

kids —

Welcome to Fullerton Free Kids!

Thank you for joining the Fullerton Free Kids team! We are so excited that you are being led to make a difference in the lives of our Fullerton Free Kids and their families. As a Kids Crew member, we are excited to partner with you as you use the gifts and talents God has given you to help kids encounter our Savior in real and meaningful ways.

The challenge is to think beyond our infants, our young kids and our elementary kids. Think about a young man or woman who may be starting college, moving out of the house for the first time, or any similar scenario of a typical 18 year old. Then join us in asking the question... did we equip them with a lasting and sustaining faith?

Statistics say that half of our active youth will put aside their faith and possibly not return to it. You are now part of our fight against this reality as you model and teach the good news, and as you live a life in response to what the Lord has done for you.

We are grateful for you and excited to see what God has in store as you begin this journey of ministry with us. Please take time to familiarize yourself with the policies and procedures contained in this manual. If at any time you need clarification on any of the information included, please feel free to contact any of the Fullerton Free Kids Ministry Shepherds or staff.

In this together, The Fullerton Free Kids Staff

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Thank you for your desire to serve in Fullerton Free Kids! We look forward to serving alongside you. Please let us know if you have any questions or concerns regarding this handbook.

What is Fullerton Free Kids Ministry All About?

Vision:

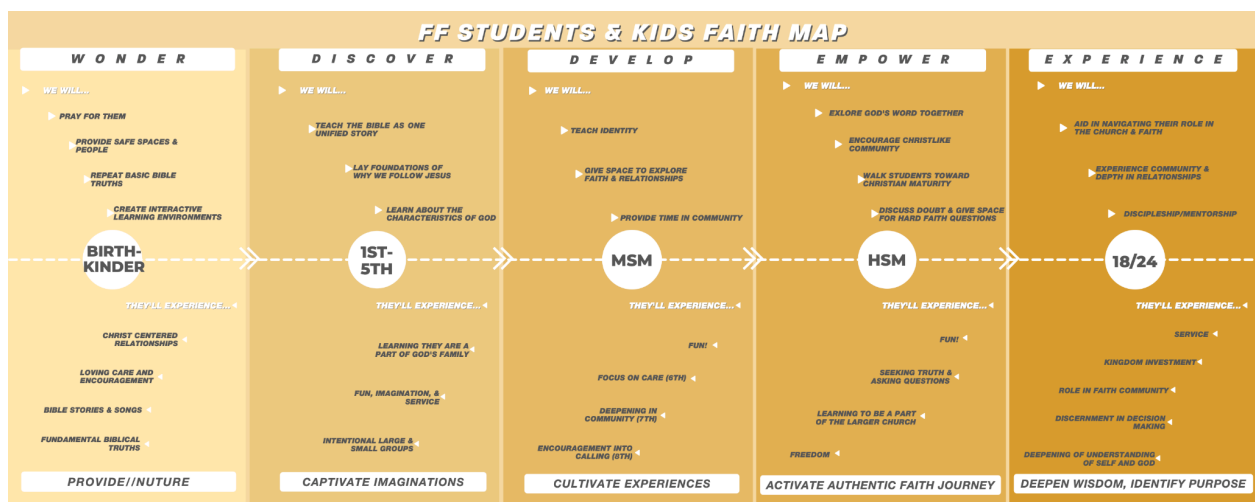
Fullerton Free Kids Ministry exists to preserve and perpetuate Christian discipleship in the lives of our kids by sparking gospel imagination, contextualizing biblical truth and cultivating a fun and loving community where they can grow.

Mission:

Empowered by the Holy Spirit Fullerton Free is a loving community, united in sacrifice, and living like Christ for the glory of God.

Values:

- Partnering with parents as the primary nurturers of their child's faith.
- Parents and leaders have the opportunity to create environments where the Holy Spirit is free to move, teach, and lead.
- Because the entire Bible is *one overarching story* about God's love and redemption, we make sure God is the main focus of every lesson and resource!
- We communicate each Bible story *within the context* of "The Big God Story".
- Giving those we minister to a foundation in biblical knowledge and creating space for kids to encounter the living God.
- Our resources are true to the content and context of God's Word.
- It is our desire to inspire, equip, and support you as we minister together.
- We value having an uncompromising safety standard that includes a thorough screening process for all leaders, consistent facility safety checks, and established policies and procedures.



