

We are absolutely thrilled to serve with a truly gifted staff and incredible Serve Team Members like you! With all of our hearts, we believe we're serving in one of the most important ministries at NCC. When we are successful the difference isn't measured in lives, but quite possibly in generations. We believe together, we can make a difference that will change our community – one precious life at a time. More than ever, our ministry is passionately pursuing the vision and direction of NCC by equipping families to raise sons and daughters in their unique identity through ENCOUNTERS with God! As a Serve Team Member, we thank you for your willingness to be used by God to do His work.

Herman and Amy Cherbony Family Ministries Pastors

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# **FAMILY MINISTRIES MISSION:**

To EQUIP families to raise sons and daughters in their unique identity through ENCOUNTERS with God!

# **FAMILY MINISTRIES VISION**

To provide opportunities for children and youth to grow in our 3D Vision:

#### **DISCOVER... LOVE OF GOD**

God Focused Experience God Encounters Grow in His character

#### **DEVELOP... LOVE OF SELF**

You Focused Gain Inner-Healing Grow in Our Identity

#### **DEEPEN... LOVE FOR OTHERS**

We focused Serve Our Communities Grow in Relationships

# **FAMILY MINISTRIES VALUES:**

# **KINGDOM**

We love to serve our church, community and world.

# **SPIRIT-LED**

We love to pray and seek His Spirit every day.

## **HONOR**

We celebrate everyone and make them feel special.

# UNITY

We want everyone to feel like they belong.

# **GENEROSITY**

We love to give cheerfully and abundantly.



# **FAMILY MINISTRIES THREE PILLARS:**

# SAFE!

The safety and protection of our children and youth is paramount. We follow established policies and procedures to ensure their safety and security.

# **FUN!**

Jesus is not boring and neither is Family Ministries. We value creating a fun and interactive environment where children and youth can learn and apply the powerful truths of Scripture.

## **POWERFUL!**

God is the most powerful being in the universe and His power and glory can be experienced by everyone.

# FAMILY MINISTRIES DEPARTMENTS: NC TOTS AND KIDS- SUNDAYS- 11AM



#### **NC TOTS Babies**

NC TOTS Babies consist of children birth through walking age. This class is characterized by low teacher/child ratios, gentle play and a place where faith is introduced to babies through prayer, worship,movement and Scripture reading.

#### **NC TOTS Walkers**

NC TOTS Walkers consist of children walking age through two years old. This class is characterized by low teacher/child ratios, gentle play and where the Bible is taught through Bible stories, worship with hand motions and crafts.

#### NC TOTS 2-3 YRS.

NC TOTS 2-3 YRS. consists of potty trained children who are two to three years old. This class is characterized by medium teacher/child ratios, active play and where the Bible is taught through engaging stories, fun worship songs with motions and movement, games and crafts.



#### NC TOTS 4-5YRS

NC TOTS 4-5 YRS. consists of children 4 years old through the start of kinder garten. This class is characterized by medium teacher/child ratios, active play and where the Bible is taught through engaging stories and videos, fun worship songs with motions and movement, games and crafts.

#### **NC KIDS**

NC KIDS consists of K-5th graders. Our services are characterized by high energy, fun and engaging teaching, powerful worship, games and encounters with God.

### ADVENTURE CLUB - Wednesday - 6 - 8PM

Adventure Club is an activity-based, small group ministry for children Birth-5th grade. We partner with parents to provide in-depth Bible teaching and skill badges in a highly relational, interactive and fun environment.

### Little Rangers | Birth-2 years

Little Rangers is our children's first introduction to the Adventure Club small group ministry. Children will be cared for in a safe and encouraging environment while learning Bible stories that are reinforced through songs and crafts.

#### Rainbow Rangers | 3-5 years

Rainbows Club is built around a "Noah's Ark" theme where children will learn exciting Bible stories, memory verses, songs and animal facts through hands-on activities and crafts. Rainbows also earn colorful animal badges as they complete each class.

# Ranger Kids | Kinder-1st grade

Ranger Kids is built around a "Trail" theme where children receive small-group ministry through Bible teaching and learning fun adventure skills, while building friendships. Ranger Kids also earn badges as they complete each class.

