



MINISTRYSAFE

GRACE CHAPEL
CHILDREN'S MINISTRIES

POLICIES AND
PROCEDURES
MANUAL

Dear Children's Volunteer,

Welcome to Grace Chapel!

At Grace Chapel, we take our responsibility to care for children very seriously. These guidelines are intended to facilitate a safe and nurturing environment in which children can grow in relationship with Jesus Christ.

The pages of this handbook provide a general overview of procedures and guidelines for our Church volunteers and staff members. Our policies are intended to create a safe environment for children, protecting children, you, and the mission of Grace Chapel. The following procedures have been adopted and will be strictly enforced.

After you have carefully read this policy manual, please sign and return the agreement form located on the last page.

Sincerely,

Grace Chapel
Children's Ministry Director

Grace Chapel Policies & Procedures for Children's Ministries

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Overview of the Grace Chapel Safety System

Because we love children and desire to protect them, Grace Chapel requires all staff members and volunteers working with children or students (and other vulnerable populations) to complete **4 SAFETY STEPS** before ministry work or volunteer placements begin.

STEP ONE: Sexual Abuse Awareness Training

Grace Chapel policies and procedures require that staff members and volunteers avoid abusive behavior of any kind. Staff members and volunteers are required to report any policy violations to a Team Leader or a member of the Grace Chapel Safety Committee. Staff members and volunteers should have a basic understanding of the characteristics of sexual abusers and their behaviors in 'grooming' a child for sexual abuse. Grooming is the process used by an abuser to select a child, win the child's trust (and the trust of the child's parent or 'gatekeeper'), manipulate the child into sexual activity and keep the child from disclosing the abuse.

To equip Grace Chapel staff members and volunteers with information necessary to recognize abuser characteristics and grooming behavior, Grace Chapel requires all staff members and volunteers to complete MinistrySafe sexual abuse awareness training (live or online at www.MinistrySafe.com). This training will be renewed every two years.

STEP TWO: Screening Process

Staff members and volunteers are required to complete the Grace Chapel Screening Process, which requires a staff member or volunteer to:

- complete an Employment Application (employees only)
- complete the Ministry Application (employees and volunteers)
- complete a face-to-face interview (employees and volunteers)
- provide references to be checked (employees and volunteers)
- *a volunteer must attend Grace Chapel for six months before being eligible to serve in positions providing access to children, students or vulnerable populations.

STEP THREE: Policies & Procedures

Staff members and volunteers are required to review the policies contained in this manual and sign the last page indicating that he or she has read and understood the material, and agrees to comply with policy requirements.

STEP FOUR: Criminal Background Check

Grace Chapel requires that all staff members and volunteers working or volunteering in children's or student activities or programming undergo a criminal background check and the PA Abuse Clearance Check (green form).

Child Safety Policy

ABUSE TOLERANCE

Grace Chapel has a **zero tolerance for abuse** in ministry programs and ministry activities. It is the responsibility of every staff and volunteer at Grace Chapel to act in the best interest of all children in every program.

In the event that staff or volunteers observe any inappropriate behaviors (i.e. policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse (physical, emotional, or sexual) it is their responsibility to immediately report their observations to the Children's Ministry Director or the Senior Pastor.

REPORTING SUSPICIOUS OR INAPPROPRIATE BEHAVIORS

Grace Chapel is committed to providing a safe, secure environment for children and their families. To this end, any report of inappropriate behaviors or suspicions of abuse will be taken seriously and will be reported, in accordance with this policy and state law, to the Grace Chapel Safety Committee Chair and the Police Department, Child Protective Services, or other appropriate agency.

An element of the safe environment referenced above includes the fostering of a culture of reporting relevant information to a supervisor or a member of the Grace Chapel Safety Committee. Because sexual abusers 'groom' children for abuse, it is possible a staff member or volunteer may witness behavior intended to 'groom' a child for sexual abuse. Staff members and volunteers are asked to report 'grooming' behavior, any policy violations, or any suspicious behaviors to a Team Leader or a member of the Grace Chapel Safety Committee.

