

SHADOW MOUNTAIN KIDS MINISTRY



SMK
HANDBOOK
HANDBOOK
HANDBOOK
HANDBOOK

TABLETTE OF CONTENTS

01

Mission and Vision

02

What We Value

03

Welcome to the Team!

04

Policies

12

What We Believe

MISSION

The Children's Ministry of Shadow Mountain Community Church exists to inspire children to fall in love with Jesus, and empower them to live out God's design for their lives.



VISION

We partner with parents to grow kids in faith and character with the goal of becoming lifelong disciples of Jesus.



STRATEGY

We accomplish this by providing a safe and caring environment for kids where we can teach them about God in an age-appropriate way. We strive to make parents feel extremely comfortable when they leave their child with us, and aim for making this the best hour of their child's week, as well as their own.

WHAT WE VALUE

The things we believe in that help make this ministry extraordinary.

WELCOMING ENVIRONMENTS

Children can be intimidated by new places. Creating a fun, welcoming environment is one way we can help with separation anxiety. Simple things we can do include greeting children by name and making eye contact with parents. Offering to call parents if a child doesn't calm down offers reassurance to both kids and adults. Children who are still nervous about being dropped off can be paired up with a friend, and parents can be given a guest tag if they would like to stay.

Simple, loving engagement goes a long way with new families.

A SAFE MINISTRY

Safety is a top priority at SMK! Every adult in a ministry shirt has been background checked, and every student too young for a background check has been through an application process.

Our ministry regularly has security team members walking through for our safety.

One of our main safety rules is to never be alone with a child(ren). This rule is for everyone's safety and must be followed.

A SPIRIT OF UNITY AND GROWTH

A healthy environment is one of the first things we need in order to do ministry well. As a group of people committed to providing a great experience for kids to learn about Jesus, we must be committed to a sense of unity and personal spiritual growth.

We foster these things by regularly gathering together to pray before services and taking time to connect on a personal level. We also ensure that our volunteers are able to get to church on time to enjoy their own worship time.

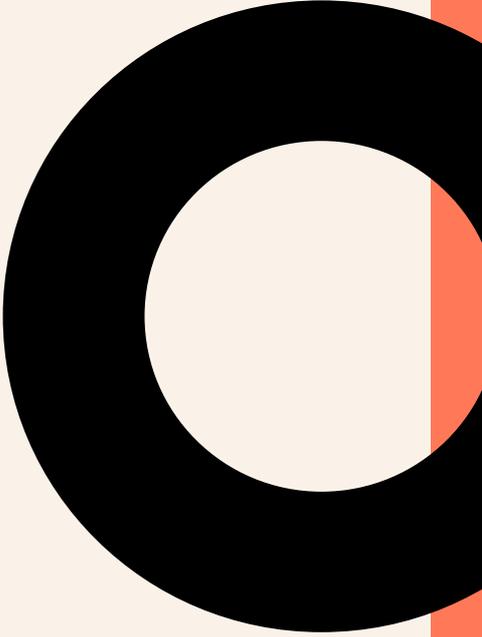
Being on time, prepared and ready to lead kids is one major contribution each leader can make that helps everyone feel valued and cared for.

We value feedback and strive for great communication among our staff and leaders to continually grow and improve on what we do at Shadow Mountain Kids.

Thank you for serving with us!

Huddles are at: 4:30PM, 8:30AM, & 10:20AM

WELCOME TO THE TEAM



WE COULDN'T DO IT WITHOUT YOU!

Thank you for serving with us at Shadow Mountain Kids! We are blessed to have you on our team!

We have worked to create a safe, fun, loving atmosphere for both leaders and kids. Our goal is to always be prepared with the things needed to make your time with us successful.

Below are a few expectations for those who serve in our ministry areas that make your time in SMK awesome for everyone.