Volunteer Assimilation Process

Observation (Optional)

If you are interested in a specific department, but are not sure it will be a fit for you, an observation is encouraged. This can be facilitated by the coordinator who oversees your area of interest.

Application

All Kids Crew members are required to fill out an application and be approved by a staff member from Fullerton Free Kids in order to serve in this ministry.

Kids Crew Handbook

In order to submit your online application, you will be required to sign an acknowledgement that you have read and are responsible for the information in the Kids Crew Handbook.

Fingerprinting

As a part of the initial volunteer application process, each applicant 18 years and older will be fingerprinted by a Live scan technician. Further, All applicants' names will be run through the Megan's Law database.

Mandated Reporter Training

All adult applicants must complete mandated reporter training to be in compliance with CA Law AB 506.

Interview

During the interview process, we will have an opportunity to hear about your spiritual journey, prior ministry experience, and desire to serve on Kids Crew. Prior to being placed in your area of service, we will answer any questions you may have about your commitment.

Reference Check

We will be contacting your references as a way to get to know you better.

Placement

Once you have successfully completed the required steps to becoming a Kids Crew team member, you will be placed in the department you have chosen to use your gifts.

Leader Commitment

Being a leader is a great responsibility. Beyond what we teach with our words, we know the greatest testimony to kids will be the godly example of our own lives as we follow Jesus. As a part of the responsibility of being a leader, we ask you to agree to each of the following statements:

Relationship with God: Jesus Christ is my Lord and Savior. I have surrendered my life to Him, and I am committed to following Jesus and His way of life. I commit to cultivate my personal relationship with God by spending time in His word, in prayer, and other means of being with God. I agree to the values of Fullerton Free Church:

Personal Development: I realize that the Kids Staff is focused on developing me as a leader. I will commit to my own development as a leader as well, which will entail doing the necessary work to become a stronger volunteer. I will reach out to the Kids staff for advice and guidance when needed.

Student Development: I understand that as a leader, one of my primary focuses is the spiritual shepherding of the children around me. I commit to consistently build into the lives of young kids and students by being an active part of their lives through caring for their needs, asking intentional questions, checking in, and being a welcoming presence. I commit to speaking Biblical truth into their lives.

Sacrifice for Others: I understand that I will be asked to sacrifice for others as a leader. I will make that sacrifice willingly, and with keeping a positive attitude. (For example: when the air conditioning dies in the room, we lead in positivity).

Defend the Team: I will never slander or speak disrespectfully about any other member of the Kids volunteer & staff team. If I have an issue with another leader, I will communicate the issue directly with that leader in a spirit of grace and gentleness and/or I will elicit the help of a Kids staff leader to facilitate a process of healthy communication with that leader.

Confidentiality: If there is anything shared that puts into question the emotional or physical safety of a child, parent, or leader I will report directly to Kids staff to discern the best process to support and care for that child.

Living above Reproach: In an effort to reflect Christ to the best of my ability and with the help of the Holy Spirit, I will commit to using wisdom and discernment in all areas of my personal life that impact my own spiritual life and my leadership role in the lives of children. I will guard and protect areas of judgment such as dating relationships, use of the internet and social media and any interactions with children in order to live a life that is an example to those that I lead.

Volunteer Guidelines

Arrival and Lesson Preparation

1. You will typically be asked to arrive 15-30 minutes prior to your service time to prepare. Specific times will be provided by the ministry coordinator. Please be prompt in your arrival.
2. If applicable, lesson materials will be provided ahead of time. In these cases, please take time to read the lesson over and prayerfully consider your role in the ministry.
3. Name Tags are required. These are distributed ONLY to fully cleared volunteers.

Volunteer Sick Policy/ Absence

If you will be absent for any reason contact your ministry coordinator with as much notice as possible. The ministry coordinator over your department will give you specific procedures for how to handle this.

If you are sick, please contact your ministry coordinator as soon as possible so that they can find a substitute who can fill your place during the program time.

Photo Policy/Photo Release

Photos and names of children should not be uploaded to any social media without written parental consent.

Food in Classroom

Any food brought into the classroom needs to be pre-approved by your ministry coordinator.

Cell Phone Policy

Refrain from personal use of cell phones in ministry settings. This includes personal phone calls, texts, social media, etc. At the discretion of the staff coordinator, cell phones may be used in ministry settings to contact parents, or as a tool for an activity or program.