ENFORCEMENT OF POLICIES

Grace Chapel staff members and volunteers who supervise other staff members or volunteers are charged with the diligent enforcement of all Grace Chapel policies. Violations of these policies are grounds for immediate dismissal, disciplinary action, or reassignment from Children's Ministry's positions for both volunteers and staff members. Final decisions related to policy violations will be the responsibility of the Senior Pastor and the Board of Elders.

Reporting Abuse or Suspicions of Abuse

REPORTING VIOLATION OF POLICY

In order to maintain a safe environment for our children, Grace Chapel staff members and volunteers must be aware of their individual responsibility to report any questionable circumstance, observation, act, omission, or situation that is a violation of these policies. All questions or concerns related to inappropriate, suspicious, or suspected grooming behavior should be directed to a Team Leader in the ministry area, the Children's Ministry Director, or the Senior Pastor.

CONSEQUENCES OF VIOLATION

Any person accused of committing a prohibited act or any act considered by the church to be harmful to a child will be immediately suspended from participation in Children's Ministries. This suspension will continue during any investigation by law enforcement or Child Protective agencies.

Any person found to have committed a prohibited act should be prohibited from future participation as a staff member or volunteer in all activities and programming that involves children, students or vulnerable populations at Grace Chapel. If the person is a staff member or employee, such conduct may also result in termination of employment from Grace Chapel.

Failure to report a prohibited act to the designated person is a violation of this policy and grounds for termination of employment of a staff member or employee. Volunteers who fail to report a prohibited act may be restricted from participation in any activities involving children, students or vulnerable populations at Grace Chapel.

REPORTING SUSPICIONS OF ABUSE TO LAW ENFORCEMENT AGENCIES

Staff members and volunteers at Grace Chapel are required to report suspicions of child abuse or neglect, or any inappropriate behavior of a colleague or co-worker, to the Team Leader of the area, the Children's Ministry Director, or the Senior Pastor.

Pennsylvania law requires that any person having cause to believe a child's physical or mental health or welfare has been or may be adversely affected by abuse or neglect must make a report to the appropriate law enforcement agency. A staff member or volunteer *may* report to a Team Leader, the Children's Ministry Director or the Senior Pastor and allow supervisory personnel to make the appropriate report to law enforcement agencies.

Staff members and volunteers are required to verbally report an incident to the Team Leader as soon as possible after the incident. After receiving a report from a staff member or volunteer in Children's Ministries, the Children's Ministry Director or Senior Pastor will speak with the person or volunteer to whom the child spoke in order to get detailed information about the entire conversation. The Senior Pastor will be notified as soon as reasonably possible.

If appropriate, the Children's Ministry Director or the Senior Pastor will inform the Pennsylvania Child Line & Abuse Registry Intake Unit (1-800-932-0313).

RESPONSE TO REPORT OF ABUSE

The Grace Chapel Safety Committee will take appropriate action on behalf of the church when a report of abuse occurs.

Grace Chapel Safety Committee

SAFETY COMMITTEE

Recognizing the importance of providing and maintaining a safe environment for children, Grace Chapel will appoint and maintain a Safety Committee.

MISSION STATEMENT

The purpose of the Safety Committee is to enable Grace Chapel Children's Ministries to carry out appropriate ministry activities while safeguarding program participants against emotional, physical or sexual abuse.

COMPOSITION

The Safety Committee will be comprised of the following members:

1. the Senior Pastor
2. the Children's Ministry Director
3. the Student Ministries Pastor

RESPONSIBILITIES

The Safety Committee will be charged with the following duties:

1. Applying existing Grace Chapel policies and procedures related to children's safety and risk management issues.
2. Monitoring all Children's Ministries programs for ongoing compliance with safety policies.
3. Making recommendations to the Grace Chapel Board of Elders regarding safety issues.

