



Hope Hill Church Family Ministry Policy & Procedures Manual

Our Vision

Glorify God, Transform Lives, and Impact the World

The Climb ministry exists to be used by God as tools to **Transform** a generation of Sold out, Selfless, Humble and Deep Followers of Christ who will **impact** their schools, playgrounds, and teams with the Truth of the Gospel- and it's all for His Fame and **His Glory!**

Our Mission

Our desire is that our children will build a solid foundation of faith in God and His promises so they will be prepared for life's challenges and their increasing independence. Above all, we believe that God created every child uniquely wonderful and that He has specific purposes prepared for each one deliberately designed to bless his or her life and bring God glory. We hope that He will use us as tools to raise a generation of humble, obedient, and strong followers of His truth.

Our Team Values

Safety - Our # 1 Value is to protect kids while they are in our care.

Teamwork/ Servant hood - It's all about Him. We work together as one body.

Flexibility/ Resiliency - The message never changes, but our methods must. We value change when it causes the ministry to be more effective.

Authenticity/ Integrity/ Discipline - We must be dedicated to living a real Christian life every day, no matter who is watching.

Intentionality - Everything we do will have a purpose

Multiplication - We value bringing others in to multiply the effectiveness of the ministry. We believe in sharing what we know to help others grow. Replace yourself constantly.

Positivity/ Gratitude- We recognize the privilege it is to Serve Christ and react with an attitude of thanksgiving.



Always Teachable - A core value of HHC is that we all always remain teachable and moldable.

Follow-through- We have an expectation of excellence and following through with each of our commitments is what it takes to be excellent and to do our best for God!

Loyalty - We will treat one another with humility avoiding any opportunity for slander, gossip, or rumors. We will follow Matthew 18 guidelines for approaching conflict.

Check In and Dismissal Policies

The #1 Value of The Climb is safety. We strive to provide a safe environment where children can play, grow, and experience God. To accomplish this, we MUST follow these guidelines:

- Check in will be open at 15 minutes before a service begins.
- Parents will be directed to the check-In desk & stations to check in their children. All kids must have a sticker and the parent will have a matching sticker.
- Once the child has a sticker, the children will be walked to their classroom.
- Children will be dismissed when parents come to pick them up. The parent must have a matching sticker and will trade the sticker for their child.
- Only the person presenting the sticker will be permitted to take a child.
- As you are dismissing a child, please match the numbers of the child to the pickup person. If the pickup person does not have a sticker, kindly ask them to go back and get it before releasing the child.
- Remind parents that if we need to contact them during the service, their child's number will be displayed at the front of the Worship Center. We will also attempt to call/text their number listed.
- Small group leaders will remain with their class until all the children have been picked up.

General Policies

- Every person working in the children's ministry who is 18 years or older must fill out an application and agree to having a criminal background check performed.
- Every teen worker who is under the age of 18 should fill out an application even though background checks won't be requested until the age of 18. References will be checked.
- Adult volunteers should make sure that young helpers follow all policies and procedures.
- When a volunteer is unable to serve on the day scheduled it is their responsibility to switch with another volunteer and then notify the scheduler.
- Return unused supplies to the supply closet after the service.
- Look for an allergy alert on the child's name tag before serving any snacks. If you are unsure, don't give it.
- Label sippy cups, bottles, and diaper bags with the child's name.
- No one should be in the Children's Ministry area without a sticker. All parents, volunteers and children should be always wearing an identifying sticker.
- Cleaning checklist and emergencies plans are posted on the door of each classroom.

Procedure for Calling Parents

Teachers are to notify the director if a parent needs to be called to pick up their child.

ONLY the SUPERVISORS OR DIRECTOR should call parents using the number system. Teachers and children should remain in their classes until the parent arrives to avoid confusion.

- Children's Director should be called if a child gets injured, injures someone else, or if there is a discipline issue.
- Parents should be called if child shows signs of illness or is inconsolable for more than 15 minutes.
- Work closely with parents when caring for a child who is experiencing separation anxiety.
- Children may only be released to the person who is wearing the sticker with the matching number.

Behavior Modification

Discipline should be used as a means of teaching kids rather than punishing them.