Dress Code & Hygiene

Wear comfortable and modest clothing appropriate for the program where you will be participating. Keep in mind that working with kids often involves kneeling down on the ground, jumping and dancing to music, etc.

When you arrive, wash your hands. Sanitize often. Remind kids to do the same.

Youth & Student Volunteers

We love our Youth volunteers. Our Middle School Ministry aged students (6th-8th grade) are valuable helpers to adults in the Young Kids area ONLY and helper spots are limited. Junior Volunteers are 5th graders who can serve in Young Kids only if accompanied by their parent. Student Volunteers follow the same assimilation process as adult volunteers, except they are not fingerprinted and do not need certification as mandated reporters.

- Volunteers may NOT bring friends not approved to volunteer with them
- No volunteer under the age of 18 is allowed to escort children to the bathroom.

Volunteers are part of a rotation schedule. It is important that you show up on time and stay throughout the ministry time. Not communicating with the shepherd of your unavailability more than 24 hours will result in being removed from the Kids Crew Volunteer team

Volunteer Expectations

Whatever Your Role

1. Be Present. Show up. Predictably. On Time. Mentally. Prepared.
2. Be Safe. Create a safe place. Wear Your Name Tag. Follow Security guidelines.
3. Be Relational. Ministry happens best in the context of relationships.
4. Be a Team Player. Partner with Parents.
5. Be a Servant. Help set up, clean up and pray without ceasing. Contribute.
6. Be Connected. Grow. Set an Example. Attend a service
7. Have Fun.

GENERAL INFORMATION

The following information is important for you to know, regardless of where you serve. Fullerton Free Kids includes a multi-faceted team serving hundreds of children.

Sunday Morning Ministry Areas

- **Nursery & Wiggle Room 9:30am & 11am** This is our ministry to Babies birth - 23 months old. We have low volunteer/child ratios, gentle play and a place where faith is introduced to babies and toddlers. On Sunday morning the nursery is divided into four age groups: Birth–6 months, 7 months–walking, walking–17 months and 18–23 months. The Nursery is located on the first floor of the B building. For those parents who wish to keep their little ones with them, we provide a special place called the Wiggle Room in the Worship Center.
- **Young Kids 9:30am & 11am** Young Kids programming is for children 2 years old through Kindergarten. Each class has low volunteer/child ratios, active play and age appropriate Bible teaching using stories, songs, active play, hand motions, crafts and occasional video lessons as well as playtime in our playground. Our goal is to help children build a solid spiritual foundation through songs, stories and a variety of learning experiences. Classrooms are located on the first & second floor of the B building.

Elementary:

- **Fullerton Free Elementary Kids (1st-3rd grades) (Year –Round) // Family Room 9:30** - This area of ministry is for our children in grades 1-3. It is where students are first introduced to meetings in small groups and beginning to build relationships with each other and leaders while learning about who God is and engage with their faith through interactive games, singing, Biblical storytelling and times of response. We use fun and engaging teaching and worship and intentional small groups.
- **Fullerton Free 4th & 5th Kids(4th-5th grades) (Year –Round) // D-206 “The Loft” - 9:30 am** The older Elementary students meet for a time of teaching, worship and games, followed by small group discussion. They meet on Wednesday evenings as well as Sunday mornings as they begin to develop and gain increased ownership of a personal relationship with Jesus. Additional events are available to build community and play.

Community Hour - 11 am During the Adult Community Hour we offer guided care and games, crafts and related activities to all children. Our 1st -5th graders are all together during this time and our Young Kids remain in their classrooms. There is no teaching but the children are cared for in a less structured setting.

Check-In Team - The Check in team welcomes students and guides them to their learning environments. At the end of the class time they help check out the kids, making sure they are safely returned to the correct families.

SAFETY POLICIES

Direct Connect

Direct Connect is a secure computerized system for parents, grandparents, or family friends to check children in for one of the services on Sunday mornings. *Every child who participates in a program must be checked in before attending.* This system is also used by the Fullerton Free Kids ministry coordinators to notify parents in case of an emergency on Sundays, to send out information via emails registered in Direct Connect, and keep track of attendance in each individual classroom and in the overall Sunday attendance.

Name Tags

Each child attending a Sunday morning program from birth through fifth grade should have a Direct Connect check-in name tag on. The tag includes the child's first and last name, the service and class attending, and any medical conditions or information parents want you to know (i.e. allergies). If a child has a name tag that is highlighted in black, then you need to pay particular attention to the message area on the tag for any important information pertaining to that child. If any child comes to class without a name tag, please send them back to one of the Direct Connect stations to obtain one. Also, please inform the parents if the information on the tag is inaccurate so they can make changes in the system.