Children's Ministries Staff Monitoring Plan

Monitoring of staff and volunteers will include regular (announced and unannounced) visits in each program to provide supervisors the opportunity to observe staff members and volunteer interactions with children.

1. **The Children's Ministry Director** conducts periodic verbal performance evaluations that include items that address participation in risk management training and adherence to risk management procedures.
2. **The Senior Pastor** designates an unscheduled observation by a lay leader of a Children's Ministry program at least once each quarter.
3. **The Senior Pastor** meets with the Children's Ministry Director regularly to discuss Children's Ministry.
4. **The Elder Board** meets with the Children's Ministry Director once each year to discuss Children's Ministry, including safety training and procedures.
5. **The Children's Ministry Director** conducts an unscheduled observation of programs.

BUILDING SAFETY

The Children's Ministry Director will be responsible for ensuring that the Children's Ministry Wing is monitored during Sunday classes or programming. This will include unobserved monitoring of staff members, volunteers and children in children's classrooms.

No child will ever be left unattended in the Children's Ministry Wing or on the children's playground during children's ministry programming or classes. Children's Ministries staff members or volunteers are prohibited from being alone with an individual child in any room or building. In the event a staff member or volunteer finds himself/herself alone with a single child, that staff member or volunteer will take the child to a room or building occupied by others, or to a location easily observed by others. (Example: if a child is the last in a class to be picked up by a parent, move to an adjoining room where other staff members or volunteers are present.)

After every programming event, Children's Ministries staff members and volunteers must ensure every room and restroom is checked prior to leaving.

WORKER TO CHILD RATIOS

Grace Chapel is committed to providing adequate supervision in all Children's Ministries programs. Accordingly, the following worker to child ratios will be observed:

Program	Workers	Children
Nursery	2	8
Preschool, 2 and 3 years old	2	12
Preschool, 4 and 5 years old	2	18
Elementary	2	20

If a worker is 'out of ratio' it is his or her responsibility to immediately notify the program supervisor or the Children's Ministry Director. Supervisors will make diligent efforts to find substitute workers to immediately bring worker to children ratios into compliance with Church policy.

DISCIPLINE

It is Grace Chapel's policy that staff members and volunteers are prohibited from using physical discipline in any manner for behavioral management of children. **No form of physical discipline is acceptable.** This prohibition includes spanking, slapping, pinching, hitting, or any other physical force as retaliation or correction for inappropriate behaviors by children. Children are to be disciplined using time-outs and other non-physical methods of behavior management. In employing this procedure, staff members and volunteers should observe the following guidelines:

Preschool Age Procedures

- 1) Verbally redirect the child before physically intervening. With younger children some physical redirection may be necessary (for example, removing a toy from the hands of a child that is hitting another).
- 2) If the behavior does not cease, remove or direct the child away from the group to a corner of the room where the group is meeting (avoid being alone with the child).
- 3) Provide the child with a simple, understandable reason for the time-out, and provide the child with clear explanation of your expectations. ("Jamie, you didn't stop hitting Chris when I asked you to, so you need to sit quietly in the blue chair for three minutes.") In addition, be verbally reassuring, as being removed from the group will likely upset the child. Do not physically hold the child in time-out.
- 4) Provide the child with a chair to sit in or a "spot" to sit on (using a pillow, blanket, carpet square, etc.) until their time-out is complete.
- 5) Follow the rule of thumb that a time-out is ineffective if it lasts longer than one minute for every year of the child's life (3 years old, 3 minutes).
- 6) Monitor the child through the enter time-out without giving your undivided attention. For longer time-outs give intermittent praise to reassure the child and keep them on task. ("Jamie, you're doing a great job of sitting quietly – just 2 more minutes.")
- 7) Praise the child once he or she has completed the time-out and tell them that their reward is being able to rejoin the group. Remind them that repeating their initial behavior will result in further time-out. Follow this with praise.