Volunteers are NEVER permitted to use physical discipline. If the child who needs to be disciplined is your own, please refrain from physical discipline while at HHC. Observers may not realize the child is yours.

- Set clear limits. A child may not know that what he/she is doing is inappropriate if he/she isn't told.
- Offer the child alternatives: "How about if we count the blue tiles on the floor?" or "Can you show Johnny how to make a happy face?" (Instead of shredding paper on the bulletin boards).
- Talk with older kids AWAY from others and away from the situation. DO NOT reprimand a child in front of others, this only causes shame and embarrassment.
- Talk with the director on how to handle a child if he/she persists in the behavior. Remember that some children long for attention and any attention (whether good or bad) fills that longing. Always try to praise the good behaviors.
- If a behavioral incident occurs, contact the director so the parents can be notified.
- If the behavior persists, the parents will be required to meet with the children's ministry director. The child may be unable to return to his/her class or the parents may be asked to attend classes with the child for a determined period.

Suggested Drop-Off Procedure

It's helpful to encourage parents to attempt to establish a consistent drop-off routine with their children. Children typically find comfort in familiar routines. Parents should say good-bye to their child and reassure them that they will return. Assist parents, if possible, to do this quickly. Parents should be discouraged from sneaking off without their child knowing they are leaving. Sneaking off can cause children to become overly anxious and insecure when they realize that their parent is no longer there.

Preschool Classes

- All helpers must be at least 16 years old in the nursery area and 12 years old to serve in pre-k and up.

- Workers must always keep children inside the designated class.
- Only adults are permitted to change diapers.
- Adults should make sure young helpers follow policies and procedures.
- For the safety of our infants and two-year-olds, children of volunteers who have not met the requirements to be helpers may not stay in the class unless they are the same age as the children in that class.
- Do not give snacks to infants without written permission from the parent.

Infectious Disease Policy

1. A child with any of the following symptoms should not be admitted:

- Fever of 101 degrees or above within the last 24 hours
- Yellow or Green Runny nose
- Wet cough (or persistent)
- Vomiting within the last 24 hours
- Diarrhea within the last 24 hours
- Discharge/drainage from the eyes

If there is any question, please contact the children’s director for help. There will be NO exceptions to this policy. Any child admitted to the program that is questionable will be returned to his/her parent, with an explanation.

2. We are NOT able to administer medication of ANY kind. NO EXCEPTIONS! Other than over the counter topical ointments, parents must be the ones to administer medication.

3. If you are sick, do not volunteer. Please contact another person on the list of volunteers and “swap” weeks with them. Don’t forget to notify the person in charge of scheduling whenever a change to the schedule is made.

4. We will take all necessary precautions to keep the facilities as germ-free as possible. To ensure a clean environment, please follow these guidelines:

- A. Rubber gloves MUST be worn with every diaper change (use only once and throw away).
- B. All changing surfaces must be sprayed with disinfectant spray after each use and then wiped off.
- C. Please wash your hands with warm/hot water and antibacterial soap after every diaper change.
- D. Infant toys should be washed or wiped down after every service. Please separate the toys that were played with from those that were not. Also, in the Nursery, please try to prevent “toy swapping” between babies. Once a baby appears to be done with a toy, please try to put it aside before another baby picks it up.

E. Any bodily fluid accidents should be cleaned up with a disinfectant using rubber gloves. See below for detailed procedures.

F. Sheets on pack and plays need to be removed after each service and put them with the toys to be washed.

Restroom Procedures

1. NEVER send a child to the bathroom alone.
2. Only adult volunteers are to assist children in the bathroom.
3. Preschool - two leaders must be present.
4. In our open setting areas where the restroom is in sight of the class, one volunteer is permitted to assist a child to the restroom.
5. Elementary - always bring at least two elementary aged kids or another adult.
6. When helping a Preschooler in the bathroom, always leave the restroom door open far enough for other volunteers to see you. NEVER shut the stall door!
7. Do not send young children into the restroom with older children. Take them in age-appropriate groups.
8. Rubber gloves MUST be worn before cleaning up any potty accidents. Soiled clothes should be placed in a plastic bag and labeled with the child's name.
9. Children with soiled clothing may not go back to their class. Their parent needs to pick them up.
10. When sending children into the bathroom, always check to make sure the restrooms are safe (i.e.: no adults present, no wet spots on the floor, etc.)
11. Try to keep the number of kids going to the bathroom at one time to 4 or less.