Guardian Receipts

When a child is checked into the Direct Connect system on Sunday morning, he/she will immediately receive a name tag. At that time, the parent will also receive a guardian receipt that has a code matching their child's code. This receipt *must* be shown to the individual in charge of checking out children in each class before the parent, grandparent, or family friend can remove the child from the class. If the receipt is lost, then the individual picking up the child can provide a driver's license to a Fullerton Free Kids ministry coordinator who will look up custody information in the Direct Connect system.

Custody Cases

If a parent communicates to you any information regarding a custody case, please contact a ministry coordinator immediately. The ministry coordinator will then contact security if necessary and evaluate the situation. Should you be instructed by a Fullerton Free Kids ministry coordinator to release the child to a designated parent, please do so. If the unauthorized parent(s) attempts to pick up the child, please contact the ministry coordinator ASAP.

Parents in Classroom

Parents are permitted to be in their child's classroom at any time to observe what takes place. If their child is having a difficult time adjusting to the environment, parents are welcome to stay and help facilitate their child becoming comfortable being left in the classroom.

A parent may stay with their child up to 3 weeks consecutively. If they desire to continue observing or begin serving, they must go through the Fullerton Free Kids volunteer application process.

Ratios

Recommended Ratios (A staff member may override the ratio should the need arise.)

Infants: 3 children to 1 adult

Toddlers: 4 children to 1 adult

2/3 year olds: 4 children to 1 adult

4/5 year olds: 5 children to 1 adult

Elementary: 10 children to 1 adult

GENERAL KIDS MINISTRY POLICIES

“Two Kids Crew Member Policy”

A minimum of two Kids Crew members must be present with children, even if there is only one child present, in a class at all times. If a Kids Crew member needs to leave a classroom or outdoor play area, please contact the ministry coordinator for help to maintain the “two crew member” policy rule. If you need to leave a service early, please make arrangements with your ministry coordinator.

Proper Touch

- Never be alone with a child
- Hugging should be a child initiated contact.
- Lap sitting is only appropriate for children under 2 years of age. If kids insist try to move them to your side or sit on your knees so they are not able to sit on your lap.
- Many children who are sad or upset can be comforted best by being held.. holding children is only appropriate in Young Kids (through Kindergarten).
- Never kiss a child or coax them to kiss you.
- Please observe these policies with your own children or relatives. Others who observe your behavior may not know that you are related and we want excellence in appearance.

Bathroom Policy

1. Volunteers are never permitted to be alone with a child in the bathroom. **No exceptions.**
2. If anyone takes a child to the bathroom, they are to provide as much privacy for the child as possible.
3. Volunteers may only enter a restroom stall when it is absolutely necessary to assist the child, and the door must remain ajar.
4. Men are **not** permitted to change diapers or take girls into the bathroom.

Missing Child Policy

In the event that a child should go missing from your care, contact a ministry coordinator immediately. The staff member will notify our Security Team immediately and begin the protocol for search.

Young Kids Classroom Guidelines

Walks

Please do not carry kids/babies outside. Use the strollers.
Strollers may be rolled around the playground or Plaza C / Pickleball courts only.
2 leader policy must be observed.

Appropriate Touch

As yummy as babies are to snuggle and kiss, please refrain from doing so.

Diapers

There are diaper changing procedures posted in each classroom. Men are never allowed to change a diaper.

Biting Policy

The following steps will be taken if a biting incident occurs:

1. The biting will be interrupted with a firm, "No...we don't bite people!"
2. Staff will stay calm and will not overreact.
3. The child who was bitten will be comforted.
4. Staff will remove the child that bit from the situation. The child that bit will be re-directed to something else.
5. Notify the ministry coordinator in charge in order for them to communicate with the parents.
6. A child is in the nursery and bites will be asked not to attend for six weeks unless the parent can supervise in the nursery. In all other departments we will follow the discipline policy on page 14.
7. The paid staff and Kids Crew members will provide close and constant supervision of the children at all times.