Uncontrollable or unusual behavior should be reported immediately to parents and the Children's Ministry Director.

Elementary Age Rules and Expectations

Purpose: It is our desire to create a classroom environment where children are safe, loved and can learn. Chaos and confusion are not conducive to learning. While we recognize that there are many ways of conducting a program or event, this document is designed to bring a measure of unity to the basic expectations for the classroom as well as unifying the consequences for poor behavior.

Rules and Expectations are to be posted in all elementary rooms and reviewed with students. Verbal recognition of students “caught” doing the right things encourages all to obey. Remind your students that obedience to leaders is pleasing to their Heavenly Father.

Teachers: Know your students and be aware of problems that may impact their behavior. (Examples: illness in the family, separation or divorce proceedings, another child in the family with troubles, death of a close relative, move of a friend, a learning difficulty or physical difficulty).

Each child is a unique creation of God with gifts and limitations. Our ministry is to lead, teach, encourage and love them, that they might develop into young men and women who know and love God and desire to follow God with their whole heart.

Classroom Conduct:

1. Teachers and team members are in charge for the duration of the program or event.
2. Students stay for the duration of the class or event, unless a parent has made other arrangements with the team leaders.
3. Students are to use the Rest Rooms before class or during game time.
4. Students are to keep their hands and feet to themselves. Rough play, or wrestling is not permitted.
5. Students are to be respectful of the one speaking, teacher or other student by listening and not talking.

Consequences:

Teachers will use the following steps beginning at step #1 each week, unless the student has been unable to comply on a regular basis and has a parent/teacher plan for the child’s participation.

1. Reminder of the Rule being broken, and the expected behavior.
2. Remove the child from the group and reseat next to a team member.
3. A privilege is lost (such as a game session or classroom privilege).
4. Parent contact is made with the parent and appropriate consequences agreed on. Children’s Ministry Director is informed of the child’s behavior and the situation.

Game Rules:

1. The teachers and team leaders set the rules for each game.
2. Name calling is prohibited.
3. Arguing with the team leaders is prohibited.
4. Good sportsmanship is expected.
5. Full participation is encouraged. Students should come to events (such as Wednesday night) with the correct footwear to participate in the games.

**GRACE CHAPEL CHILDREN'S MINISTRY
RULES AND EXPECTATIONS
POSTED IN ALL ELEMENTARY CLASSROOMS**

Classroom Rules

1. All students will show RESPECT to the leaders.
Obey the leaders directions
Quiet when the leaders are talking
2. All students will RESPECT each other.
Kind words
Kind actions (keep your hands and feet to yourself)
3. All students will stay in the classroom and participate in the activities for the whole program. **Go to the bathroom and water fountain BEFORE class!**

Consequences

1. Verbal Warning
2. Relocation away from the group
3. Lose a privilege
4. Relocated to your parents

Game Rules

1. All students participate.
2. The leader makes the rules.
3. No arguing with the leader.
4. NO pushing, tripping or rough play.

BATHROOM SUPERVISION AND ASSISTANCE GUIDELINE

Nursery children

Because nursery children may require complete assistance with their bathroom activities, all staff members and volunteers will observe the following policies:

Diapering

- 1) Changing of diapers should be done in plain sight of other nursery workers.
- 2) Children will never be left unattended on changing tables.
- 3) Any special instructions given by parents leaving children in nursery will be recorded on the sign in stickers (“Seth Adams has a medicine in the bag for rash.”)
- 4) Children should be re-diapered and re-clothed immediately upon the completion of changing their soiled diaper.
- 5) Children should be changed on changing stations only.