- Arrive on time ready to be with the kids
- Attend huddles for community, announcements, & snacks!
- Wear your ministry shirt so parents can identify who should be in their child's room
- Communicate! If we can serve you better or provide additional tools, we want to know
- Refrain from using phones or tablets in the classroom. We hope your kids in attendance have your full attention
- If you are unsure of a schedule or next step, don't be afraid to ask
- Always get to church. We schedule in a way that honors the importance of your church attendance

POLICIES

01

Restroom & Diaper Change

Diaper Policies: Babies-2s

- Only trained/background-checked female adult volunteers may change diapers
- Every child is to go home with a clean & dry diaper
- Make sure you have all supplies before placing child on table
- Wash hands and put on gloves
- Place soiled diapers, gloves, and paper in designated trash

Bathroom Policies: 2s-Kindergarten

- Only background-checked adults may take kids to the restroom — never 1 on 1
- Encourage kids to do as much as they can themselves
- If assistance is needed, put on gloves to assist
- Help children wash their hands
- Accidents: acquire change of clothes from coordinator.
- Bag soiled clothes & notify parents at pickup

Bathroom Policies: 1st-5th Grade:

- Only background-checked adults may take kids to the restroom — never 1 on 1
- Make sure restroom is clear of any adults
- Once clear, allow kids to enter
- Door should remain propped open while multiple kids are inside
- Make sure kids wash their hands
- Return to class as a group
- Always take kids in groups of 3 or more
- Three kids can be accompanied by 1 adult for this process

NEVER 1 ON 1

This policy is to protect both our children & leaders

POLICIES

02

Check-In & Check-Out

For the safety of kids, parents, and volunteers we ask that you closely follow this procedure in order to provide a consistent experience for all families.

Check-in & Check-out procedures allow us to monitor who is in our ministry area at all times and provide a way to ensure kids are being released to the appropriate people.

All Volunteers:

- All volunteers are required to wear a name tag received by checking in
- During service, wear your name tag at ALL times
- Please wear your volunteer t-shirt while you are serving in our space

All Children:

- All kids are required to check in upon arrival. Kids receive two numbered security tags with a matching parent tag. One security tag goes on the child, and one on the roster in the class. Parents keep the parent tag for pickup
- During Service: When kids enter the room, using their tag to greet them by name will assure you they are checked in
- Kids must wear their tag at all times
- After Service: Match the child's tag to their parent's security tag at pickup. Keep and dispose of the tags. (If tag is lost, notify a staff member)
- **Please DO NOT create your own guest tag or child tag. If a child arrives without checking in, direct them to the lobby to do so**
- A parent or adult wanting to stay with their child can get a guest tag from the lobby as well

Everyone in the Kids Ministry area must be checked in — including guests, staff and staff kids.

SMK T-SHIRTS

Help parents recognize who is caring for their child

POLICIES

03

Illness

In an effort to protect our volunteers and children we have in our care, we do not allow children who are sick to attend class. Below is our policy for attendance when it comes to illness, as well as how to respond if a child becomes sick while in our care.

Children should be free of fever, diarrhea, and vomiting for 24 hours before they are allowed to check in to children's ministry.

If a child becomes ill while in your care please take the following steps:

- Alert a staff person
- If child is vomiting, try to minimize mess by getting them to a bathroom, sink, or garbage can. These are much easier to sanitize than carpet
- Keep other kids away to minimize spread
- Kids who are ill should not stay in your care
- Kids who show signs of illness at drop-off should be seen by a staff person to determine if they can stay

Never be afraid to contact a staff person if you are unsure if a child is not feeling well. Our staff is happy to analyze a situation. You are not expected to make the decision or deliver the news to a parent that their child is ill if that is not within your comfort zone. Staff can also help with removing the child from the room while leaders continue class.

If you as a leader are not feeling well, please notify your area coordinator as soon as possible. If you become sick while in class, please notify a staff person so we can relieve you.

CLEAN & HEALTHY

All ministry areas are regularly sanitized and hand sanitizer is provided in all areas for your use

POLICIES

04

First Aid & Medical Emergency

If a child is injured or requires medical attention while in our care, please take the following steps.

1. Assess the situation; does the child need immediate medical attention?
2. If needed, notify or send a fellow leader to get a staff member
3. For kids with severe allergic reactions that require EpiPens, you must notify a staff member to administer the EpiPen — the 2-person rule applies if staff cannot be reached immediately (see 2-person rule below)
4. If kids fall and no first aid is needed, please tell parents. Bruises can show up later and it is better to have informed parents ahead of time
5. Any injury requiring first aid (bandage or ice pack included) needs to be documented on an incident report. Please have parents sign the report at pickup and give report to coordinator

While we hope kids are not injured, we know that they trip and fall. These are very minor instances that can result in a Monday morning bruise. Please make sure parents are made aware of their children's happenings as they get picked up, no matter how minor they seem.

*2 Person Rule — In an emergency situation that needs an EpiPen or a 911 call, 2 people must agree on the decision. This prevents an EpiPen from being administered out of panic. Ideally the 2nd person is a staff member.

INJURY FOLLOW UP

When kids are injured in our care, the incident report allows us to follow up with families. Please make sure to complete a form thoroughly and hand it in so our staff can check on children.

POLICIES

05

Discipline

We like to approach discipline with a 3 strikes rule, leading with a clear understanding of the rules and boundaries for our areas.

Please make sure you tell kids what the boundaries are. We like to use the “don’t be rude” rule. For some classes this is an easy concept. For younger ones, we understand they are still learning and you will need flexibility in this method.

If a child's behavior in your area is not acceptable please follow these steps:

Strike 1 — A verbal reminder of the rule

Strike 2 — A reminder, conversation, and re-direction

Sometimes these kids just need to be moved to a different spot or given a different task. A conversation about why their behavior is taking place may make you aware of boredom, or a potential problem with other children. Take time to connect with this child and re-direct by changing their seat or task.

Strike 3 — A reminder and talk with the area staff person and parent at pickup

When parents arrive — Have the child come with you and let parents know he/she had a rough day. Have the child tell the parents what they did wrong. You can then offer comments. This is much easier when the kids deliver their own bad news and allows them to own their behavior.

You’re Out! — A child who crosses the line immediately or has received 3 strikes and continues behavior that is not acceptable needs to have a parent called to be picked up immediately.

Please contact a staff member who will contact parents and wait with the child while you continue your room programming.

YOU'RE OUT

SMK is a zero tolerance place for fighting, physical harm of any kind, bullying, or inappropriate conduct of sexual nature. If any of these occur please contact a staff person who can take over handling the situation at hand.

POLICIES

06

Mandated Reporting

If a child exhibits or informs you of abuse or neglect, please use the following process.

As a volunteer or staff person you are a mandated reporter. This means that by law there are certain things you must actually report to a ministry director if you suspect or are made aware of any of the following:

- Physical Abuse
- Sexual Abuse
- Neglect
- If a child is in a life-threatening situation
- If a child shows potential desires to harm himself

You can never get in trouble for reporting something that is not reportable, but we as a church can get in trouble for not reporting something we should have.

If you are made aware of a situation, please get our Children's Director to your area to assess and direct the course of action.

You will be asked to put your experience in writing for a confidential file.

All instances of even considering a report should be brought to our Children's Director's attention.

REPORT FILING

You may choose to call in a report yourself. However, you also have the option to report to the Children's Director who can file the report. If you choose to file the report on your own, you will still need to alert the Children's Director so safety precautions can be put in place if needed.