Elementary Classroom Guidelines

Discipline

It is our goal for our classrooms to be a safe, welcoming environment that create a space for children to connect with *The Big God Story*. If issues arise in behavior, we would like you to take the following steps:

1. Have the group leader address the issue (if no response, go to step 2)
2. Have the Coordinator/Lead address the issue (if no response, go to step 3)
3. Call parent out of service/adult fellowship/community group/serving, etc.
 - A. If parent responds to text or call, ask what we can do to resolve the issue.
 - B. If parent does not come when texted or called, take the opportunity to speak with the parents when they pick up the child at the end of class.

If this cycle occurs three times, on the third time the parent is required to stay with the child for the remainder of the service and on subsequent weeks until the issue is resolved.

HEALTH

In the Fullerton Free Kids Ministry, good health is valued as we seek to create a healthy environment for both kids and volunteers. We believe that maintaining a healthy environment provides children, volunteers, and parents with an assurance that Fullerton Free Kids is a safe place for all.

First Aid

1. First Aid kits are available in every room.
2. If a child sustains a minor injury, you may only clean and apply a cold compress and/or bandage. Please keep in mind that we are not authorized to dispense any over the counter or prescription medications, including ointments or creams.

Major Injuries (broken bones, head injury, concussion, severe bleeding, etc.):

1. Remain calm.
2. Have someone contact the closest paid staff member. They will call Security for you.
3. Call the parent(s).
4. Security will determine if 911 needs to be called.
5. Do not move the injured child, and never leave the child unattended.
6. Clear the area and move other children into a surrounding area with supervision.
7. Document your actions in an Incident Report including your signature, the date, time, symptoms, actions taken, and by whom. Document as many details as possible, and have the parent(s) sign the report. Ask the parent(s) if they would like a copy of the report.

Vomiting & Urine

1. Try to keep the fluids contained in something.
2. Never touch the bodily fluids.
3. Contact a staff member who will contact the Facilities Department.
4. Move other people out of the area.
5. Call parent(s) to remove the child out of the classroom.

Allergies

1. Allergies can be life-threatening.
2. If a child has an allergy noted on their registration tag, please ask the parent for additional information regarding the allergy and if special instructions are needed.

Epipens

1. If a child should require the use of an epipen during an allergic reaction, please call 911 ***immediately*** and then contact the paid staff member in your department.
2. Should the epipen be required, please administer the dosage. See the following for additional training: <http://www.wikihow.com/Use-an-Epipen>
3. Complete an Incident Report, document as many details as possible, and have parent(s) sign. Ask the parent if they would like a copy of the report.

Sick Child Policy

Symptoms or conditions for which exclusion is recommended:

1. Fever or behavior change or other signs of illness such as sore throat, rash, vomiting, diarrhea, earache, etc.
2. Nasal discharge that is green, not clear.
3. Symptoms and signs of possible severe illness such as unusual tiredness, uncontrolled coughing or wheezing, continuous crying, or difficulty breathing.
4. Diarrhea--runny, watery, or bloody stools.
5. Vomiting--more than once in a 24-hour period.
6. Body rash with fever.
7. Sore throat with fever and swollen glands, or mouth sores with drooling.
8. Eye discharge--thick mucus or pus draining from the eye. (Viral conjunctivitis usually has a clear, watery discharge and may not require medication or exclusion.)
9. Head lice or nits (eggs).
10. Severe coughing--child gets red or blue in the face, or makes high-pitched whooping sound after coughing.

What to do when a child becomes ill in your program:

1. Keep the child from intimate contact with other children and staff. Remove and sanitize toys and other items they may have put into their mouth.
2. WASH HANDS!
3. Contact the parent(s) to have the child picked up as soon as possible. The process for contacting parent(s) in each department (Nursery, Young Kids, Elementary) differs -- it is either done directly by volunteer, or parent is contacted by the Coordinator. See your Coordinator for more details.
4. Continue to observe the child for new or worsening symptoms.
5. If the child does not respond to you, is having trouble breathing, or is having a seizure, call 911.

EMERGENCY POLICIES

Fire:

Step 1: Fire Alarm Sounds

When you hear the alarm, or if you visually see fire in your room, evacuate to your designated location in an orderly manner. Take every alarm seriously. ***There are no false alarms.***

Step 2: Building Evacuation to Designated Location (Located on map in classroom)

1. Teachers and students will then evacuate the building according to the location located in the Classroom Evacuation Map.
2. TAKE ROSTERS WITH YOU AND MAKE SURE THE NUMBER OF KIDS YOU HAVE PRESENT MATCHES YOUR ROSTER.
3. A parent may pick up their child outdoors only if rooms are deemed non-occupiable. Otherwise checkout will continue as normal back inside the classroom. Do NOT allow parents to check out their students as you travel to the safe space as we need an accurate count to ensure all children are out of the building safely.