Toilet training

- 1) No child will be forced to toilet train.
- 2) When children are taken into bathrooms the door will be left partially open.
- 3) Young children will never be left unattended in bathrooms.
- 4) Parents should be consulted on each child’s progress in the toilet training process before leaving the child with volunteers or staff members. Any special instructions given by parents leaving children in the nursery will be recorded on the sign in stickers (“Georgia can use the toilet, but she needs to be reminded – ask her if she needs to go.”).
- 5) Children should be assisted in straightening their clothing before returning to the room with other children.
- 6) “Accidents” should be handled by reassuring the child and completing the changing of diapers or underwear and clothing. Extra diapers are available. Parents are responsible for a change of clothing. If they didn’t bring any, parents should be informed.

School age children

School age children may be accompanied to the restroom for supervision and assistance when needed. (However, children should receive the minimum amount of assistance needed based upon their individual capabilities.) Staff members and volunteers should never take a lone child to the restroom.

If a staff member or volunteer must go into the restroom to check on an individual child, he or she should seek out another worker to accompany him/her. If another worker is not available to accompany, he/she should go to the exterior bathroom door, knock, and ask if the child needs assistance. If the child requires assistance, the worker should leave the exterior bathroom door open when entering the bathroom area and try to verbally assist the child in completing his/her activities, while the child remains behind the door of the bathroom stall.

Any assistance with the straightening or fastening of garments should be done in the presence of another staff member or volunteer.

Special needs

Parents will offer instruction to staff members or volunteers to change the diapers of special needs individuals. After the age of 4, parents or legal guardians will change all special needs individuals.

INTOXICANTS

Staff members and volunteers are prohibited from the use, possession, or being under the influence of alcohol or any illegal drugs while in any Grace Chapel facility, while traveling with children, or while working with or supervising children.

MEDICATION

Medication may be given to a child by a staff member or volunteer with a doctor's prescription. The medication must be in the original packaging, including over the counter medication. The only exceptions to this policy are diaper ointment/medication and insect bite cream, after a parent information sheet is signed by a parent or guardian.

NUDITY

Staff members and volunteers in Grace Chapel's Children's Ministries should never be nude in the presence of children in their care. In the event there is a situation that may call for or contemplate the possibility of nudity (i.e. changing clothes during a pool party, weekend or overnight retreat, etc.), staff member/volunteer will submit a plan to the Children's Ministry Director concerning arrangements for showering or changing clothes.

ONE-TO-ONE INTERACTIONS WITH CHILDREN

Staff members and volunteers should never conduct one-to-one, unobserved meetings or interaction with children while participating in Grace Chapel Children's Ministry program. Another adult who has completed the Grace Chapel application and screening process should always be present.

TRANSPORTATION

Staff members and volunteers may from time to time be in a position to provide transportation for children. The following guidelines should be strictly observed when workers are involved in the transportation of children:

1. Children should be transported directly to their destination. Unauthorized stops to a non-public place should be avoided. Staff members and volunteers should avoid transportation circumstances that leave only one child in transport.
2. Staff members and volunteers should avoid physical contact with children while in vehicles.
3. No cell phones may be utilized by the driver while driving Grace Chapel vans, or vehicles owned or rented by Grace Chapel, unless in an emergency.

4. No drivers under age 25 may drive Grace Chapel owned or rented vehicles.

PARENTAL CONTACT

Parents who leave a child in the care of Grace Chapel staff members and volunteers during church services or activities will be contacted if their child becomes ill, injured, or has a severe disciplinary problem while participating in Children's Ministries programs.

PARENTAL INVOLVEMENT

Parents are encouraged to visit any and all services and programs in which their child is involved at Grace Chapel. Parents have an open invitation to observe all programs and activities in which their child is involved. However, parents who desire to participate in or have continuous, ongoing contact with their children's programs at Grace Chapel will be required to complete the Grace Chapel volunteer application and screening process.