# Discovery Rangers | 2nd-3rd grade

Discovery Rangers is a small group ministry for children to grow in their relationship with Jesus through chronological Bible teaching and opportunities to learn and have hands-on experiences with new skills, while earning badges.



## Discovery Rangers | 4-5th grade

Discovery Rangers is a small group ministry for children to grow in their relationship with Jesus through chronological Bible teaching and life application. Children have opportunities to learn and have hands-onexperiences with new skills, while earning badges with their friends.

# NC STUDENTS- Wednesday- 6-8PM

NC Students is a safe, fun and powerful place where students 6th - 12th grade can DISCOVER true love by encountering Jesus, DEVELOP and grow in their unique God-given identity and DEEPEN their relationship with God and others.

#### **CHECK-IN TEAM**

The FM Check-In & Welcome team is vital to our success. This is where families are greeted; children are checked in and guided to their classes.

# SERVE TEAM MEMBERS: GENERAL INFORMATION

**Planning Center:** The Planning Center program is our main form of communication. Therefore, all Serve Team Members will need to have an account on Planning Center.

Junior Serve Team Members: Children 3rd-5th grades can serve in NC TOTS and NC KIDS.

• Must obtain permission from their parent/guardian and the FM Pastor in order to serve, on the Planning Center schedule, will usually only serve one Sunday a month and may not pick up a child, under any circumstances.

**Student Serve Team Members:** Students who are in 6th-12thgrade can serve in NC TOTS and NCKIDS.

 Must complete a SSTMs application and have it signed by their parent/guardian, on the Planning Center schedule, and will usually only serve one or two Sundays a month.

**Adult Serve Team Members:** Adults 18 years or older can serve in any area of NC TOTS, NC KIDS and NC Students as a Serve Team Member or Lead Teacher.

 Must complete an application and criminal background check, attend one NCC service on the same day of serving or watch online, and will usually only serve one Sunday a month.

#### **Arrive on time**

All Serve Teams should be in place and ready to serve no later than 15 minutes prior to their volunteer service time. This time will allow for preparation and connection with those you are serving with.

#### Be prepared

Come ready to help these little ones have an encounter with the Lord. Please be in a prayerful mindset, love on as many children and students as possible and speak life and blessings into the atmosphere.

#### Communicate

We want to hear from you. If you're going to be absent or late, please inform the Family Ministries Pastor as soon as possible.

#### **Develop**

Just as Family Ministries is a place where children and students are spiritually growing, we expect all of our Serve Team Members to be growing spiritually as well.

- Attend a service: Serving is great, but it doesn't take the place of attending a service. Stay connected to how God is leading our church by participating in the services.
- Be Connected: We believe that life-change happens best in the context of relationships. Join a growth group, find a mentor or just get connected to someone who will help you grow spiritually.

# ARRIVAL AND DEPARTURE PROCEDURES



# **CHECK IN:**

Parents must first check in their child at the Check-in desk in the main lobby and receive their child's name tag and pick up tag before dropping their child off at a classroom.

ONLY parents or guardians may check in a child and drop off a child at a classroom.



#### NC TOTS-

Parents may drop their child off at the half-door at the NC TOTS classrooms. Due to security reasons, please do not allow parents to enter the room. Receive all items from the parent, over the half-door. Open the door to allow children to enter.

Lead teachers need to be at the door, checking in children and greeting parents. Serve Team Members are to be available to receive the children as they come into the room.

If a child is hesitant or emotional when entering the classroom, please reassure the parents that if the child does not calm down within fifteen minutes, they will be contacted.

Teachers need to fill out the classroom roster as they are receiving the children. If there are any allergies or special instructions that are NOT notated on the child's name tag please notate it on the roster.

Diaper bags MUST be labeled. If the bag does not have an NC TOTS Diaper Bag Tag, please retrieve one from the wall holder in the classroom. Print the child's name with a permanent marker on the tag and attach it to the bag. If other vital items- such as sippy cups- are not labeled, please print the child's name on a piece of masking tape and place it on the item.

#### NC KIDS-

Children are to enter through the one main entrance door for NC KIDS sanctuary. For security reasons, please do not allow parents to enter into the sanctuary.

Greet families at the door and verify that the child's name tag matches the correct room they are entering. NCKIDS is for ages K-5th grade.

Escort new children/visitors to the pre-service activity area, introducing them to team members and children.

