

Purpose

Our desire is to provide a loving and safe environment for children in Noah's Landing while laying a positive spiritual foundation that in God's timing will lead them into a relationship with Christ.

We want all of our Noah's Landing kids to know that:

God made them

God loves them

Jesus wants to be their friend forever

Plan

S.T.E.P.S. to ensure a God-honoring ministry:

Share- We want share the Word of God in a way a child will understand. We provide age appropriate curriculum that includes a Bible story, a Bible verse, music, hands-on activities, and prayer.

Teach- We want to partner with parents to teach children about God- grabbing their attention so that He can grab their hearts.

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Environment- We want to provide a safe, clean environment with appropriately sized classrooms. We would like to adhere to the following teacher/child ratios in order to enhance the quality of our teaching and provide for the safety and comfort of the children in our care.

Nursery 1/3

Toddlers & 2 year olds 1/4

3 year olds & Preschool 1/5

Praise- We want to lead children in praise & worship time to show them what worship is and how it should be a part of every day life. Let's praise the Lord together!!

Serve- We want to serve and minister to each child's needs in the way Jesus taught us through His example. We strive to provide an orderly, scheduled, consistent Sunday morning with an atmosphere of unconditional love and acceptance.

Pact Volunteer Team Values

We will carry out our ministry to the children with these core values:

Passion- We serve with excellence because we have been called by God to minister to children and God deserves our very best! *Whatever you do, work at it with all your heart, as working for God, not for men.* Colossians 3:23

Attitude- We serve with the heart of a servant. *Have this attitude in yourselves, which was also in Christ Jesus, who, although He existed in the form of God, did not regard equality with God a thing to be grasped, but emptied Himself, taking the form of a bond-servant, and being made in the likeness of men.* Philippians 2:5-7

Character- We serve honorably and with the highest standard of character. *God bought you with a high price. So you must honor God with your body.* 1 Corinthians 6:20

Teamwork- We serve with each other because God makes us complete as a team. *Two are better than one, because they have a good return for their work; if one falls down, his friend can help him up. But pity the man who falls and has no one to help him up.* Ecclesiastes 4:9-10

Positions

Every volunteer has an important role in making Noah's Landing a success. We work together as a team to accomplish the goal of making sure that our Noah's Landing kids know that:

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Expectations- In order to work together there must be clear expectations for each team member.

- ❖ Complete the volunteer screening process (fill out **Volunteer Ministry Application** form, including references and authorization for **Criminal Background Check**).
- ❖ Be familiar with and follow the **Noah's Landing Policies and Procedures** (refer to handbook and signs in classrooms)
- ❖ Be familiar with the responsibilities of role in which you serve.
- ❖ Arrive early and be prepared
- ❖ Wear a visible nametag when working in Noah's Landing
- ❖ Attend periodic training sessions and teacher meetings throughout the year.
- ❖ **Two's the rule**- there must be at least two volunteers in a classroom before accepting any children in the room- no one may be alone in a classroom with a child.
- ❖ Don't change a diaper or take a child to the bathroom alone.
- ❖ Use the proper **security system**.
- ❖ Greet children by name and make them feel that you are excited that they are there.
- ❖ Introduce yourself to parents and children that are visiting
- ❖ Follow the clean up procedures and checklists on signs in classroom.
- ❖ Make sure to be familiar with the information on the bulletin board in the classroom.

Most importantly we are here to minister to the children and to love them the way Jesus would, get down at their level, have fun and show them that you care!

Prevention

Sick Child Policy

- ❖ Workers cannot accept children who have had any of the following symptoms within the past 24 hours: **fever 100 degrees or above/ diarrhea/ vomiting/ unexplained rashes/ discharge from the eyes/ greenish discharge from the nose/ excessive coughing.** This policy is posted in the nursery and toddler rooms as well as the Noah's Landing brochure and on TCC's website (www.tcc.org).
- ❖ If a child is being treated with antibiotics, they should be on the medication at least 24 hours prior to coming to your child's classroom. Neither class teachers nor assistants are permitted to give any medications to a child including ointments. The only exception is when failure to medicate is life threatening, such as allergic reactions.
- ❖ Due to the serious nature of food allergies we do not serve snacks with peanuts, peanut butter, or peanut oil in them. Please ask parents if the child has any food allergies and if they carry an "EpiPen" with them. Child's name will be marked in red if there is a food allergy and the food type will be noted.
- ❖ If a child becomes sick during class time the class leader will page the parent, inform them of the child's symptoms and ask them to take the child out of the classroom.