POLICIES

07

Lockdown & Emergency Response

If a situation on our campus is determined to pose a threat or could escalate to a dangerous situation, we will lock down our ministry space using the procedure below:

Response:

- If you witness a situation, notify a staff member by classroom radio ch.4
- If you are outside (with a conflict) move to an inside classroom
- If notified on class radio of a lockdown, immediately quiet children
 1. Close doors to classroom, lock using lock block, pull tight to ensure closed
 2. Have children sit away from the windows and doors and close window shades or blinds if available
 3. Place an adult between children & door
 4. Stay calm, keep kids calm, and talk softly
 5. A staff member will contact security, lock exterior doors, and contact 911

*If you hear a lockdown call on your classroom radio, please lockdown your room immediately. Do NOT open your door under any circumstance. Lockdown will be lifted by someone coming to your door with a key to confirm that all is clear.

Should a staff member not be present, follow the same procedures above and call 911 after locking down your space.

Our security team can be reached by police. If you are alone in the building or your area in an emergency, please don't hesitate to call 911.

All classroom phones dial staff cell phones by the programmed labeled button.

LISTEN TO YOUR RADIO

All classrooms are equipped with a radio that reaches the staff on channel 4 and the other classrooms on channel 5. If a lockdown is in place, keep your radio on channel 5 for updates and instructions. Always make sure your radio is on and on channel 5 at the beginning of class.

POLICIES

08

Natural Disaster & Fire Evacuation

In Case of a Fire:

- Remain calm and assess the situation
- Notify a staff member. They will contact security and call 911
- Collect current roster and class radio only (do not take anything else)
- If a fire alarm sounds, we evacuate — no questions asked

To Evacuate:

- Count and evacuate kids through route listed in your room. Use cribs to aid evacuation of children in nursery if needed
- If smoke fills the room, stay low to the floor with children as you exit
- Close all doors once kids are out of the room
- Use the route posted next to your door or the nearest exit
- Once outside, take roll and count children to ensure your group is all out of the building
- Report any missing children to a staff member immediately
- Have kids sit down in a line at your evacuation spot and radio to staff that you are evacuated

Kids should not be released from the evacuation site unless we are not allowed back in the building.

- If building is cleared as false alarm before parents pick up, count kids and return to room. Kids should be counted upon arrival to room and checked out with the regular process

At no time are you expected to make the decision whether or not to evacuate. If our alarm sounds or staff gives instruction — evacuate.

Earthquakes: please have kids sit under their desks or tables away from glass or falling objects until instructions are provided via classroom radio.

OUTDOOR CHECK-OUT

If we must check out from the evacuation site, please stay with your class in a line on the field. Our staff will send parents to your line one at a time to ensure a slow, organized process. Check out using labels and roster as usual.

POLICIES

09

Food

The pre-chosen snacks we use at Shadow Mountain Kids are used for a very intentional reason. The snacks we use have been chosen because they filter out most food allergies we see in kids today. Please be sure to only serve snacks that have been provided by the coordinators in your area.

In cases where food is part of the activity, like decorating a cookie, your leader should have an “allergy alert” posted in the room with the ability to have parents opt out. If you do not see it posted for such an activity in your classroom, please let a staff person know.

In cases where a parent brings a “birthday” or “shareable” treat, please hold treats until the end of class and allow kids to take them as they exit with their parent’s permission. If the treat has peanuts or peanut butter, please do not accept or hold it in the children's ministry area.

In cases where a parent provides a child’s own snack, only use if needed. Most kids are fine with the snacks provided. However, there are times when even that cannot be eaten. Home snacks are ok, just not preferred. Peanut or nut-based snacks cannot be used under any circumstance or even kept in the room.

Please do not allow peanut butter, or nut-based snacks in the ministry area. If a child comes in eating one, have them wash hands before entering the room. Our building is a nut-free zone. The nursery is both a nut and gluten-free zone.

VOLUNTEER SNACKS

At SMK we provide volunteer snacks in Volunteer Headquarters. These are for you to enjoy and are a simple token of thanks for giving us your time. Please enjoy these treats before your kids arrive to class and wash hands.

WHAT WE BELIEVE

A full copy of our statement of faith is available online

A. The Authority of the Bible

The sixty-six books of the Old and New Testaments are the verbally inspired Word of God.

B. The Triunity of God

There is only one God, eternally existing in three persons: Father, Son, and Holy Spirit.