PHYSICAL CONTACT

Grace Chapel is committed to protecting children in its care. To this end, Grace Chapel has implemented a 'physical contact policy' which promotes a positive, nurturing environment for our Children's Ministries while protecting children. The following guidelines are to be carefully followed by anyone working in Children's Ministries programs:

1. Hugging, pats on the back and other forms of appropriate physical affection between staff members or volunteers and children are important for children's development, and are generally suitable in the church setting.
2. Inappropriate touching and inappropriate displays of affection are forbidden. Any inappropriate physical contact, touching or displays of affection should be immediately reported to a Team Leader, the Children's Ministry Director or the Senior Pastor.
3. Physical contact should be for the benefit of the child, and never be based upon the emotional needs of a staff member or volunteer.
4. Physical contact and affection should be given only in observable places or when in the presence of other children or children's staff members and volunteers. It is much less likely that touch will be inappropriate or misinterpreted when physical contact is open to observation.
5. Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of staff members or volunteers in Children's Ministries must foster trust at all times. Personal conduct must be above reproach.
6. Do not force physical contact, touch or affection on a reluctant child. A child's preference not to be touched must be respected.

7. Children's staff members and volunteers are responsible for protecting children under their supervision from inappropriate or unwanted touch by others.
8. Any inappropriate behavior or suspected abuse by a staff member or volunteer must be reported immediately to a Team Leader, the Children's Ministry Director or the Senior Pastor.

SEXUALLY ORIENTED CONVERSATIONS

Staff members and volunteers are prohibited from engaging in any sexually oriented conversations with children, and are not permitted to discuss any inappropriate or explicit information about their own personal relationships, dating or sexual activities with any child in the program.

SEXUALLY ORIENTED MATERIALS

Staff members and volunteers in Children's Ministries at Grace Chapel are prohibited from possessing any sexually oriented materials (magazines, cards, images, videos, films, etc.) on church property or in the presence of children.

TOBACCO USE

Grace Chapel requires staff members and volunteers to abstain from the use or possession of tobacco products in church facilities, while in the presence of children or their parents, or during Grace Chapel activities or programs. Grace Chapel is a tobacco-free facility.

VERBAL INTERACTIONS

Verbal interactions between staff members or volunteers and children should be positive and uplifting. Grace Chapel staff members and volunteers should strive to keep verbal interactions encouraging, constructive, and mindful of their mission of aiding parents in the spiritual growth and development of children.

To this end, staff members and volunteers should not talk to children in a way that is or could be construed by any reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, staff members and volunteers are expected to refrain from swearing in the presence of children.

RELEASE OF CHILDREN

At any time that a child has been entrusted to Grace Chapel staff members or volunteers, the Church incurs responsibility for the safety and well-being of the child. Staff members and volunteers must act to ensure the appropriate supervision and safety of children in their charge.

Children's Ministries staff members or volunteers are responsible for releasing children in their care only to parents, legal guardians, or other persons designated by parents or legal guardians at the close of services or activities.

It is presumed a person who drops off a child or student has authority to pick up the child.

In the event that staff members or volunteers are uncertain of the propriety of releasing a child, they should immediately locate or contact their Team Leader or the Children's Ministry Director before releasing the child.

SUPERVISION

Staff members and volunteers in Children's Ministries are expected to provide adequate supervision for children in their care while working in church programs.

Policies and Procedures
Statement of Acknowledgement and Agreement

I have received and read a copy of Grace Chapel's Children's Ministries Policies and Procedures and understand the importance of the material in the manual. I agree to abide by these guidelines while serving or working at Grace Chapel.

I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by Grace Chapel.

I have reviewed the duties listed in my ministry position description, and I agree to fulfill these duties. I understand I may choose to end my employment or voluntary service at Grace Chapel at any time (If possible, I will provide two weeks' notice to my supervisor).

I acknowledge and understand that the materials and guidelines contained in this handbook in no way express or imply a contractual employment relationship between me and Grace Chapel. If applying as a volunteer, I acknowledge and agree that I will receive no monetary compensation for hours worked.

I understand it is my responsibility to review new guidelines which may be created and distributed.

I acknowledge receipt of Grace Chapel policies and procedures manual.

Staff Member or Volunteer's name (please print)

Staff Member or Volunteer's signature

Date: _____