Biting

Due to the seriousness of biting these are the steps we follow when an incident occurs:

- ❖ Child that was bitten- if the skin was not broken we comfort the child and inform the parent when they pick their child up after service. If the child will not calm down we will notify the parent immediately. If the skin is broken, we notify the parent immediately.
- ❖ Child who did the biting- tell the child in a loving but firm way that biting is not acceptable. Notify the parents. The parents can remove the child from the room or stay with the child in the classroom until the end of service. If the behavior reoccurs, the Noah's Landing director and parents will meet to develop a plan of action to help the child learn not to bite.

HIV/AIDS

Children who are HIV positive or have AIDS may participate in TCC's children's programs as long as there is no real threat to the safety of others. There may be occasions when we ask the parent to temporarily keep their child at home or remain with their child in the classroom, such as, a child with the tendency toward biting or one with open sores or wounds.

Sanitation

All of our workers are to be trained in proper health and hygiene guidelines when caring for the children in the Noah's Landing program.

- ❖ Wear disposable gloves any time you will contact bodily fluids, clean a cut or bloody nose or change diapers. Change your gloves after each use.
- ❖ Wash your hands thoroughly after changing a diaper, after accompanying a child to the bathroom, after assisting a child to wipe his/her nose, after contacting blood, after toileting, after blowing your own nose, after outdoor play and before preparing and eating food. Make sure that children wash their hands in these situations as well.
- ❖ Cover any cuts or abrasions with gauze or bandages
- ❖ Promptly clean any surfaces contaminated with any bodily fluids with a disinfecting cleaner provided in each classroom.
- ❖ Disinfect all surfaces after a child puts his/her mouth on it (crib rails, playpens, highchair, etc.)
- ❖ Do not allow children to share food dishes or utensils mouth to mouth.
- ❖ All toys are to be cleaned and/or sterilized if necessary. Toys are to be sprayed with disinfectant, dried before putting away.
- ❖ Please follow these procedures when changing a diaper (posted in the room): put a fresh changing paper on the changing pad. Wear the disposable gloves provided. Change the diaper and dispose of it along with the changing paper and gloves. Disinfect the changing surface with spray. Wash your hands thoroughly before changing another diaper or doing anything else.

Protection

Accidents & Injuries

- ❖ Usually loving attention, a cool cloth and a Band-aid is all you need to deal with an injury. A first aid kit is located in each room.
- ❖ Please complete an "Accident/Injury Form" anytime a child is injured.
- ❖ Any situation involving broken bones, convulsions, fainting, unconsciousness or other severe bodily injury should be considered serious.
 - Keep calm and keep the child as calm as possible.
 - Do not move the injured child.
 - Page your ministry head and the child's guardian.
 - If necessary dial 911.
- ❖ Please do not bring a **hot beverage** into the nursery or preschool classrooms. This is a precaution to avoid accidental scalding.
- ❖ All nursery, toddler and preschool rooms will have childproof covers on electrical outlets accessible to children.
- ❖ To prevent choking only age-appropriate toys are to be used in the classrooms. Any toy with detachable small parts may not be used in the nursery or toddler rooms. A high standard of toys is to be maintained. Any toy that is broken, torn, rusty, or dirty beyond cleaning is to be thrown out.

Fire escape procedure

- ❖ In case of fire or danger of fire, our first responsibility is to evacuate the children to a designated safe area (posted on bulletin board in each room). Never stop to fight the fire. Always assume the alarm is real.
- ❖ Calmly lead your students outside using the outside door in your classroom. Keep your class together and lead them to the parking lot behind the church.
- ❖ A Ministry Leader will inform you when it is safe to return to your classroom.
- ❖ Parents will meet you outside. Please follow the safety procedure when releasing children to their parents.

Security

Our security policies are in place to protect every child in our care. These policies must be followed by every volunteer who serves in Noah's Landing.