C. The Person of Jesus Christ

Jesus Christ is God the Son.

D. The Work of Jesus Christ

Jesus Christ, through His death on the cross, paid for all sin, completely satisfied the righteous wrath of God against sin.

E. The Ministry of the Holy Spirit

The Holy Spirit is that Person of the Triune Godhead who convicts men of sin, causes spiritual birth, indwells, seals, sanctifies, guides, equips, teaches, and fills the believer, thus enabling him to walk in obedience to God and His Word.

F. The Creation and Fall of Man

Man was created by God in His own image and is not the product of evolution.

G. The Salvation of Man

Eternal salvation from sin, death and hell is the free gift of God's grace, and is based solely upon man's personal faith and belief in Jesus Christ.

H. The Destiny of Man

At death, the redeemed pass immediately into the presence of Christ and there remain in joyful fellowship until their bodily resurrection unto life.

I. The Nature and Organization of the Church

All who have placed their faith in Christ are united together immediately by the Holy Spirit in one spiritual body, the church, of which Christ is the Head.

J. The Ordinances of the Church

Two ordinances have been committed to the local church: baptism and the Lord's supper. Christian baptism is the immersion of a believer in water in the name of the triune God.

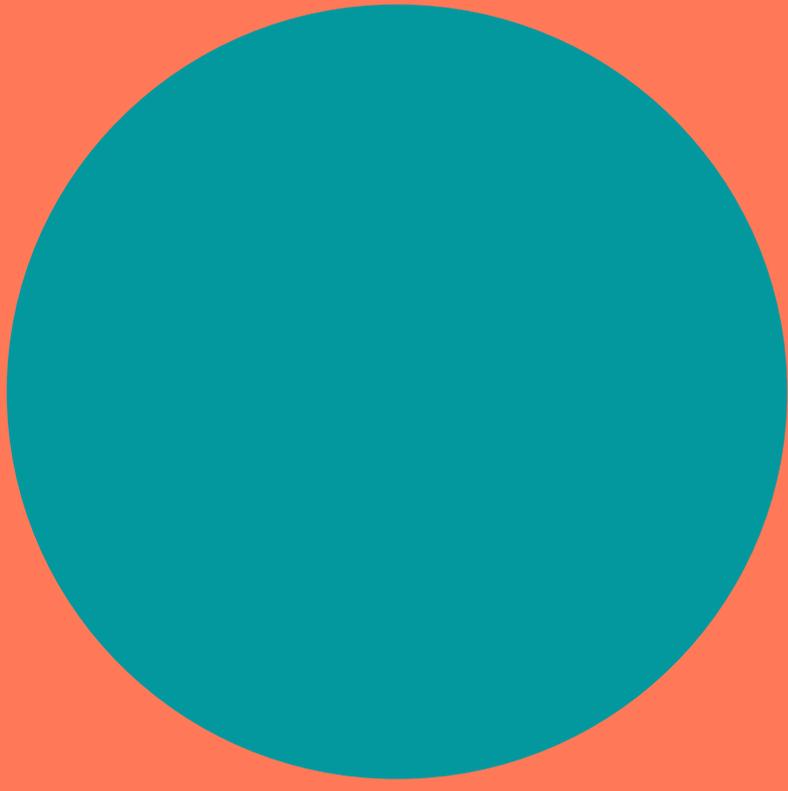
K. Future Events

One of the coming great events in the fulfillment of prophecy concerning the church is the personal, bodily return of the Lord to remove from the earth His waiting church and to reward them according to their works.

Another event yet to come is the seven year period of tribulation during which the judgements of God will be poured out upon the unbelieving world.

Christ will then establish His thousand-year kingdom in which the saints will reign with Him over Israel and all the nations of the earth.

At the close of the thousand year reign the unsaved dead will be raised and committed to eternal punishment and the saved will enter the eternal state of glory with God.



**THANK YOU
FOR SERVING**