

Discovery Village Policies and Procedures

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Part 1
Discovery Village
GENERAL POLICIES

VOLUNTEER EXPECTATIONS

Thank you for the role you play in the development of children at Ada Bible Church. The following expectations are in place to help you be successful in your role.

1. Please arrive at your class at least 20 minutes prior to class. This allows the coach to meet with their leaders for VIP time. VIP time is a vital part of our ministry and the primary time for coaches to connect with leaders and for leaders to connect with each other.
2. Please remain in your class for the entire hour.
3. When you know you will be absent, please inform your DV Coordinator of your planned absence. Your regular attendance is vital to the kids you serve. Please make every effort to replace yourself with an approved DV volunteer. For last minute absences please call your DV Coordinator or leave a message on the DiscoveryVillage emergency line at 622.3131.
4. Please wear modest, appropriate clothes. You serve as a model to the children. Females: no short skirts, short -shorts tanks or low-cut tops. Males: keep pants and shorts at waist level.
5. Be a team player and support the ministry of Discovery Village.
6. Encourage others to serve and be involved in Discovery Village.
7. As you prepare for the weekend, please take time to pray for your kids.
8. Wear your DV Name Tag at all times.
9. Upon arrival at classroom, please check in on the volunteer attendance roster.

If you have any questions about what's expected of you, please do not hesitate to contact one of the Discovery Village staff. We are here to serve you.

Thank you for your willingness to be a part of Discovery Village!

FAMILY MINISTRIES COVENANT

*Don't let anyone look down on you because you are young,
but set an example for the believers in speech, in life,
in love, in faith and in purity. 1 Timothy 4:12 (NIV)*

By stepping into a leadership role (staff, storyteller, small group leader, worship leader, coach, or room leader) in one of our Family Ministries environments (Discovery Village or Lifeline), you are stepping into a position of responsibility and authority. Children, teens, and young parents will watch you closely, take what you say seriously, and follow you as a role model. If what you say and teach is not consistent with your behaviors in your various roles throughout the week, your impact will be minimized.

There are three lifestyle issues that tend to surface frequently in our current culture that can have a lasting impact on children and youth. Below are the following expectations volunteer leaders and staff are expected to communicate and to model.

Sexual Behavior

Ada Bible Church believes Scripture teaches sex was created by God as an expression of intimacy between a man and a woman within the context of marriage. Therefore, we ask that you personally embrace lifestyles and behaviors consistent with this teaching. If you are involved in any of the following relationships, we ask that you refrain from volunteering in a Family Ministries leadership role at this time.

- If you are involved in a sexual relationship and are not married
- If you are pursuing a same-sex relationship
- If you are single and living with a member of the opposite sex
- If you are married and are currently involved in a sexual relationship outside of marriage

Substance Abuse

If you have a history of substance abuse, this may be something God uses in a positive way to steer a future generation in a different direction. If this is part of your message, we would love to talk with you. However, if any of the following is true, we ask that you not volunteer in Family Ministries leadership at this time.

- If you have been arrested for or convicted of an alcohol-related or drug-related offense in the past year
- If you are currently being treated for alcohol or drug abuse
- If you have used any illegal substance during the past year
- If you are consuming alcohol to the point of intoxication

FAMILY MINISTRIES COVENANT cont.

Social Media

Students and parents are able to visit your Facebook page, blog, or follow you on Twitter and Instagram. While social media is a great connection tool, it is a window into your life beyond church. We ask that you leverage social media with students in mind and consider the following:

- Use modest photos
- Avoid posting photos showing alcoholic beverages
- Avoid using inappropriate language

If you are unable to fill a leadership role in light of these guidelines, we still have great opportunities for you to serve at Ada Bible Church as you continue to grow in your relationship with the Lord.

SECURITY AND SAFETY

1. All children in Discovery Village must be registered and have a name tag to enter a classroom. (Nurseries use wrist bands in place of name tags.)
2. Children may only be dropped off in a Discovery Village classroom if two DV volunteers, unrelated, ages 18+ are present. One of the volunteers must be a female.
3. All children must be dropped off by an adult.
4. When picking up your child, you must show your "parent tag" that corresponds with your child's tag number. If a parent loses, or does not have their "parent tag" with them, the child cannot be released to them until they provide proof. Proof includes: driver's license or valid ID. This policy is for the safety of your children. Parents need to be aware that if an adult arrives at a DV classroom to pick up a child and the adult has the corresponding number tag, we consider the adult with this tag within our safety guidelines and able to exit with that child. See Lost Tag Policy on pg. 11.
5. If your child is sick: fever, vomiting, diarrhea, unexplained rash, runny nose (yellow/green), ear infections, pink eye, coughing, parasites (lice); please do not bring your child to class. We strive to promote health and wellness.
8. If a child experiences an injury or emergency during the class hour, they will be immediately tended to, and the parent will be paged. If the injury is severe, the in house Medical Team will be summoned.
9. If a child becomes sick during the class hour, the parent will be paged.
10. Volunteers and DV staff are NOT allowed to administer medication to children.
11. Shoes must be worn at all times by the students and volunteers. Exception for Nursery Volunteers.