- ❖ Only authorized, scheduled personnel may enter a children's classroom when children are present.
- ❖ **Two's the rule**- there must be at least two volunteers in a classroom before accepting any children in the room- no one may be alone in a classroom with a child.
- ❖ Don't change a diaper or take a child to the bathroom alone.
- ❖ Parents and guests who wish to tour the facility or visit a classroom must check in at the welcome desk and be escorted through Noah's landing by a staff member.
- ❖ Pay attention to what is happening in your area. Report any suspicious activity to a director or ministry leader. Because of the growing size of our congregation, we depend on you to help make our ministry safe for children.
- ❖ The protection of the children in Noah's Landing is very important to us. A security system has been put in place and we need everyone's support and cooperation. Please follow all the check-in and check out procedures. We need your help to make it work.

Noah's Landing Check-in & Check-out

Visitors must fill out a visitor's information card completely at the Noah's Landing Visitor's Welcome desk. Based on the child's birthday they will be assigned a classroom. The child will receive a nametag with a security number on it and the parent will receive a corresponding security tag that they will show when picking up their child after the service.

Enrollment- when a family decides that they are going to attend TCC on a regular basis they must fill out an enrollment card for each child and then the child will be placed on the permanent class list. When they check-in each week they will go to the check-in table that corresponds with the class the child is enrolled in. The child will receive a numbered nametag and the parent will receive the corresponding numbered security tag.

Allergies- Children with food allergies will have nametags that are in red and the allergy noted next to the child's name.

Check-in begins **10 minutes before** the service begins and closes **15 minutes after** the service starts.

Check-out- Parents must line up in a single file. Children will be dismissed one at a time. A security tag with the right corresponding number **must be presented** in order to release a child to their parent/guardian.

Child Abuse

Child abuse is destructive to the victims of the abuse and to adults who are falsely accused. This policy is for the protection of the children and the staff alike. The following policies are designed to protect the staff from accusation, provide accountability and safeguard the children in our ministry.

- ❖ Each volunteer must complete a "Ministry Volunteer Application".
- ❖ Volunteers must wear a nametag while on duty.
- ❖ A ministry director must escort adults desiring a tour.
- ❖ Dual staffing: classroom workers are never alone with a child. If a second teacher or assistant is not present when a child arrives at class, the guardian is asked to remain in the room until additional staff arrives.
- ❖ When a husband and wife team is working in a Noah's Landing classroom it is recommended that a third, unrelated person be present as well.
- ❖ Change diapers in the presence of other workers
- ❖ Allow each child as much privacy as possible but carefully monitor each child while using the restroom. Use the bathrooms adjacent to each classroom. Toddlers & Preschool children may require assistance. Bathroom door should remain open.
- ❖ A female volunteer only must accompany girls to the bathroom. A male or female volunteer may take boys. There must be at least one female volunteer in each class
- ❖ Always exhibit appropriate physical conduct. Avoid actions that could be misunderstood by the child or someone just entering the room.

Discipline policies

- ❖ Never use corporal punishment with a child. Note: this applies even to your own children when in one of our programs. Observers may not know that is your child.
- ❖ Try to prevent problems before they happen.
- ❖ Make your classroom rules and consequences clear to the children.
- ❖ Be consistent and carry through with the consequences when rules are broken.
- ❖ Redirect inappropriate behavior by offering the child an alternative, correct behavior.
- ❖ Acknowledge the child's feelings.
- ❖ Talk through the problem with the child at whatever level of understanding he/she has.
- ❖ If the problem can't be quickly resolved, call your director to help with the situation.
- ❖ If misbehavior continues:
 - Seek the assistance of your director. The student should be taken just outside the doorway for a private conversation. Make it clear that if the behavior continues the parent or church leader will be called.
 - If after returning to the class the misbehavior continues, we will attempt to contact a parent to come and deal with the behavior. It may be appropriate to ask the parent to remain with the child. If the parent can't be located a church leader should be called to work directly with the child.
- ❖ Children have short memories and this process may need to be repeated from week to week. Always give the child a clean slate when they arrive and don't carry a grudge. Work with the child as long as it takes to help them succeed.
- ❖ Ultimately, a child will not be permitted to disrupt a class continually. In time, a child may need to be removed from class. The Noah's Landing Director must be involved in this process and approve this measure.