#### **VISITING ADULTS-**

Unauthorized adults are not allowed into the NCC Family Ministries Building. If a parent is interested in observing the class or service, they must register as a visitor at the Check-in desk, where they will receive a visitor lanyard.

#### **CHILD PICKUP:**

Teachers will greet parents at the door and must check the parent's pick up tag and match it to the child's tag number. Please do not allow parents to enter the room.

Never allow access to a child until the Pick Up Tag match has been made. Children's name tags are to be collected at the door. Children are NOT permitted to keep their name tag after leaving their room.

If a parent does not have their Pick Up Tag, inform them that they will need to go back to the Check-in desk and retrieve a new tag from the Serve Team Member there.

# **CUSTODY ISSUES**

If there is a custody issue within a family, it is the family's responsibility to notify NCC Family Ministries. It is also their responsibility to provide NCC with any court documents regarding custody and visitation rights regarding the child. If there is a custody issue within the family, the code "C" will be printed on the child's name tag.

Please use EXTRA caution when verifying the match of the parent's pick up tag and the child's name tag.

# **CONTACTING PARENTS DURING SERVICES/EVENTS**

If you need to call a parent at any time during a service, contact the Check-in Serve Team Member, via the intercom system (press the black button next to the light switch on the classroom wall) or walkie talkie. Check- In Members will take the security tag number found on their name tag and will text the parent. If the parent is not able to be reached via text, the child's pick up number will be given to Security and taken to the sound booth in the main sanctuary, to be posted on the main screens.

If a parent is still not responding, Security and the Main Sanctuary Hospitality team will locate the parent.

Parents/Guardians are NOT allowed to leave the NCC campus while their child is attending NC TOTS or NC KIDS without informing an NC KIDS Staff Member.



# **LOST TAG PROCEDURE**

#### **LOST PARENT PICK UP TAG**

While picking up their child, if a parent has lost his/her tag and you are not familiar with parent, please inform the parents with a response similar to this:

I am not authorized to release children to parents without a pick up tag. We have security processes in place for the importance of your child's safety. Please go back to the Check-in Lobby and ask the Serve Team Member to give you a lost tag sticker. Thank you."

#### **LOST CHILD NAME TAG**

On occasion, a child loses his/her tag. Simply create another handwritten tag with the child's number from the classroom roster. Extra blank name tags may be found at the back of the Classroom Roster Clipboard.

#### **NURSING MOTHERS**

If a child needs to nurse, the child needs to be checked out of the room by the mother. Nursing mothers may use Wiggles and Giggles Room.

# CLASSROOM PROCEDURES NC TOTS CLEANING CHECKLIST-

### **BEFORE SERVICE:**

- ☐ Check to make sure all teaching, games and crafts supplies are ready. ☐ Make sure tables are clean and chairs arranged.
- ☐ Check that all toys are in good working order.
- ☐ Check all linens (if applicable). Change if necessary.

# AFTER SERVICE:

- ☐ Disinfect all tables and work areas.
- ☐ Disinfect all toys with spray cleaner.
- $\square$  Remove all used linens, towels and cloths and place in the laundry bag.
- $\square$  Place cups and pitchers in the dishwasher in the kitchen.

# **NC KIDS CLEANING CHECKLIST**

#### **AFTER SERVICE:**

☐ Return Pre-Service Activity Bins to the storage room next to the kitche	∍n
☐ Return all offering buckets, game supplies, props and blessing box to	)
the sound booth area.	
□ Pick up any trash and throw it away.	

# **DISCIPLINE:**

Family Ministries is a safe and loving environment for all children. Yelling is unacceptable by any Serve Team Member and corporal punishment is NOT allowed. Therefore, when correction needs to take place, please adhere to the following:

- Try to redirect behavior in a positive manner. Make sure to check the name tag for any special needs/medical codes.
- If redirecting does not resolve the situation, in a calm, yet firm manner, give a warning.
- Do NOT threaten to call the parent. Young children desire to have their parents and this may reinforce the behavior.
- NC TOTS- If the warning is not heeded, place the child in time out, in the "Thinking Chair." The child stays in the "Thinking Chair" for the amount of minutes he/she is old. (2 years old= 2 min.)
- After two time out attempts, if the child is still unwilling to obey or stop offensive behavior, please contact the Check-in Team who will in turn, contact the service coordinator. The parent will be contacted and the child removed for the duration of the service.
- NC KIDS- If the warning is not heeded, the child will be required to sit with a NC KIDS Adult Serve Team Member, to be directly monitored.
- If any child requires an excessive amount of one-on-one attention, please contact the Check-in Team who will in turn, contact the service coordinator.

# SAFETY PROCEDURES BASIC SAFETY GUIDELINES

- Never be alone with a child.
- Male Serve Team Members may not change diapers.

# **APPROPRIATE TOUCH**

It is our hope that NC KIDS is a warm, welcoming and friendly place. We greatly value the safety of our kids.

- Physical contact should be age and developmentally appropriate and is only appropriate when done publicly.
- Hugging is appropriate but is best if the child initiates the contact.
- Lap sitting is only appropriate for children under two year old (NC TOTS Babies and Walkers). If achild is insistent on sitting in your lap, move them to sit next to you.

# **CLASSROOM SAFETY**

- NC TOTS Babies and Walkers: Serve Team Members are asked to wear disposable shoe covers over their shoes anytime in the room. This assists in keeping the carpets clean for our little crawlers and walkers.
- For the safety and protection of all, shoes must be worn at all times in the classroom. This includes all adults and children that are able to walk.
- **Allergies:** If a child has a known allergy and it is **NOT** listed on the child's name tag, the teacher will notate it on the Classroom Roster and inform all other Serve Team Members in the room.



#### Snack:

- NC TOTS Babies and Walkers: Cheerios and Water
- NC TOTS 2-3 and 4-5 YRS.: Goldfish and Water

#### • Serve Team Member to Child Ratio:

All rooms must be staffed with at least one Adult Serve Team Member and one Student Serve Team Member

# RESTROOM POLICY

#### **NC TOTS RESTROOMS**

- Only allow one child in the bathroom at a time
- Do not let the children close the door all the way, keep the door slightly ajar so you can hear what is going on.
- If your assistance is required, ask another Serve Team Member to watch you.

#### **NC KIDS RESTROOMS**

- NC KIDS are given the opportunity at the beginning of every service to use the restroom.
- While kids are using the restroom, do not allow adults or teenagers to enter.
- Stand outside the door area and monitor.
- If a child needs assistance, contact a Serve Team Member to come and assist you. Only enter thebathroom with another team member in the doorway.

# DIAPER CHANGING POLICY

(Only females over the ageof 18 years old, may change diapers.)

### PREPARE:

• Retrieve the child's diaper and wipes from his/her diaper bag. The diaper bag will be labeled with the child's name.



- If the child does not have a diaper available, extra diapers can be found in the changing table cabinet.
- Place disposable gloves on hands before picking up the child.

#### **CLEAN:**

- Place the child on the changing table, remove clothing and unfasten the diaper.
- Clean the child's diaper area with wipes. Always front to back.
- We **DO NOT** administer any types of creams/ointments/powders. If a child needs cream, please complete the process and let the Check-in partner know via the intercom system or walkie talkie.

#### **REMOVE:**

• Place used wipes in the soiled diapers and discard the diaper, wipes and gloves in the diaper trash can.

#### **REPLACE:**

- Slide a fresh diaper under the child.
- Fasten the diaper and place the Diaper Changing Sticker on the center, top of the diaper.
- If clothing is soiled, please place items in a plastic bag and place back in the diaper bag.
- Redress the child with their clothes. If extra clothes are needed and not in the diaper bag, there is extra clothing located in the changing cabinet.

#### **WASH:**

• Use hand sanitizer or a wet wipe on the child's and your hands.

#### **CLEAN-UP:**

• Disinfect the changing table with the disinfecting spray and/or wipes.



# **WELL CHILD POLICY**

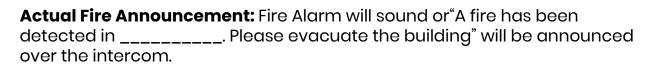
In order to promote health and wellness in all children, we operate a well-child environment. Therefore, we cannot accept a child with any degree of fever, vomiting, diarrhea, unexplained or contagious skin rash, irritated diaper rash, chronic cough, runny nose (yellow/green discharge), eye/ear infections, or parasites (nits, lice, mites, ringworm, etc.)

If a child enters NC KIDS or NC TOTS, and one of the above symptoms are found, inform the Check-in Serve Team Member immediately.

# **EMERGENCY PROCEDURES:**

# FIRE DRILL AND ACTUAL FIRE ANNOUNCEMENT

**Fire Drill Announcement:** "Attention. Attention. This is a Fire Drill, please evacuate the building." will be announced over the intercom.



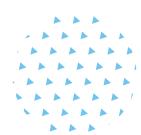
# FIRE DRILL AND ACTUAL FIRE PROCEDURES

#### **NC TOTS Babies and Walkers**

Babies and Walkers: Load all children into the emergency evacuation cribs and roll cribs out the primary exit to the grass field behind the Harvey Auditorium. Follow the posted Evacuation Plan to determine the safest route to exit. Check-In and Security Serve teams will be responsible for helping evacuate Babies and Walkers.

**NC TOTS 2-3 and 4-5 Year Olds -** Lead children out the primary exit using emergency walking rope (located in your cabinet) to the grass field behind the Harvey Auditorium. Follow the posted Evacuation Plan to determine the safest route to exit.

**NC KIDS -** Lead the children in a single file line out the primary exit and to the grass field behind the Harvey Auditorium. Follow the posted Evacuation Plan to determine the safest route to exit.



#### FOR ALL NC TOTS AND NC KIDS:

- Take your class roster and personal belongings with you.
- Close the classroom door behind you.
- Account for all students on the Classroom Roster.
- In case of a Fire Drill: Stay in the area until released by NC KIDS Staff.
- In the case of Actual Fire: Release children only to their parents and only after you have been given the okay to dismiss by a member of the NC KIDS Staff.
- Do not allow parents to take their child from your care during the process of your evacuation. Remind the parents they can walk with you but you cannot release a child until you have arrived at the assigned evacuation area and have been authorized to release children.

# LOCKDOWN DRILL AND ACTUAL LOCKDOWN ANNOUNCEMENT

**Lockdown Drill Announcement:** "Attention. Attention. This is a Lockdown Drill, please lock down the building." will be announced over the intercom. Actual Lockdown

**Announcement:** "Lock down all classrooms immediately!" will be announced over the intercom.



# **LOCKDOWN DRILL AND ACTUAL LOCKDOWN PROCEDURES**

- Bring any children in the hallways into your classroom and lock the door.
- Gather students into a group away from doors and windows, against a wall.
- If possible, gather everyone into an interior bathroom and lock the door.
- Sit as quietly as possible, reassuring students. Silence all phones and electronics.
- Account for all students on the roster and add any additional students taken in.

#### **LOCKDOWN DRILL RELEASE:**

• Wait in the area until released by NC KIDS Staff unlocking the door.

#### **LOCKDOWN RELEASE:**

• Remain in lock down until the police evacuate you to a central location.

# ACTIVE SHOOTER DRILL AND ACTUAL ACTIVE SHOOTER ANNOUNCEMENT

**Active Shooter Drill:** "Attention. Attention. This is a Code Red Drill. This a Code Red Drill. Please evacuate the building."

**Actual Active Shooter:** "Code Red, this is not a drill. Code Red, evacuate the building immediately. The threat is in the \_\_\_\_\_."

# ACTIVE SHOOTER DRILL AND ACTUAL ACTIVE SHOOTER PROCEDURES

#### **ACTIVE SHOOTER DRILL FOR ALL NC TOTS AND NC KIDS:**

• Follow the same exit procedures as a Fire Drill.