EPIPEN PROCEDURE

In the event a child is in need of administration of an Epipen: administration of the Epipen to a child in Discovery Village can only be done by their parent, UNLESS a parent has left the Epipen and a signed document giving DV staff authority to administer the Epipen, in the event of an allergic reaction. The Epipen and the signed document must be left at the DV Welcome Center during the service hour that child is attending.

VOLUNTEER AGE POLICIES

To serve in Discovery Village, a volunteer must be at least in 6th Grade.

Specific age requirements for specific roles and classrooms, are as follows:

- Birth to New Crawlers Room - volunteers must be in 10th grade or older
- Crawlers to 23 month old Room - volunteers must be in 7th grade or older

-Music Preschool Leader: 6th grader may lead worship with an adult and adequate training. Directors and Music Coordinator must approve a ninth grader to lead on their own. If there is not an adult to facilitate, then a video for worship must be used.

-Music Elem Leader: 6th grade may lead worship with an adult and adequate training. Directors and Music Coordinator must approve a ninth grader to lead on their own. If there is not an adult to facilitate, then a video for worship must be used.

-K & 1st Grade: Minimum age to lead a group on own is 9th grade. 8th Graders may serve as an apprentice.

-2nd & 3rd Grade: Minimum age to serve on own is 10th grade. 9th grade as an apprentice.

-4th & 5th Grade: Minimum age to serve is 11th Grade.

-Children ages 2nd Grade (8 yrs. old) - 5th Grade may serve in a preschool room (not an elementary room) WITH the direct supervision of their parent. They do not count toward volunteer ratio.

-Children under the age of 8th Grade are not eligible to serve IN an Elementary classroom - even under the supervision of their parent.

-Special Needs: Minimum age to serve is 14 years old. Please note that the Special Needs Coordinator has the ability to approve/disapprove volunteers for these roles, according to the volunteer's abilities and skills suited for serving in this capacity.

EVACUATION POLICIES FOR DISCOVERY VILLAGE

FIRE EVACUATION

Volunteers are to facilitate the Fire Evacuation Plan that is stated in each DV Classroom, and DV Policy and Procedure Booklet. An Evacuation Route sign is located on wall near the exit door.

Volunteers should not let parents take their child in the middle of the evacuation process. Parents may JOIN their child in the classroom line as they exit the building, but parents will be encouraged to exit the building with the other adults. Once the building has been evacuated and all children are accounted for in Discovery Village, parents can come to their child's group, and pick up their child according to our REGULAR pick up process; which means parents must have their "parent tag" in hand that matches their child's tag number.

SEVERE WEATHER EVACUATION

Volunteers are to facilitate the Severe Weather Evacuation Plan that is stated in each DV Classroom and DV Policy and Procedure Booklet. An Evacuation Route sign is located on the wall near the exit door.

Volunteers should not let parents take their child in the middle of the evacuation process. Parents will be encouraged to move to the part of the building with the other adults. Once the severe weather event has passed, parents can come to their child's classroom and pick up their child according to our REGULAR pick up process; which means parents must have their "parent tag" in hand that matches their child's tag number.

LOCKDOWN POLICY FOR DISCOVERY VILLAGE

In the event of a call for a “Lockdown” at Ada Bible Church, Discovery Village will respond as follows:

All DV staff who are present will be considered an active participant in carrying out our lockdown procedure. DV staff immediately report to your department’s Welcome Center (Uptown or Downtown only). DV staff need to act quickly in a cooperative timely manner and communicate with one another as to the action plan. DV staff should complete these items:

- Divide and conquer areas by clear communication with one another
- Close all doors in Discovery Village (doors should already be locked)
- Special Needs classrooms will need to have their doors locked.
- Advise volunteers as to their protocol (see below)
- DV staff should enter the last room they attend to and call 911.

As doors are being closed, the volunteers in the room need to be advised as to we are in lockdown, and to please complete the following items:

- Turn off lights in room
- Gather children in bathroom if possible and close doors – otherwise move to area out of view of the window in the door.
- Barricade door with any furniture in room.
- Keep children calm and quiet.

LOST TAG/BRACELET POLICY

If a parent is picking up their child from a DV classroom and does not have their Parent Number Tag, please adhere to the following steps:

- o Parent must provide a valid picture ID: Driver’s License, picture Id with full name, Passport, etc.
- o The DV staff member or DV volunteer must then match up the name of the parent with the name given on the child’s name tag.
- o Please make special care to notice if there are any custody issues which are indicated by the symbol “! !” on the front of the child’s name tag, with any special notes in regard to this situation on the back of the name tag. (This means that these special notes must be found on the back of the child’s name tag.)
- o Once these steps have been followed, please make a note on the WC form that this child has a lost Parent Tag.
- o These action steps may be taken at the door of the classroom. Please do not have child leave the room until these steps have been followed.

