presence of another staff member or volunteer.

If restroom use is required:

- Only *adult* female workers will assist children in the restroom, unless a parent is assisting their own child.
- Only one child in the restroom at a time, in a single toilet facility.

- When a worker is assisting a child, the door must not be locked, and must remain ajar. In general, children should receive the minimum amount of assistance needed based upon their individual capabilities. Encourage children to do all they can for themselves.
- Be aware if a student repeatedly asks to use the restroom and stays there for unusual periods of time. Report this behavior to a supervisor if it occurs.
- A single staff member or volunteer should never take a lone child to the restroom.

### *SPECIAL NEEDS*

Parents will offer instruction to staff members or volunteers to change the diapers of individuals with special needs. After the age of 4, parents or legal guardians will change the diapers of all individuals with special needs. If someone with special needs requires assistance using the restroom, a special needs volunteer may assist them in the restroom.

## **Medication**

Do not administer medication of any kind to any child while serving in ministry programs, including 'over the counter' drugs.

## **Transportation**

Staff members and volunteers may from time to time be in a position to provide transportation for children. The following guidelines should be strictly observed when workers are involved in the transportation of children:

- Children should be transported directly to their destination. Unauthorized stops to a non-public place should be avoided. Staff members and volunteers should avoid transportation circumstances that leave only one child in transport.
- Staff members and volunteers should avoid physical contact with children while in vehicles.
- No cell phones may be utilized by the driver while driving The Church On The Hill vans, or vehicles owned or rented by The Church On The Hill, unless in an emergency.
- No drivers under age 25 may drive The Church On The Hill owned or rented vehicles.

## **Verbal Interactions with Children**

Verbal interactions between staff members or volunteers and children should be positive and uplifting. The Church On The Hill staff members and volunteers should strive to keep verbal interactions encouraging, constructive, and mindful

of their mission of aiding parents in the spiritual growth and development of children.

To this end, staff members and volunteers should not talk to children in a way that is or could be construed by any reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, staff members and volunteers are expected to refrain from swearing in the presence of children.

## **One-to-One Interactions with Children**

Staff members and volunteers should never conduct one-to-one, unobserved meetings or interaction with children while participating in The Church On The Hill Kids Ministry program. Another adult who has completed the The Church On The Hill application and screening process should always be present.

## **Physical Contact**

The Church On The Hill is committed to protecting children in its care. To this end, The Church On The Hill has implemented a 'physical contact policy' which promotes a positive, nurturing environment for our Kids Ministries while protecting children. The following guidelines are to be carefully followed by anyone working in Kids Ministries programs:

- Hugging, pats on the back and other forms of appropriate physical affection between staff members or volunteers and children are important for children's development, and are generally suitable in the church setting.
- Inappropriate touching and inappropriate displays of affection are forbidden. Any inappropriate physical contact, touching or displays of affection should be immediately reported to an immediate supervisor, the Kids/Youth Pastor and Senior Pastor.
- Physical contact should be for the benefit of the child, and never be based upon the emotional needs of a staff member or volunteer.
- Physical contact and affection should be given only in observable places or when in the presence of other children or children's staff members and volunteers. It is much less likely that touch will be inappropriate or misinterpreted when physical contact is open to observation.
- Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of staff members or volunteers in Kids Ministries must foster trust at all times. Personal conduct must be above reproach.
- Do not force physical contact, touch or affection on a reluctant child. A child's preference not to be touched must be respected.

- Kids/Youth Ministry staff members and volunteers are responsible for protecting Kids/Youth under their supervision from inappropriate or unwanted touch by others.
- Any inappropriate behavior or suspected abuse by a staff member or volunteer must be reported immediately to an immediate supervisor, the Kids/Youth Pastor and Senior Pastor.

## **Intoxicants**

Staff members and volunteers are prohibited from the use, possession, or being under the influence of alcohol or any illegal drugs while in any The Church On The Hill facility, while traveling with children or youth, or while working with or supervising children.

## **Tobacco Use**

The Church On The Hill requires staff members and volunteers to abstain from the use or possession of tobacco products in church facilities, while in the presence of children or their parents, or during The Church On The Hill activities or programs. The Church On The Hill is a tobacco-free facility.

## **Sexually Oriented Conversations**

Staff members and volunteers are prohibited from engaging in any sexually oriented conversations with kids/youth, and are not permitted to discuss any inappropriate or explicit information about their own personal relationships, dating or sexual activities with any kid or youth in the program.

## **Sexually Oriented Material**

Staff members and volunteers in Kids/Youth Ministries at The Church On The Hill are prohibited from possessing any sexually oriented materials (magazines, cards, images, videos, films, etc.) on church property or in the presence of children.

## **Nudity**

Staff members and volunteers in The Church On The Hill Kids/Youth Ministries should never be nude in the presence of children in their care. In the event there is a situation that may call for or contemplate the possibility of nudity (i.e. changing clothes during a pool party, weekend or overnight retreat, etc.), staff

member/volunteer will submit a plan to the Kids/Youth Pastor concerning arrangements for showering or changing clothes.

## **Parental Involvement**

### **PARENTAL CONTACT**

Parents who leave a child in the care of The Church On The Hill staff members and volunteers during church services or activities will be contacted if their child becomes ill, injured, or has a severe disciplinary problem while participating in Kids Ministries programs.

### **PARENTAL INVOLVEMENT**

Parents are encouraged to visit any and all services and programs in which their child is involved at The Church On The Hill. Parents have an open invitation to observe all programs and activities in which their child is involved. However, parents who desire to participate in or have continuous, ongoing contact with their children's programs at The Church On The Hill will be required to complete the My Church volunteer application and screening process.



## **Policies and Procedures**

### **Statement of Acknowledgement and Agreement**

This page is to be signed, detached, and delivered to the Ministry Supervisor.

I have received and read a copy of The Church On The Hill Kids/Youth Ministries Policies and Procedures and understand the importance of the material in the manual. I agree to abide by these guidelines while serving or working at My Church.

I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by The Church On The Hill.

I have reviewed the duties listed in my ministry position description, and I agree to fulfill these duties. I understand I may choose to end my voluntary service at The Church On The Hill at any time (If possible, I will provide two weeks' notice to my supervisor).

I acknowledge and understand that the materials and guidelines contained in this handbook in no way express or imply a contractual employment relationship between me and The Church On The Hill. If applying as a volunteer, I acknowledge and agree that I will receive no monetary compensation for hours worked.

I understand it is my responsibility to review new guidelines which may be created and distributed.

I acknowledge receipt of The Church On The Hill policies and procedures manual.

\_\_\_\_\_  
Staff Member or Volunteer's name (please print)

\_\_\_\_\_  
Staff Member or Volunteer's signature

Date: \_\_\_\_\_