# **ACTUAL ACTIVE SHOOTER FOR ALL NC TOTS AND NC KIDS:**

Evacuate Immediately
<ul> <li>☐ If you see an escape path, pick the point you wish to run to before you move.</li> <li>☐ Do NOT run in a straight line. Use Emergency Ropes to lead NC TOTS out.</li> <li>☐ Take your cell phone and classroom roster with you.</li> </ul>
<ul><li>□ Count the students before you evacuate and again when you are in a safe destination.</li><li>□ Call 911 immediately.</li></ul>
Hide
☐ If it is not possible to evacuate to a safe location, hide. ☐ Stay out of the shooters view. ☐ Stay below windows and door openings
<ul> <li>☐ Stay below windows and door openings.</li> <li>☐ Lock all doors between you and the shooter. Block any entrance with as many items you can place in front of entrances (tables, cubbies, chairs).</li> <li>☐ Turn off lights, phones and any electronic equipment.</li> <li>☐ Remain calm and very quiet.</li> </ul>
☐ Keep your options open for relocating to a better location and evacuate.
Fight  ☐ This response is to be a last resort to keep you and the children safe.  ☐ Scan the area, looking for any objects that may be used as a weapon.  (Examples: pen, belt buckle, letter opener etc)  ☐ Disrupt the intruder's mindset (throw items, scream, etc) and if possible, incapacitate the shooter.  ☐ Be as aggressive as possible.
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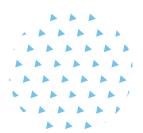
#### **INJURIES**

- In the case of an accident, regardless of child or adult, inform the Security and Check-in Serve Team right away, via the intercom system or walkie talkie.
- Classrooms are equipped with small First Aid Kits.
- Serve Team Members, in non emergency situations, are allowed to apply Band Aids to minor injuries. However, if ointment, cream or powder is needed please contact the Check-In Serve Team Member to locate the child's parent.
- In emergency situations, along with care, an Incident Form will need to be filled out and signed by the Serve Team Member that witnessed the event. The Incident Report (located next to the First Aid Kitin each room) also requires a parent and Family Ministries Pastors signature.
- If there is a spill of body fluid (due to cuts, nosebleeds, vomit, etc.), non-latex gloves must be worn(available in all rooms).
- In case of a serious emergency, please call 911 and inform the Check-in Team and Security immediately.

# **LOCATION OF ALL FIRST AID KITS**

# First aid kits can be found at the following locations:

- Check-in desk lobby
- All Classrooms (in the cabinet labeled "First Aid")
- NC KIDS Sanctuary sound booth and supply cart





## **EMERGENCIES**

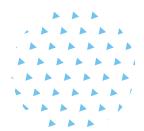
We are not authorized to administer any over the counter or prescription medications. In the event a child needs more attention than we can provide, the parent will be notified.

Serious injuries involving broken bones, convulsions, fainting, unconsciousness or other serious bodily injury should be treated as follows:

- Remain calm and keep the children and the injured person as calm as possible.
   Speak calmly to the child.
- Do not move or leave the injured child alone.
- Contact Security and Check-In Team right away, via the intercom system or walkie-talkie.
- Security and/or NC KIDS Staff will call 911 if necessary.
- The NC KIDS Staff member will contact the parents.
- If the child is to be transported to a hospital and the parent cannot be located in time, an NC KIDS staff member will accompany the child to the hospital.
- The staff member will follow up with the parent as needed.
- All Serve Team Members involved in the emergency will fill out an Incident Report immediatel following the emergency.

# **CHILD ABUSE INFORMATION & POLICIES**

"The National Committee for Prevention of Child Abuse" designed the definitions below.



# **Physical Abuse**

Physical abuse can be defined as a non-accidental injury, which may include beatings, violent shaking, human bites, strangulation, suffocation, poisoning, or burns. The results may be bruises and welts, broken bones, scars, permanent disfigurement, long-lasting psychological damage, serious internal injuries, brain damage or death.

# Physical/Emotional Neglect

Physical/Emotional neglect is the failure to provide a child with basic needs including food, clothing, education, shelter, and medical care; also abandonment and inadequate supervision.

#### **Sexual Abuse**

Sexual abuse is constituted through the sexual exploitation of a child by an older person as in rape, incest, fondling of the genitals, exhibitionism or pornography. It may be done for the sexual gratification of the older person, out of a need for power or economic reasons (such as prostitution, etc.).

#### **Emotional Maltreatment**

A pattern of behavior that attacks a child's emotional development and a sense of self worth, such as constant criticizing, belittling, insulting, manipulation. It can also be defined as providing no love, support, or guidance for the child.

## REPORTING SUSPECTED CHILD ABUSE

Familiarize yourself with the definitions and descriptions of child abuse listed above.

- If you suspect that a child involved in any of the programs of New Covenant Church has been abused, the following steps are to be followed: Report the suspected abuse to a member of the Pastoral Staff.
- Do not interview the child regarding the suspected abuse.
- Do not discuss the suspected abuse with other Serve Team Members, parents, etc.