Part 2
Discovery Village

NURSERY

VOLUNTEER PROCEDURES

Check In

- Volunteers should arrive at least 20 minutes before the scheduled service
- Check in with the Team Leader for instructions, and mark themselves present on the volunteer attendance roster.
- Wear comfortable and appropriate clothing and shoes
- If possible, do not wear perfume or cologne when serving in the nursery
- Wash your hands often
- Do not bring hot beverages into the nursery
- Enforce our Well Child policy
- The Team Leader will monitor worker/child ratio
- Refrain from smoking prior to serving

Child Care

- Only adult women (18 and older) are allowed to change diapers
- Care for the children according to their parent's instructions
- Rock, sing, read, and play to communicate God's love to them
- Attempt to devote ALL your attention to them
- While in the nursery, refrain from kissing the babies
- Wash hands before handling another child
- Change diapers as needed
- Wash your hands and disinfect the changing table pad after every diaper change

Check Out

- The Team Leader will check all I.D. bracelets during check out. For the safety and protection of the children, NO CHILD will be released without a matching I.D. bracelet (See Lost Tag Policy pg. 11)
- Briefly describe the child's nursery experience to the parent

Clean Up

- Place dirty linens into the laundry basket located in the Nursing Room inside the Lil Sprouts room.
- Using supplies under the sink, clean all large toys and equipment with disinfectant wipes and spray
- Clean small toys in the sink using 1/4 cup antibacterial cleaner to 1-gallon water; rinse and allow to dry
- Return other toys to designated areas
- Label and date any leftover items and place in the lost and found

SAFETY AND SECURITY

- o There must be two volunteers 18+ years of age present in a room; one must be a female.
- o All parents must fill out a registration card.
- o Ada Bible Church uses a bracelet system for security. A numbered I.D. bracelet will be placed on the parent/guardian, and an identical bracelet will be worn by the child. A child will only be released to the person with the matching I.D. bracelet
- o Workers are not permitted to walk the halls with a fussy child. If a child continues to fuss, the parent will be paged. The I.D. number will be flashed on the monitors in the venues.

Worker/Child Ratios

- o In the Birth to New Crawlers rooms, the ratio is one worker to three babies
- o In the Crawlers – 23 month old rooms, the ration is one worker to four babies.
- o Volunteers age 12-15 will be counted as .5 when figuring the ratio.

If the worker/child ratio has been exceeded, graciously ask parents to wait until additional volunteers have been paged.

SAFETY AND SECURITY

Emergency Procedures

In Case of FIRE:

- If a fire alarm sounds, assume the danger is real and prepare to evacuate immediately
- DO NOT accept any offers of outside help. The adult/child ratios are in place to adequately handle evacuations. If a parent comes to the nursery, invite him/her to exit the building with you
- This policy assures an accurate account of the children

1. Birth to 11 month old rooms:

- Each worker either will carry two babies or place them, four to a crib, in the evacuation cribs and prepare to roll them out
- Volunteers will evacuate the babies through the emergency door located in the Veggie Tot room
- Everyone should exit the room according to the posted evacuation route
- The Team Leader will check the room and take the sign-in sheet outside
- The Team Leader will check the sign-in sheet to account for all the babies; only then will the Team Leader be able to release the babies to the parent/guardian with the matching I.D. bracelet

2. 12 month to 23-month-old rooms:

- Each Volunteer should place six children in evacuation strollers
- Everyone should exit the room according to the posted evacuation route
- The Team Leader will check the room, and take the sign-in sheet outside
- The Team Leader will check the sign-in sheet to account for all the babies; only then will the Team Leader be able to release the babies to the parent/guardian with the matching I.D. bracelet

In Case of TORNADO WARNING:

If a tornado warning is issued, follow the evacuation route and sit down. The Team Leader will check the sign-in sheet to account for all the babies; only then will the Team Leader be able to release the babies to the parent/guardian with the matching I.D. bracelet.

In Case of TORNADO WATCH:

- Class will continue as usual.
- Discovery Village staff will monitor weather conditions.
- Parents may come and request to take their own children home.

HEALTH AND WELLNESS

Well Child Policy

In order to assure a healthy and safe environment for all children in Discovery Village, Ada Bible Church follows the recommendations of the American Academy of Pediatrics.

- o Fever in the past 24 hours
- o Diarrhea and/or vomiting in the past 24 hours
- o Pink eye or other eye infections (red, crusty, or watery discharge)
- o Sore throat
- o Sneezing or coughing, if persistent and/or productive
- o Colored nasal discharge: white (viral infection), yellow or green (bacterial infection)
- o Jaundice (yellowing of the eyes or skin)
- o Any skin infections: sores and/or crusts on the scalp, face, or body, particularly if red, swollen, draining, or spreading
- o Skin eruptions or rash other than diaper rash
- o Lice
- o Swelling and tenderness of glands, particularly around the face or neck

If a child enters the nursery, and one of the above symptoms are found, page the parent immediately. When the parent arrives, tactfully explain, "We are concerned about not feeling well." Lovingly say goodbye to the baby with a positive comment such as, "Come back and see us when you are feeling better." All comments to parents should reflect our love and concern for their baby's comfort and wellbeing.

Neither volunteers nor staff of Ada Bible Church are allowed to give any medication to any child in Discovery Village.

Hands must be washed by anyone wiping a nose, including the child. Antibacterial wash is available in every bathroom and classroom.