Bodily Fluid Accidents

1. All volunteers are to wear rubber gloves when cleaning up vomit.
2. Please use paper towels to remove all vomit. Then place used rubber gloves and paper towels in a trash can. Spray with disinfectant spray and notify the floater and/or the director so we can keep everyone away from the area.
3. Child is to be sent back to parents.
4. When you meet blood or blood-containing fluids, please use rubber gloves.
5. Clean up area, throw away used gloves and paper towels and spray with disinfectant spray.
6. If blood is the result of an injury, please contact the floater and the director. You will need to fill out an injury report. The floater or the director will contact the parents (see next policy).

Minor Injuries

1. A First Aid Kit is available by asking the Supervisor.
2. If a child is knowingly injured in any way, please notify the so he or she can notify the director. An injury report needs to be filled out. EVERY injury must be reported to the parent!
3. Be sensitive to the parent of a child who may have caused an injury to another child. Kids will be kids.

Major Medical Emergencies

In the event of a serious emergency involving broken bones, convulsions, fainting, unconsciousness, or other serious injury, follow these procedures:

- STAY CALM
- DO NOT move or leave the injured child.
- Send for the director and ask another adult volunteer to help calm and control the children.
- If necessary, have someone call 911 for assistance.
- Ask another adult volunteer to notify the parents (medical professionals in the service may also be called to respond to the situation).
- When the child is taken into professional care an incident report will be filled out.

Fire and other Emergencies

In the event of a fire or other emergency that requires evacuation from the building, please follow these procedures:

- STAY CALM!
- Exit through the closest door to your class.
- Exit at the front of the building if possible.
- DO NOT take children to the worship center.
- Once kids are outside, leaders are to walk them over to the lawn area closest to the driveway entrance If possible.
- Do not release kids to parents until the children's director instructs you to do so.
- Children's ministry workers will be further instructed once safely outside. Children are not to be released until teachers are instructed to do so by the Children's Director. Kids up to 2nd grade will be released ONLY to parents with

- corresponding tags. This especially applies to emergency situations.
- Security procedures need to be followed carefully during these times so that we do not become victimized by someone seeking the opportunity to do harm.
 - Kids in 3rd to 5th grades are expected to know who they are permitted to leave with and will be released without ID tags.

Child to Volunteer Ratios

We ask that there are always at least 2 people in every room. This is for the protection of the child and the volunteer. We also need to ensure we are operating within the VA state required childcare ratios. At least one of the two volunteers need to be 18 and older.

Age Range Ratios Virginia State

Infants (1:4)

Young toddlers (1:5)

2 and 3 years (1:8)

4 years (2:10)

School age (2:15)

Mixed age group ratio for youngest child in group

Mandated Reporting

If a child should confide in you that they have been abused or if you see physical evidence of abuse, IMMEDIATELY report to the director. If you suspect abuse for any reason, you must let the children's director know. VA is a state that mandates the reporting of suspected child abuse. This means that a person can be held personally liable if they are suspicious that abuse has occurred but choose not to report.

Being Good Stewards

Please help us keep our facilities clean, restocked, and ready to welcome our next group of children in a clean and safe environment. We need to be good stewards and examples by taking special care of our facility.

1. Please reset the room so it is ready to be used again
2. Clean up all craft, activity supplies, and toys
3. Sweep and vacuum if necessary

4. Empty all trash cans
5. Wipe down and disinfect all high touch areas
6. If you notice you are low on any supplies, please let your team lead know asap.
7. Turn off all lights and lock the door when leaving
8. Double check cleaning checklist posted

Additional Resources

Take a moment to review and familiarize yourself with our curriculum and resources for parents and leaders.

Family Ministry Leader Resources:

<https://orangeleaders.com>

<https://theparentcue.org/app>

Family Ministry Policies & Procedures:

<https://www.hopehillchurch.org/kids>

Family Ministry Policies & Procedures:



Family Ministry Leader Resources:

