

CHILDREN'S MINISTRY NEW SERVANT ORIENTATION PACKAGE

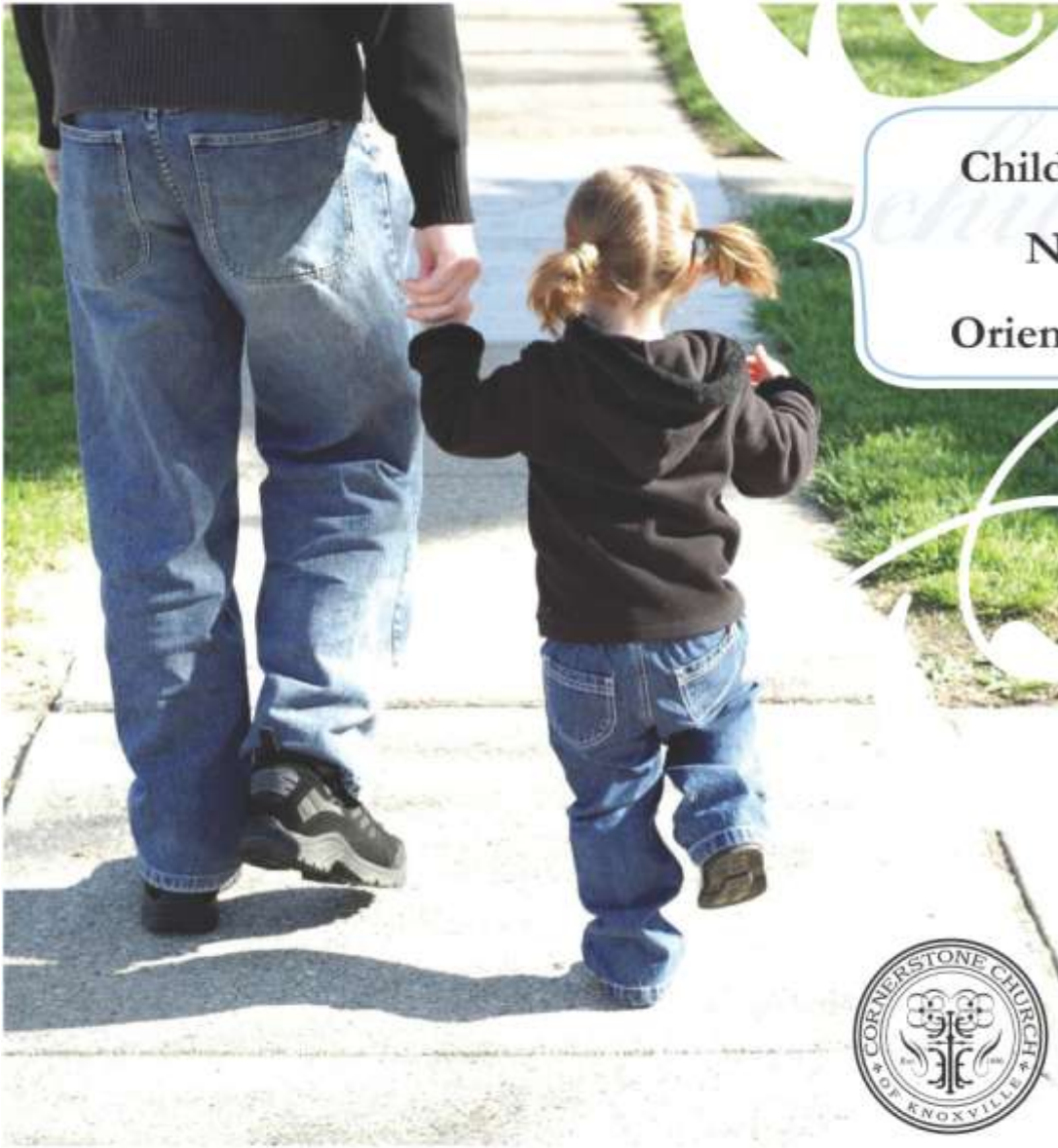
We are SO grateful to God that you have been led to serve in Children's Ministry ("CM"). We are constantly amazed at God's grace in bringing gifted individuals to serve on this ministry team. We are excited to see how God will fulfill His purposes in CM through your faithful participation.

In an effort to equip new servants to CM, we have compiled various policies from the CM handbook that we hope will help you become better acquainted with this ministry team. Complete details on these and other CM policies are provided in the handbook located in each classroom and the check-in station.

If you have any questions, please do not hesitate to call your teacher, coordinator, or team leader for more information. Additionally, the CM leadership team and CM pastor are also available to assist.

Again . . . thank you so much for serving in Children's Ministry. Our mission is to support parents in sharing the Gospel with their children. We need *your* help to accomplish this!

For His Glory, Children's Ministry Leadership Team



**Children's Ministry
New Servant
Orientation Package**





CORNERSTONE CHURCH OF KNOXVILLE

INTRODUCTION

Welcome to children's ministry at Cornerstone Church of Knoxville!

Our Mission Supporting Parents in Sharing the Gospel with Their Children

Our Philosophy and Approach

Children are a vital part of the life of the church. Parents are given specific grace to lead their children in the Gospel. The philosophy of children's ministry is to supplement and reinforce the efforts of parents in teaching their children, while enabling the parents to participate in the worship of the Savior and engage in the preaching of the Word of God.

While every aspect of child care is not addressed, the following is a compilation of policies and guidelines that attempt to cover the major areas of children's ministry.

Parental Support - As you might expect, children's ministry is volunteer-supported. As such, it is essential for parents to assist those serving their families by honoring and supporting both the letter and spirit of the policies and guidelines provided in this handbook.

Changes and Updates - While the policies and guidelines are subject to change without notice, parents are encouraged to bring ideas to the attention of the children's ministry leadership team and/or the pastoral staff.



CORNERSTONE CHURCH OF KNOXVILLE SICK POLICY FOR CHILDREN'S MINISTRY

In order effectively serve the children of Cornerstone Church and our guests, please note and abide by the following health guidelines.

Children **AND** children's ministry workers should **NOT** participate in Children's Ministry if...

- There has been fever, vomiting or diarrhea.
- Fever: You must wait 48 hours to serve/bring your child to CM after a fever has **BROKEN** and **STAYED DOWN**.
- Vomiting or diarrhea: You must wait 48 hours to serve/bring your child to CM after vomiting **OR** diarrhea has **STOPPED**.
- They are experiencing cold symptoms like body aches, irritability, coughing or sneezing. This does not include allergies.
- There is any new onset of nasal discharge (runny nose), clear or otherwise.
- There is any kind of undiagnosed skin rash.

Children's Ministry workers **MUST** return any child with these symptoms to their parents. If symptoms appear during class time, call the parents **OUT OF THE SERVICE**.

Variances to this policy may be enforced at any time as deemed necessary or appropriate by the Children's Ministry Leadership Team and/or the Pastoral Staff. For example, in the event of an outbreak of a particular illness (e.g., the flu), parents may be asked to judge the appropriateness of putting siblings of children who have been ill in class.



CORNERSTONE CHURCH OF KNOXVILLE

SNACKS AND FOOD ALLERGIES

In light of the potential food allergies that children may have in Children's Ministry (e.g., eggs, milk, soy and/or peanut butter), the following guidelines will be applied to snacks provided on Sunday mornings.

In the younger classes (Little Lambs, per parent request, Tiny Turtles, Zippy Zebras, Bouncing Bears, Busy Bees, Mighty Ducks, and Bullfrogs and Butterflies), snack options may change from time to time, but generally include, for example, Cheerios, Pepperidge Farm Goldfish, graham crackers, or other common snack-type foods.

If a child has a particular food allergy, parents are encouraged to communicate with classroom teachers on each visit to determine the snack being provided. If the child has an allergy to the snack provided, parents are encouraged to bring their child a snack with his/her name on it each visit and provide the teacher for that day with any special instructions.

In the older classes - Children in the older classes (i.e., Shooting Stars, Discoverers, and Explorers) do not get a snack on Sunday mornings. However, if a child in one of these classes has a food allergy, parents are encouraged to make the Children's Ministry aware of the situation by advising the Administration Leader or the church office.

Outside Snacks - Parents may not bring any snacks from home for special occasions (e.g., birthdays, holidays, etc). Teachers have been instructed not to serve any outside food to the children.

Outside Drinks - Parents may not check their child into their class with an outside drink (e.g., sippy cup for toddlers). If a child needs to finish the drink, please do so before checking them in to their class.

Special Events - Child care is often provided during special events (e.g., parenting seminars, marriage retreats, training classes, etc.). Please note the Children's Ministry team DOES NOT customarily oversee child care for such events. As such, this and other Children's Ministry policies may not apply directly to such child care. Additionally, when snacks are served during these events, that snack was likely not supplied by the Children's Ministry Team. As a result, if a child has an allergy, it will be necessary for the parents to talk to those caring for the child during those events to see what is being served and to provide any special instructions for the child.



CORNERSTONE CHURCH OF KNOXVILLE

CM TEACHER RESPONSIBILITIES

- Be willing to serve in the classroom where the need is greatest as determined by the CM leadership team and class coordinators.
- Is responsible for class time teaching and leading of children, as well as directing assistants in class.
- Learns and follows the appropriate class format.
- Takes primary responsibility for check-in and check-out of the children in the class, adhering to all CM security procedures.
- Uses the curriculum, with allowed flexibility.
- Plans teaching in advance for each class.
- Communicates in advance with the other teachers on his/her team, if applicable, for any cooperative planning.
- Gives feedback to the Coordinator including any basic supply needs, behavior problems, parent communication information and any suggestions that might benefit the class.
- Sends for parents when necessary and communicates lovingly with them about child behavioral problems.
- Begin preparing the lesson early in the week to allow time for meditation on scripture and key themes. Be sensitive to the Holy Spirit's leading to discern how to communicate the material to the class.
- Calls assistant each week by Tuesday to:
 - Inform him/her of lesson theme and memory verse.
 - Ask him/her to pray for the class.
 - Explain any responsibilities he/she will need to carry out while teaching.
 - Encourage him/her to be at the classroom at the appropriate time.
 - Thank him/her for serving.
- Each outgoing teacher is responsible for contacting the incoming teacher prior to the first Sunday of a new period to:
 - Relay information about how the class went the previous period. Pass on any information that would help the incoming teacher to be prepared for behaviors, situations or specific children's needs.
 - Confirm the lesson with which the incoming teacher will begin teaching.
 - Also, inform him/her of any material that will carry over into the new teacher's period.



CORNERSTONE CHURCH OF KNOXVILLE

CM TEACHER ASSISTANT RESPONSIBILITIES

- Faithfully honors commitment to serve
- Warmly and enthusiastically serves the teacher and children before, during, and after class
- Helps control the behavior of the children during the lesson so the teacher can continue to teach (quiets chatty children, keeps attention focused on the lesson, etc.)
- Makes himself/herself fully available to the teacher by asking for tasks and direction
- Encourages children toward attentiveness, participation, and completion of activities, as well as providing children with gentle, friendly reminders and guidance regarding conduct and standards
- Communicates with the teacher about issues with the children and allows the teacher to determine the appropriate actions to take and assists in communicating with the parents
- Fills out a name tag and attaches it in a place where it is visible to others
- Assists teachers in check-in and check-out of the children in the class, adhering to all CM security procedures



CORNERSTONE CHURCH OF KNOXVILLE

GENERAL INFORMATION -WORSHIP LEADER / GUITARIST

Job Description – Worship Team – Worship Leader (Guitarist)

- An individual with the abilities to play the guitar (or another appropriate instrument) and to lead children in the worship of the Lord
- Is responsible on a weekly basis for selecting from between 2-4 songs (as appropriate for age of children) for each of the following six (6) classes: Mighty Ducks, Bullfrogs and Butterflies, Zippy Zebras, Busy Bees, Bouncing Bears, Tiny Turtles
- Works with the Vocalist to lead the children in these classes in worship songs, prayer, and some dialogue, where appropriate
- Must be flexible and sensitive to the Teacher's needs and understand his role as a support person to the Teacher
- Also, must have a heart to train little hearts and minds in the discipline of worship for the glory of God



CORNERSTONE CHURCH OF KNOXVILLE GENERAL INFORMATION – VOCALIST / SUPPORT

Job Description – Worship Team – Vocalist (Support)

- An individual who acts as a vocalist / assistant to the Worship Leader and helps lead the children of the six (6) classes mentioned above in song and worship of God
- Also attempts to fully engage the children through the use of hand signals and body movements to help “interpret” or “act out” the songs (this is very helpful with younger children to help keep them engaged and attentive)



CORNERSTONE CHURCH OF KNOXVILLE

Security Personnel Coordinator Responsibilities

Weekly

- Make service call reminders to team members on schedule
- Confirm arrival of scheduled team members
- Draft replacements as necessary.
- Spot check performance of security team – for example chairs down / up, parking lot door locked, etc.
- Express encouragement / appreciation for serving
- Periodically remind of the vision/purpose for serving

Monthly

- Check contents of first-aid kits in Check-In room and Classrooms monthly for needed supplies as well as supply of Accident Forms. During Scheduling Cycles (every 4 months)
- Communicate with Administrative Team (Scheduler) regarding changes in team member status / potential new team members. Resolve any scheduling issues
- Train new security team members – conduct training / fire & weather drills for all members periodically or as needed
- Periodically check contents of first-aid kits for needed supplies
- Email / update security team members with any procedural changes or “need to know” information



CORNERSTONE CHURCH OF KNOXVILLE

CM CLASSROOM CHECK-OUT GUIDELINES

The following provides guidelines for teachers or assistants who are involved with releasing children to parents during checkout. While these are intended to be guidelines, no teacher or assistant should release a child to a person without being comfortable that the child “belongs” to that individual. **If there are any questions, then the teacher/assistant should ask for assistance from the Security/Check-in Team, any member of the children’s ministry leadership, or any member of the pastoral staff.**

Check-out Guidelines:

- **Check Key Tags FIRST** - Each person should be asked to present their children’s ministry key tag and that key tag number should be checked against the classroom roster and the name sticker on the child to match the family number. If there is a positive match, then the child may be released.
- **After the Request for the Key Tag** - If the person does not have a key tag after being asked for it, then consider the following:
 - If the teacher/assistant clearly recognizes and knows the person (as a CCK member or otherwise) and can sufficiently verify the connection with the child, then the child may be released.
 - If the teacher/assistant does not recognize the person (after consulting with the other servants in the class as well), consider the following:
 - Ask the person to present a photo-ID (i.e., driver’s license) and match the name with the classroom roster and name sticker on the child. If the person’s name matches the child’s name on the roster, then the child may be released (assuming the child appears to recognize the person).
 - Ask the person to find a church member (presumably a member that the teacher recognized as such) to verify their identity. Before accepting the acknowledgement from the member, explain to the member that their positive identification will result in a child being released to the person in question. If the church member understands and makes the identification, then the child may be released (assuming the child appears to recognize the person).

Additional thoughts:

- During check-in, make a concerted effort to have the same person (i.e., the teacher) responsible for both check-in and check-out for that Sunday (or event).
- During check-in, make an effort to introduce yourself to each person who brings a child to the classroom. Ask if they are members (for how long?), guests (who visiting with?), etc.
- During check-out, ask the person to provide the name of the child, as opposed to just pointing out a child, and then confirm the child’s name with the child’s name tag. For example, as you are providing the sign-out sheet, you could ask the person, “What is your child’s name?”
- Use common sense. If a child does not go to the person picking them up, or if there are other things that make you uncomfortable, then ask for help.

Special situations:

Authorization Sheets - Parents should have provided an authorization sheet that lists the people who are authorized to pick their children up from class when the parents are unavailable. For a person, other than a parent to pick up a child, the person MUST (1) be listed on the child's authorization sheet AND (2) have that family's key tag (not just their own key tag).

- The pastoral staff reserves the right to limit an individual's access to children's ministry, including the ability to pick up a child should circumstance necessitate. If appropriate, the classroom staff may be provided with additional instructions in the event of such a situation.



CORNERSTONE CHURCH OF KNOXVILLE

CM BATHROOM OVERSIGHT GUIDELINES

General Policy

We are, at all times, interested in the safety of the children participating in Children's Ministry as well as protecting the volunteer workers.

Children's workers are not to provide assistance to children in performing bathroom functions (unzipping / unbuttoning clothing / wiping / etc). If the child is unable to perform these functions unassisted, then parents must be called via the number alert system. Bathroom supervision should be limited to reminders to washing hands and maintaining order.

It is imperative that Younger Children (0-5) using the bathroom during Children's Ministry hours be overseen by two workers as described below. The female member of the Check-In staff is available to assist in supervision.

Younger Children (0-5) Girls: Two females providing supervision – one in the restroom, the second observing from the open doorway. Boys: Two, workers - *at least one female* – providing supervision, one in the restroom, the second observing from the open doorway. This may require coordination in the event a class has a female teacher and no female assistants, in which case there will not be sufficient females for the girls and boys to take the restroom break simultaneously. The teacher of the class should anticipate this need and make arrangements to utilize a female worker from of the other classrooms with a number of female assistants.

Older Children (6-12) This group attends worship with parents and is then dismissed during the second hour to attend Children's Ministry. There are no organized bathroom breaks. If a child requires a bathroom break, then the teacher will notify the Check-In staff and dismiss them from the class and allow them to visit the restroom on their own. Girls and boys will be allowed entrance to the Younger Children's Wing to use the restrooms there. **No assistance or direct supervision is provided.** The assistant should notify the Check-In staff and SPs via the walkie-talkies that a child has been released to the restroom not for their assistance but in order that they might be alert and observe their timely return to the classroom. The assistant should then notify the Check-In staff that the child has returned to the room.

Special Situations If a child requires assistance in the restroom due to illness, you must ask a second worker (preferably at least one female) to enter the restroom with you. **PARENTS SHOULD BE NOTIFIED ASAP TO ASSUME RESPONSIBILITY FOR THE SITUATION.**



CORNERSTONE CHURCH OF KNOXVILLE

CM CHILDREN'S WING ADMISSION POLICY

The following provides guidelines for Security Personnel or Check-In staff responsible for admitting individuals to the Younger Children's Ministry wing ("YCW") during and immediately after the Sunday morning services. While these are intended to be guidelines, if something makes you uncomfortable, then **ask for assistance from the Security/Check-in Team Lead, any member of the children's ministry leadership, or any member of the pastoral staff.**

Admission Guidelines:

- Each person (or couple if clearly together) should be asked to present their children's ministry key tag.
- If the person does not have a key tag, then consider the following:
 - If the Security Personnel or Check-In Staff clearly recognizes and knows the person (as a CCK member or otherwise) and can sufficiently verify a legitimate need to enter the YCW, then the individual may be admitted.
 - If Security Personnel or Check-In Staff do not recognize the person (after consulting with the other ministry team members in the area who might recognize them), consider the following options:
 - Ask the person to present a photo-ID (i.e., driver's license) and match the name with the church membership/regular attendee roster and new guest registration list in the Check-In office. If the person's name matches the list, then the individual may be admitted.
 - Ask the person to find a church member whom the Security Personnel or Check-In Staff recognize, to verify their identity and legitimate need to enter the YCW.
 - Escort the individual into the YCW and to the classroom and confirm with the classroom teacher their identity.

The pastoral staff reserves the right to limit an individual's access to children's ministry, including the ability to pick up a child should circumstance necessitate. If appropriate, the Security/Check-In staff may be provided with additional instructions in the event of such a situation.



CORNERSTONE CHURCH OF KNOXVILLE AREA LIMITATIONS

During times of operation, the Children's Ministry ("CM") areas are off-limits to individuals without a legitimate need for access.

Primarily, CM operates on Sunday mornings during the regular meetings of the church.

The CM areas consist of the younger children's wing, the older children's wing, and any other area where children may be kept for the purpose of CM (e.g., outside on church grounds, off-site areas at other locations if child care is provided, etc.).

Parents and others with a legitimate need to enter the CM areas should advise those serving at the Check-in window, and may be escorted by the Security team as appropriate.

Proper identification, which may include a CM key tag and photo identification, will be required prior to gaining access to the CM areas (except where exceptional circumstances exist).

The Pastoral team or the CM leadership team may, at their discretion, limit or revoke a member's or guest's access to the CM areas at any time, including revocation of that individual's CM key tag.