HEALTH AND WELLNESS

Injury Policy

Minor Injury

In the case of a minor injury, please use the following procedures:

- o A first aid kit is available at the Welcome Center
- o Always wear gloves when there is potential contact with blood, vomit, or excrement. Notify DV staff promptly, who will in turn notify the facilities team. Allow the Facilities Team to dispose of used items
- o If there is an open wound, carefully wash the wound, and apply a bandage if necessary
- o If an infant or child has fallen, comfort him, examine him for injury and place a cold compress on any emerging bumps
- o Page the parents
- o Fill out an Incident Report Form and give it to the nursery director

Major Injury

If medical assistance is needed, use the following procedures:

- o Call 9-1-1 if the injury is life-threatening.
- o Contact parents and the Nursery Director immediately
- o Notify Welcome Center host or DV staff who will page the Medical Team for assistance

Biting

If a child has been bitten or has an open wound:

- o Comfort the child and tend to the wound
- o Contact the Nursery Director; explain the incident
- o Page the parents of the biter and remove child from the nursery
- o Page the injured child's parents. The Nursery Director will discuss the incident with the parents in a gentle and loving manner and will also suggest they call their pediatrician for further instruction
- o Fill out an Injury Report Form

If a biting incident occurs, a parent is invited to come to the Nursery with the child for two consecutive weeks in order to make sure that the biting does not reoccur.

Suspected Abuse

If a worker suspects abuse:

- o Keep it confidential
- o Request the Nursery Director to witness the evidence of your suspicions
- o The Nursery Director will then take the appropriate action

HEALTH AND WELLNESS

Diaper Changing Policy

Church policy states only adult women (18 and older) may change diapers.

- o Check and change a child's diaper if it is wet, soiled, or if the child seems fussy
- o Always refer to the sign-in sheet before changing a diaper as some parents may have specific requests
- o Always use the diapers and wipes provided by the parent in the child's diaper bag
- o Place a clean, disposable pad under the child
- o Wear gloves located in a labeled drawer of each room to protect yourself and the child from the possibility of infection
- o Dispose diapers in covered containers
- o Dispose pad and wipe down changing table with a disinfectant wipe
- o Wash your hands
- o Extra diapers, wipes, gloves, and plastic bags are in the cupboards located by the changing tables

HEALTH AND WELLNESS

Feeding Policy

Birth to 11 month old Rooms

- Nursery workers are not to spoon feed a child baby food
- Bottle-fed babies are to be given their bottles according to their parents' instructions. Please make sure the bottle is labeled
- If the bottle needs to be prepared, always follow the parents' instructions; otherwise, the ratio is one scoop of formula to two ounces of water
- If a bottle needs to be warmed up, use the bottle warmer in the nursing room and follow the posted instructions
- Cheerios are provided for the babies
- Watch that babies do not "borrow" each other's cups, bottles, or pacifiers

Nursing mothers are welcome to use the nursing room after they have been checked in.

12 Month to 23 month old Rooms

- Check sign-in sheet for those with food allergies before feeding the children
- Make sure all cups are labeled
- Attempt to have children sit at the tables when eating or drinking
- Club Crackers are provided for the babies
- Volunteers should always supervise the children when they are eating
- Watch that babies do not "borrow" each other's cups, bottles, or pacifiers

DISCIPLINE

If a child needs discipline, follow these simple steps:

1. 1. Redirect the child to a different activity.
2. 2. Use a gentle but authoritative verbal correction.

If an overly aggressive behavior continues:

1. Contact the Nursery Director and explain the entire situation
2. Page the child's parents. When parents arrive remove the aggressive child from the nursery.
3. The Nursery Director will discuss the situation with the parents in a gentle and loving manner.

The director will also inform the parents of the following policy:

1. The parents will need to be in the nursery with the child until the behavior improves.
2. If behavior continues, they will be gently asked to refrain from using the nursery until behavior improves.
3. When the child does return to the nursery, the parent must accompany the child for one additional week.

This policy is in place for the safety of all our children.

Part 3:
Discovery Village
PRESCHOOL &
SPECIAL NEEDS

SAFETY & SECURITY

General Safety

- All volunteers must wear their Discovery Village nametag during their ministry hour.
- All children are to be dropped off by their parents or guardians only after attaching a numbered name badge to their child and keeping the numbered tab with them.
- There must be two volunteers ages 18+ present in room; one must be a female.
- Only children, parents, staff, and volunteers are permitted to enter Discovery Village during ministry hours.
- Teacher/greeter/ helper will take attendance.
- Children will only be released to adults who have their numbered name tag. (See Lost Tag Policy pg.11)
- Shoes must be worn at all times by children and volunteers.

Worker/Child Ratio for Preschool Rooms

- Two Year Old Class - one worker to six children
- Three Year Old Class - one worker to eight children
- Four and Five Year Old Class - one worker to ten children

Bathroom Procedure

Preschool

- Only adult females (18+) may take children to the bathroom or change diapers/ clothes.
- When assisting preschoolers, stand outside and leave the door open a crack while the child is using the bathroom. If the child asks for help, before going in, prop the door open. Do not help wipe the child, rather, use words to instruct them. Keep the door to the bathroom open.

SAFETY & SECURITY

Emergency Procedure

All classrooms have detailed emergency procedures posted. All volunteers must make themselves familiar with where they are located and the evacuation route for their room.

In Case of FIRE

- o Have children form a line (preschool rooms use ropes in drawer).
- o Exit building via your evacuation route.
- o Teachers must take attendance sheets and info card folders with them.
- o DO NOT release children to their parents until you are outside and all children have been accounted for.
- o Teachers will count kids before leaving class and after reaching designated area outside.

In Case of TORNADO WATCH

- o Class will continue as usual.
- o Discovery Village staff will monitor weather conditions.
- o Parents may come and request to take their own children home.

In Case of TORNADO WARNING

- o Remain calm and have children form a line (preschool rooms use ropes in drawer).
- o Take children to designated area, which is posted in the room, and sit down
- o Teachers take attendance sheets and info cards with them.
- o Teachers will count kids before leaving class and on arrival.
- o Please DO NOT release children to their parents until the "all clear" has been given. Parents may stay with their children until they are released.

PHYSICAL CONTACT POLICY

Physical contact with children should be minimal and only in the presence of other adults. Appropriate touching should be limited to handshakes, high fives, "knuckles," side hugs, or a brief touch on the shoulder. Children ages four and up should NOT sit in a volunteer's lap.

HEALTH & WELLNESS

Health Guidelines

In order to assure a healthy and safe environment for all children in Discovery Village, Ada Bible Church follows the recommendations of the American Academy of Pediatrics.

PLEASE DO NOT accept a child in a classroom if he or she displays, or you are made aware of, any of the following symptoms:

- o Fever in the past 24 hours
- o Diarrhea and/or vomiting in the past 24 hours
- o Pink eye or other eye infections (red, crusty, or watery discharge)
- o Sore throat
- o Sneezing or coughing, if persistent and/or productive
- o Colored nasal discharge: white (viral infection), yellow or green (bacterial infection)
- o Jaundice (yellowing of the eyes or skin)
- o Any skin infections: sores and/or crusts on the scalp, face, or body, particularly if red, swollen, draining, or spreading
- o Skin eruptions or rash other than diaper rash
- o Lice
- o Swelling and tenderness of glands, particularly around the face or neck

Neither volunteers nor staff of Ada Bible Church are allowed to give any medication to any child in Discovery Village.

Hands must be washed by anyone wiping a nose, including the child. Antibacterial wash is available in every bathroom and classroom.

If information regarding a child who has an immunodeficiency, whatever the cause, is available to an ABC staff member, the staff will make this information available only to those caregivers who need to know in order to protect the child against other infections. Parents of children enrolled at any ABC children's functions shall not be privy to any confidential medical information.

HEALTH & WELLNESS

When a Child Bites

1. If the bite DOES NOT draw blood and is not on the face:
 - o Immediately direct the biter away from the other children
 - o Lovingly remind the child that biting is not an appropriate behavior
 - o Wear gloves to wash off the bite; comfort the bitten child
 - o When parents come to pick up their children, inform the parents of both children of the incident.
2. If the bite DOES draw blood, leaves a mark, is on the face, or is a second occurrence:
 - o Comfort the bitten child and administer first aid while another volunteer isolates the biter
 - o Call both parents out of the service immediately
 - o If the parents are not aware of the biting policy, explain the policy and give them a copy
3. If the child bites more than once:
 - o Parents and the preschool small groups director will try to determine the cause for the behavior
 - o The parent will accompany the child to two or three class sessions to determine what may be inciting the behavior
4. If the biting continues:
 - o The child will not be allowed to attend class for a period of time determined by the preschool small groups director after conferring with the Discovery Village staff and the parents.
 - o When the child is allowed to return to the class, the parent will be asked to accompany the child in class for a few sessions.

***An Injury Report Form needs to be filled out for all biting incidents and submitted to the Preschool Director. Forms are available at the Welcome Center.**

HEALTH & WELLNESS

First Aid

Minor Incidents

- o First aid kits are located in each room and at the Welcome Centers.
- o Gloves are provided and must be used by anyone handling an injury or a situation in which any body fluids such as vomit or blood are involved. For cleanup, the Discovery Village staff should be contacted.
- o Parents are to be told the same morning of an incident involving their child, and an incident report must be filled out. Incident reports are located in your attendance packet, or at the Welcome Center.

Major Incidents

- o Keep calm! Calm the children and the injured person.
- o Do not move the injured person and do not leave them.
- o Clear the area; move other children into another room.
- o Call 911 if the injury is life-threatening.
- o Contact Discovery Village staff immediately (DV staff will notify parents.)
- o Notify Welcome Host or DV staff - they will page the Medical Team for assistance.

Need for Epipen

In the event that a child is in need of their Epipen, it must be administered by their parent, unless parent has left a signed document giving DV staff/volunteer authority to administer. Signed document will be housed at the Welcome Center.

Contacting Parents in Service

If a child's parent needs to be contacted during the service, please use the number display box. A room leader or Welcome Center Host should enter the child's number on the display and push enter. These punch pads are located at the DV Welcome Centers. (Cascade Campus specific - also a punch pad in our Nursery)

HEALTH & WELLNESS

Suspected Child Abuse

The following are possible signs of child abuse:

- o Burn marks on the body
- o Bruises and blisters on the arms, legs, face and buttocks
- o Child tells you someone is or has been hurting him or her
- o Repeated rubbing and scratching of private area
- o The child has to go to the bathroom frequently and urgently
- o Child is very edgy; sudden noises or movements cause him or her to flinch
- o A distinct and sudden change in personality
- o Seemingly unwarranted fear of certain people

Taking Action

If you suspect a child involved at ABC has been abused, the following steps are to be followed:

- o Report the suspected abuse to your director or Discovery Village staff immediately and no later than 24 hours.
- o Do not interview the child regarding the suspected abuse. This will be conducted by a trained professional.
- o Do not discuss the abuse with other volunteers, the child, the child's family, or anyone other than your director or Discovery Village staff.
- o Do not confront the person yourself!

If you have reason to suspect abuse, you are legally obligated to report it to a Discovery Village staff member!

DISCIPLINE

In Hebrews 12:9-11, the author explains:

Moreover, we have all had human fathers who disciplined us and we respect them for it. How much more should we submit to the Father of our spirits and lives! Our fathers disciplined us for a little while as they thought best; but God disciplines us for our good, that we may share in his holiness. No discipline seems pleasant at the time, but painful. Later on, however, it produces a harvest of righteousness and peace for those who have been trained by it.

Our goal in discipline is to lead the child to make an inner response of obedience that will result in a harvest of righteousness and peace in all their relationships. This can only be accomplished in an environment of loving care that will make it safe for him/her to be obedient to volunteers and, ultimately, to God.

Let children know what is expected of them regarding their behavior.

- Keep hands and feet to themselves
- Show respect to one another
- Do not be a distraction to others
- Participate with a positive attitude

Suggestions for consequences when children do not follow rules:

First Warning: Verbal warning, stating expectations and consequences.

Second Warning: Period of “timeout” inside the classroom with supervision.

Third Warning: Removal from classroom to parents.

Discipline must be carried out in a kind and quiet manner. Volunteers should never raise their voice toward a child. Volunteers should never threaten to get parents or threaten separation to achieve the desired behavior. This can cause great anxiety in the child. Only state the consequences of their actions. “Time Out” is merely a time for the child to gain control of his/her feelings and actions before returning to the group.

DISCIPLINE

1. Keep directives simple and positive!
Examples:
Say: "Crayons are for coloring on paper."
Don't say: "Don't color on the tables or walls!"

Say: "It's time to color."
Don't say: "Would you like to color now?"
2. Recognize appropriate behavior. Other children who also want to receive praise will seek to imitate praiseworthy behavior.
3. Model the fruits of the spirit: patience, kindness, goodness, etc. Children learn more by absorption. Remember that you can only shape and discipline another life effectively when you are submitting to the discipline of the Holy Spirit yourself.
4. Keep a good sense of humor. Learn to laugh at yourself. Be sensitive to the insecurities of the children; laugh WITH the children, not AT them.
5. Be prepared for class. Good planning is the key to preventing boredom which can lead to inappropriate behavior.

PLEASE NOTE: While recognizing that children may require disciplinary action in various forms, THE CHURCH DOES NOT CONDONE THE USE OF UNREASONABLE FORCE AND FEAR AS AN APPROPRIATE PROCEDURE IN DISCIPLINE. Volunteers and staff should not find it necessary to resort to physical force or violence to compel obedience. If all other means fail, volunteers and staff may always return the child to his parents.

SPECIAL NEEDS - ADDITIONAL POLICIES

A Special Needs Ministry Assessment Questionnaire must be filled out for all students with special needs.

Questionnaires are located at the Discovery Village Welcome Centers.

1. If DV staff make a determination that a child needs a buddy, and a parent refuses the buddy, the parent must stay with the child during DV class hour.
2. Each child must be pre-registered, or the parent must have a conversation with the Special Needs Coordinator, before attending class. This allows the Special Needs Coordinator and volunteers to be fully prepared for each child in their care.
3. Maximum ration for volunteer to child is 3:1, but we prefer 1:1.

Diapers are not changed nor is bathroom assistance given to children over the age of five. Please display identification number for the parents if any child needs assistance.

If a child becomes violent or very agitated, put their number up on the call box.

Part 4:
Discovery Village
ELEMENTARY

SAFETY & SECURITY

General Safety

All volunteers must wear their Discovery Village nametag during their ministry hour.

All volunteers should mark themselves present on the volunteer attendance roster.

All children are to be dropped off by their parents/adult/guardian only after attaching a numbered name badge to their child and keeping the numbered tab with them.

There must be two volunteers ages 18+ present in a room; one of the volunteers must be a female.

Only children, parents, staff, and volunteers are permitted to enter Discovery Village during ministry hours. Parents must first advise DV staff that they will be staying in the classroom.

Teacher/ greeter/ helper will take attendance.

Children will only be released to adults who have their numbered name tag. See Lost Tag policy on pg. 11.

Shoes must be worn at all times by children and volunteers.

Bathroom Procedure

Elementary (K-5th)

Children are to ask a leader when they need to use the bathroom. The Coach should then direct the child to the nearest bathroom. Welcome Center or Discovery Village staff will ensure that the child exits the bathroom and returns to class. Volunteers are NOT to enter the bathroom with a child.

PHYSICAL CONTACT POLICY

Physical contact with children should be minimal and only in the presence of other adults. Appropriate touching should be limited to handshakes, high fives, "knuckles," side hugs, or a brief touch on the shoulder.

Volunteers should NOT have students sit in their lap.

SAFETY & SECURITY

Emergency Procedure

All classrooms have detailed emergency procedures posted. All volunteers must make themselves familiar with where they are located and the evacuation route for their room.