Step 3: Return to Class Upon Approval by the Students and Kids Shepherd or one of the appropriate Kids' Shepherds.

The Students & Kids Ministry Shepherd or one of the Kids Shepherds will check the rooms, and then give approval once rooms are clear for occupancy.

Earthquake:

Step 1: Drop, Cover, and Hold On Drill

1. Perform Drop, Cover, and Hold On. This is a “quake-safe action” plan designed to protect lives and prevent injuries from falling furniture and flying objects that can become projectiles during ground shaking. DROP to the ground, take COVER by getting under a sturdy table or other piece of furniture, and HOLD ON until the shaking stops. If there is not a table or desk near you, cover your face and head with your arms, and crouch in an inside corner of the building.
2. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
3. Do not use a doorway unless you know it is a strongly supported, load bearing doorway and it is close to you. Many inside doorways are lightly constructed and do not offer protection.
4. Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
5. DO NOT use the elevators.

Step 2: Building Evacuation to Designated Location (Located on map in classroom)

1. Teachers and students will then evacuate the building according to the location located in the classroom evacuation map.
2. TAKE ROSTER WITH YOU AND MAKE SURE NUMBER OF KIDS MATCH ROSTER.
3. A parent may pick up their child outdoors only if rooms are deemed non-occupiable. Otherwise checkout will continue as normal back in the classroom.

Step 3: Return to Class upon approval by the Students & Kids Ministry Shepherd or one of the Kids Shepherds, who will check the rooms and then give approval once rooms are clear for occupancy.

Lockdown:

1. If a situation arises where lockdown becomes necessary, a point person or staff member will alert you.
2. Stay Calm, gather your class, grab your attendance sheet and lead your group into a large group area or hallway, away from windows and preferably out of the line of sight.
3. Have students sit down quickly and quietly as a group take roll. A staff member or point person will secure the area and lock all the doors.
4. Stay seated and quiet until given further instruction. A staff member or point person will be connected to onsite police and will alert you when we have an "All Clear".

CHILD ABUSE

Recognizing Signs of Child Abuse

- Unexplained or inadequately explained injury (e.g. a patch of hair missing, a burn, a limp or bruises).
- Inordinate number of “explained” injuries such as bruises on his/her arms/legs over a period of time.
- Drawing, in conjunction with verbal testimony about abuse.
- Prayer requests or written allusion pertaining to abuse.
- Verbal testimony about abuse.
- Complaints about someone “doing things” to them when others are not home.
- An unkempt, dirty appearance, smells or has bad teeth, hair falling out or lice.
- Being inadequately dressed for inclement weather.

Reporting Child Abuse

Any Kids Crew team member (volunteer or paid staff) who has reasonable suspicion that a child is being abused or neglected *must* follow the following guidelines (*If you are a team member and you are under 18):

1. Contact a paid staff member if you suspect child abuse.
2. The paid staff member will assess the situation and contact the Students & Kids Ministry Shepherd or one of the Kids Shepherds immediately.
3. If a report is deemed necessary, the Students & Kids Ministry Shepherd or one of the Kids Shepherds will file the report with Child Protective Services.

Any Kids Crew team member (volunteer or paid staff over the age of 18) who has reasonable suspicion that a child is being abused or neglected *must* follow the guidelines as laid out in the CA AB 506 Mandated Reporter Training Course.

1. Contact Child Protective Services.
2. Contact a paid staff member with the details of what you observed and/or encountered, including date & time.

Procedure Following the Suspicion of Misconduct by a Kid’s Crew Team Member

In the case of any accusation of abuse, neglect, or inappropriate behavior by a ministry coordinator or Kids Crew member, the following actions will be taken:

1. Immediate removal of the volunteer/staff person from their position of responsibility, pending investigation by the Students and Kids Ministry Shepherd.
2. Notification of the Director of Security via cell immediately. The Director of Security, Students & Kids Ministry Shepherd and the Kids Shepherds, will investigate a complete report of the incident and act as the liaison between Fullerton Free and local law enforcement.
3. Immediate steps will be taken to seek counsel, assistance, and/or help for the victim(s).