Procedures- Sunday Morning

- ❖ All classroom volunteers need to be in the classrooms and ready to accept children 15 minutes before the service.
- ❖ Welcome/check-in attendants need to be ready to check-in children 15 minutes before the service.
- ❖ All workers should have nametag and should wear the nametag while on duty.
- ❖ Childcare for Sunday mornings will be used for those who are attending the worship service or teaching in one of the other classes.
- ❖ To avoid congestion, it is requested that only one parent bring a child to the room and that only one parent pick their child up at the door except for the following situations- a child who cannot be settled without the assistance of the parent or a first time visitors who are unfamiliar with the Noah's Landing program.
- ❖ Upon check-in a security tag is placed on the child with a number and the child's name on it, a corresponding security tag with the same number and the date is given to the parent- this security tag is the parents "claim ticket" for the child when they return after service. The child's number is marked on the attendance sheet.
- ❖ Teachers and assistants should greet the children with a genuine smile and warm words, using their name as they arrive at the door.
- ❖ Children should be discouraged from bringing any toys from home. These toys present hygiene problems, are a distraction to other children and difficult to locate among the other toys. An exception can be allowed if a child has severe separation anxiety and the parent feels the need for their child to have some type of "fluffy" comfort toy from home. This should be labeled with the child's name.
- ❖ A child's belongings should be properly labeled. This includes: diaper bag, disposable diapers, wipes, bottles, pacifiers, drinking cups, coats, blankets, change of clothes in case of accident.
- ❖ Parents must provide enough diapers and wipes for their child.
- ❖ Change a messy diaper as soon as you notice it. Check for wet diapers 15 minutes prior to the child being picked up.
- ❖ Paging- if help is needed in the classroom, use the number pad in room 101/102 to page a parent, director or extra help. To send a page enter the number with the keypad and press "Enter". To clear the screen, press, "Delete." If a page is not responded to after one minute, delete the number and put it in again. Repeat until the page is answered. Be sure to press "Delete" after a page has been

answered. To page a parent, enter the child's security number, to page the director press 952. To page extra help for your classroom, enter the corresponding number for your classroom:

Nursery-	100
Toddler-	200
2 year old-	300
3 year old-	400
Preschool-	500

- ❖ Check-out happens at the child's classroom. When checking children out accept only one security tag at a time. Parents should line up single file against the outside of their child's room and only one parent at a time should be at the door to pick up a child. Return a child only to the guardian with the proper security tag. There may be a custody situation between parents that we are unaware of. Therefore, even though you may know the parent, do not return a child without the proper security tag. If a parent has lost the tag or appears to be upset with the policy, refer them to the Noah's Landing director. Never return a child to anyone without a security tag. One of the assistants should monitor the door so that parents don't take their children out of turn and that no child gets out unnoticed. Mark the "Out" box on attendance sheet.
- ❖ After they have gone- follow clean up instructions posted in the classroom.

Classroom Stewardship

- ❖ Each room is stocked with basic supplies. Please put all items neatly away when you are finished using the room.
- ❖ Please remember that other groups use the room each week. We coordinate the decorations, supplies and equipment in the rooms so that each ministry has access to what it needs.
- ❖ We will provide a limited amount of classroom storage for each group that regularly uses a room. Please contact the Children's Ministry department to discuss your storage needs.
- ❖ Do not use any materials that are labeled for use by a particular group.
- ❖ Do not affix anything to the walls -a decorating team coordinates long-term decorating items.
- ❖ After classroom use make sure it is left clean. Store all resources and other materials. Dispose of all waste, unclaimed craft projects, unused take-home papers, etc. Sweep up any crumbs on the floor and wipe off the tables.

Week Day & Special Events Childcare

From time to time, TCC hosts special events such as conferences, meetings, weddings or dinners where childcare is necessary. The ministry coordinating the event must provide their own childcare following these conditions:

- ❖ The facility must be properly reserved
- ❖ An adult must supervise the childcare situation
- ❖ The workers must be on the TCC "Approved Childcare Worker" list
- ❖ Enough workers must be present to maintain the proper adult/child ratio
- ❖ All the policies and procedures written in this handbook must be followed