In Case of FIRE

- o Have children form a line.
- o Exit building via your evacuation route.
- o Teachers must take attendance sheets and info card folders with them.
- o DO NOT release children to their parents until you are outside and all children have been accounted for.
- o Teachers will count kids before leaving class and after reaching designated area outside.

In Case of TORNADO WATCH

- o Class will continue as usual.
- o Discovery Village staff will monitor weather conditions.
- o Parents may come and request to take their own children home.

In Case of TORNADO WARNING

- o Remain calm and have children form a line.
- o Take children to designated area and sit down.
- o Teachers take attendance sheets and info cards with them.
- o Teachers will count kids before leaving class and on arrival.
- o Please DO NOT release children to their parents until the "all clear" has been given. Parents may stay with their children until they are released.

Xtreme Room (4th & 5th Grade Room) Rock Wall Procedure

Parents must fill out a Rock Wall permission form. The child will then receive a sticker on their name tag that signifies the parent is in agreement. Rock Wall rules are located in the Xtreme Room/4th & 5th grade room.

Worker/Child Ratio

Kindergarten & 1st grade - One worker to ten children
2nd grade - 5th grade - One worker to twelve children

In 1st-5th grade small groups, only female leaders lead girl groups. It is preferred that boy groups be led by a male leader, but boy groups may be led by females when necessary.

HEALTH & WELLNESS

Health Guidelines

In order to assure a healthy and safe environment for all children in Discovery Village, we follow the recommendations of the American Academy of Pediatrics.

PLEASE DO NOT accept a child in a classroom if he or she displays, or you are made aware of, any of the following symptoms:

- o Fever in the past 24 hours
- o Diarrhea and/or vomiting in the past 24 hours
- o Pink eye or other eye infections (red, crusty, or watery discharge)
- o Sore throat
- o Sneezing or coughing, if persistent and/or productive
- o Colored nasal discharge: white (viral infection), yellow or green (bacterial infection)
- o Jaundice (yellowing of the eyes or skin)
- o Any skin infections: sores and/or crusts on the scalp, face, or body, particularly if red, swollen, draining, or spreading
- o Skin eruptions or rash other than diaper rash
- o Lice
- o Swelling and tenderness of glands, particularly around the face or neck

Neither volunteers nor staff of Ada Bible Church are allowed to give any medication to any child in DiscoveryVillage.

Hands must be washed by anyone wiping a nose, including the child. Antibacterial wash is available in every bathroom and/or classroom.

If information regarding a child who has an immunodeficiency, whatever the cause, is available to an ABC staff member, the staff will make this information available only to those caregivers who need to know in order to protect the child against other infections.

HEALTH & WELLNESS

When a Child Bites

1. If the bite DOES NOT draw blood and is not on the face:
 - o Immediately direct the biter away from the other children
 - o Lovingly remind the child that biting is not an appropriate behavior
 - o Wear gloves to wash off the bite; comfort the bitten child
 - o When parents come to pick up their children, inform the parents of both children of the incident.
2. If the bite DOES draw blood, leaves a mark, is on the face, or is a second occurrence:
 - o Comfort the bitten child and administer first aid while another volunteer isolates the biter
 - o Call both parents out of the service immediately
 - o If the parents are not aware of the biting policy, explain the policy and give them a copy
3. If the child bites more than once:
 - o Parents and the elementary small groups director will try to determine the cause for the behavior
 - o The parent will accompany the child to two or three class sessions to determine what may be inciting the behavior
4. If the biting continues:
 - o The child will not be allowed to attend class for a period of time determined by the preschool small groups director after conferring with the Discovery Village staff and the parents.
 - o When the child is allowed to return to the class, the parent will be asked to accompany the child in class for a few sessions.

***An Injury Report Form needs to be filled out for all biting incidents and submitted to the Elementary Director. Forms are available at the Welcome Center.**

HEALTH & WELLNESS

First Aid

Minor Incidents

- o First aid kits are located in each room and at the Welcome Centers.
- o Gloves are provided and must be used by anyone handling an injury or a situation in which any body fluids such as vomit or blood are involved. For cleanup, the Discovery Village staff should be contacted.
- o Parents are to be told the same morning of an incident involving their child, and an incident report must be filled out. Incident reports are located in your attendance packet, or at the Welcome Center.

Major Incidents

- o Keep calm! Calm the children and the injured person.
- o Do not move the injured person and do not leave them.
- o Clear the area; move other children into another room.
- o Call 911 if the injury is life-threatening.
- o Contact Discovery Village staff immediately (DV staff will notify parents.)
- o Notify Welcome Host or DV staff - they will page the Medical Team for assistance.

Need for Epipen

In the event that a child is in need of their Epipen, it must be administered by their parent, unless parent has left a signed document giving DV staff/volunteer authority to administer. Signed document will be housed at the Welcome Center.

Contacting Parents in Service

If a child's parent needs to be contacted during the service, please use the number display box. A room leader or Welcome Center Host should enter the child's number on the display and push enter. These punch pads are located at the DV Downtown and Uptown Welcome Center and in the Nursery.

HEALTH & WELLNESS

Child Abuse

Suspected Child Abuse

The following are possible signs of child abuse:

- Burn marks on the body
- Bruises and blisters on the arms, legs, face and buttocks
- Child tells you someone is or has been hurting him or her
- Repeated rubbing and scratching of private area
- The child has to go to the bathroom frequently and urgently
- Child is very edgy; sudden noises or movements cause him or her to flinch
- A distinct and sudden change in personality
- Seemingly unwarranted fear of certain people

Taking Action

If you suspect a child involved at ABC has been abused, the following steps are to be followed:

- Report the suspected abuse to your director or Discovery Village staff immediately and no later than 24 hours.
- Do not interview the child regarding the suspected abuse. This will be conducted by a trained professional.
- Do not discuss the abuse with other volunteers, the child, the child's family, or anyone other than your director or Discovery Village staff.
- Do not confront the person yourself!

If you have reason to suspect abuse, you are legally obligated to report it to a Discovery Village staff member!

DISCIPLINE

In Hebrews 12:9-11, the author explains:

Moreover, we have all had human fathers who disciplined us and we respect them for it. How much more should we submit to the Father of our spirits and lives! Our fathers disciplined us for a little while as they thought best; but God disciplines us for our good, that we may share in his holiness. No discipline seems pleasant at the time, but painful. Later on, however, it produces a harvest of righteousness and peace for those who have been trained by it.

Our goal in discipline is to lead the child to make an inner response of obedience that will result in a harvest of righteousness and peace in all their relationships. This can only be accomplished in an environment of loving care that will make it safe for him/her to be obedient to volunteers and, ultimately, to God.

Discipline must be carried out in a kind and quiet manner. Volunteers should never raise their voice toward a child. Volunteers should never threaten to get parents or threaten separation to achieve the desired behavior. This can cause great anxiety in the child. Only state the consequences of their actions. "Time Out" is merely a time for the child to gain control of his/her feelings and actions before returning to the group.

Expectations for children while in the classroom:

- o Keep hand and feet to themselves
- o Show respect to one another
- o Participate with a positive attitude
- o There shall be no verbal or physical abuse of another student or DV Volunteer.

Consequences when children do not follow classroom rules and expectations:

1st warning: verbal warning, stating expectations and consequences.

Expectations stated above and consequences are detailed in the following warnings.

2nd warning: reminder of expected behavior and consequences.

Which are stated above and consequences are detailed in the following warnings.

3rd warning: period of "time out" inside the classroom with supervision.

4th warning: removal from classroom to parent (depending on severity of action, this could be for that Sunday or could be for following Sunday(s) as well.

DISCIPLINE

If a child has received a 3rd warning during the course of the class hour, the parent should be advised of the offense and situation and the action that will be taken IF the student does not cooperate at subsequent class times. Written Documentation will be provided for the parent.

If a child does progress to a 4th warning, they will be removed from the classroom for a period of time that is determined suitable by the Elementary Director. Written documentation will be provided for the parent.

PLEASE BE ADVISED THAT DV will reserve the right to remove a child from a classroom immediately, (skipping warnings, 1, 2 &3) if the actions of the student are severe. The child's parent will be notified immediately. The removal of the child from the classroom can be indefinite.

Discipline must be carried out in a kind and quiet manner. Our goal in discipline is to lead the child to make an inner response of obedience. This can only be accomplished in an environment of loving care.

Keep directives simple and positive!

Examples:

Say: "Crayons are for coloring on paper."

Don't say: "Don't color on the tables or walls!"

Say: "It's time to color."

Don't say: "Would you like to color now?"

Recognize appropriate behavior. Others wanting to receive praise will seek to imitate praiseworthy behavior. Model patience, kindness, goodness, etc. Children learn more by absorption. Remember that you can only shape and discipline another life effectively when you are submitting to the discipline of the Holy Spirit yourself.

Have a good sense of humor! Be sensitive to the insecurities of the children. Learn to laugh at yourself and with, NOT AT, the children.

Be prepared for class. Good planning is the key to preventing boredom, which can lead to inappropriate behavior.

PLEASE NOTE: While recognizing that children may require disciplinary action in various forms, THE CHURCH DOES NOT CONDONE THE USE OF UNREASONABLE FORCE AND FEAR AS AN APPROPRIATE PROCEDURE IN DISCIPLINE. Volunteers and staff should not find it necessary to resort to physical force or violence to compel obedience. If all other means fail, volunteers and staff may always return the student to their parents.

OFFSITE POLICY

Church Sponsored Events:

Throughout the year, the church will hold sponsored events off campus, e.g. the 2nd/3rd grade bowling party. In the event that parents are not present at the event, a Medical Release form will be required for each child attending.

Non-Church Sponsored Events:

Often Small Group Leaders (SGLs) will plan activities outside of church with their small group, e.g. sleep overs, movie nights, Christmas parties, etc. For non-church events Ada Bible Church makes the following suggestions:

- o SGLs should communicate with parents in advance the details of the event, including any changes.
- o The SGL should have a reliable contact number to call parents in case of an emergency.
- o For the safety of all, Ada Bible Church recommends that two non-related adults are present at all times.
- o If the SGL will be chauffeuring children, the SGL should have a valid driver's license and clean driving record, and the permission from the parent to transport child.

Ada Bible Church assumes no liability or responsibility for non-church sponsored events.