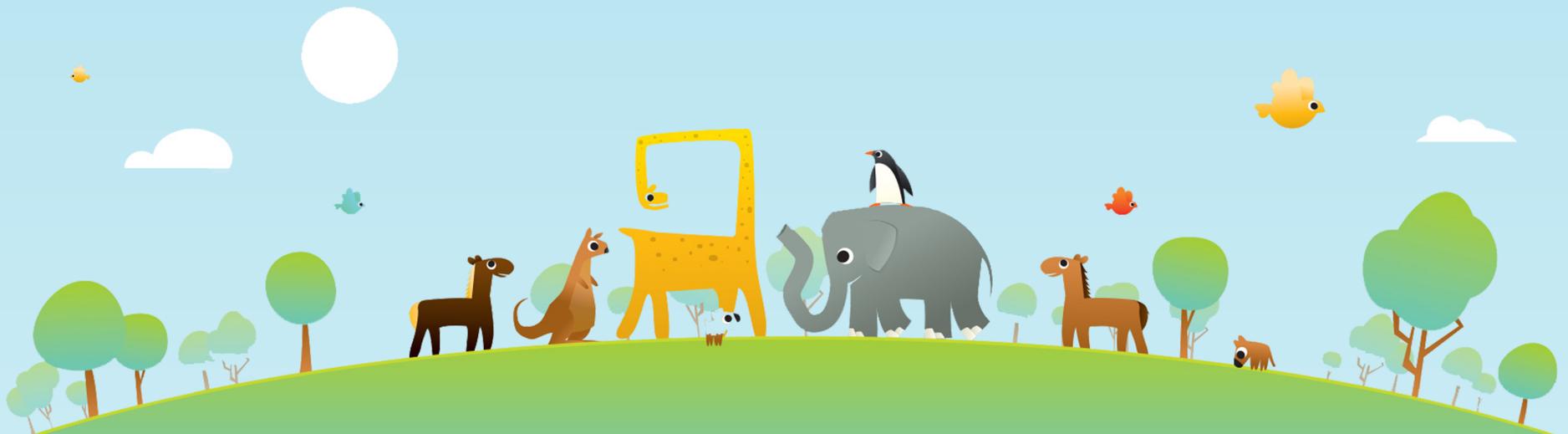


PEERLESS ROAD CHURCH

nursery and preschool ministries

Volunteer Manual



WELCOME

Welcome to the most active and alive ministry at Peerless Road Church! Each week our volunteer ministry staff provides excellent ministry to our children from ages birth to Kindergarten, in a safe and loving environment.

Thank you for your desire and commitment to minister to our children and their parents. Every volunteer is significant to this ministry and your faithfulness is crucial to successfully fulfilling our mission. What a wonderful opportunity you will have to lay a firm foundation of faith in the lives of the babies, toddlers, and preschool children you will minister to on Sundays and Wednesdays.

In a very real sense, you along with their parents, are their first picture of Jesus and His love for our children.

MINISTRY FOUNDATION

- The Bible teaches that children can be born again. (Matthew 19:14)
- Children can trust the Lord. (2 Timothy 1:5)
- Children need constant exposure to God's Word. (Deuteronomy 6)
- Children can grow in the training of the Lord. (Ephesians 6:4)
- Children can receive the blessings of God. (Mark 10:13-16)
- Children can praise the Lord. (Matthew 21:15-16)
- Children can serve the Lord. (2 Kings 5)

NURSERY MINISTRY POLICY AND PROCEDURES

ABUSE

Our staff and volunteers are required by the laws of the state of Tennessee to report all suspicious cases of any form of child abuse or suspected child abuse. Volunteers should immediately report concerns to the Children's Pastor.

AGGRESSIVE BEHAVIOR

The following procedures should be followed for children displaying aggressive behavior, *i.e. hitting, kicking, pushing, biting, throwing objects at someone, etc.*

For 1st and 2nd incidence occurring on the same day:

1. Lovingly but firmly tell the child not to do what he/she is doing.
2. Put the child in time-out.
3. Ask the child to apologize (if able) and encourage him/her to treat others nicely.

For 3rd incidence occurring on the same day:

1. Lovingly but firmly tell the child not to do what he/she is doing.
2. Contact the Registrar who will contact the parent/guardian, discuss the situation and ask that the child be removed for the remainder of the day or that the parent/guardian remain in the room with the child.
3. The child will be allowed to return at a future date unless the behavior is severe or continues over a period of time to be determined by the Preschool Pastor.

ARRIVAL

All volunteers are asked to arrive *at least* 15 minutes prior to their scheduled time. This allows volunteers to establish control of their classroom before children arrive.

BABIES and TODDLER SPECIFIC POLICIES

- Keep diaper bags labeled and off the floor due to risk to infant safety and infection control.
- Babies and infant bottle feedings should be fed according to instructions left by their parent/guardian.
- Extreme care must be taken when “heating” an infant’s bottle. Holding bottle under running warm water or setting bottle in a container of warm water is usually all that is necessary.
- Babies and infants should be held during a bottle feeding. Children should not be permitted to crawl or walk around with their bottle. Never “prop” a bottle for feeding.
- Return an infant’s bottle to his/her diaper bag as soon as feeding is finished.
- Nursery volunteers will be responsible for the necessary feeding of infants. Infants should not be fed by teen helpers.
- Pacifiers are to be labeled with child’s name. If a pacifier falls on the floor or is found in another child’s mouth, it must be wiped with a disinfectant wipe and then rinsed well with cold water before returning to the infant.

CHILDREN WITH DISABILITIES

All children are welcome to our ministries, including those with physical and/or mental disabilities. The communication of the degree and nature in which a child is disabled will determine the success of their being ministered to in a regular class situation. The more severely they are handicapped, the more individual attention they will need.

If a guardian of a disabled child would like to attend our ministries to assist with their child, he or she is welcomed. However, as a ministry to these parents, we can provide a monitor (pre-screened and pre-approved) to assist the child. Arrangements for this can be made by preplanning the schedule with the Preschool Pastors.

COOPERATIVE MINISTRY POLICY

The PRC Children’s Ministry is a cooperative ministry and volunteer participation by parents is expected. Presently, parents are asked to commit to an area of service at least one every four weeks.

CURRICULUM

Our ministry provides curriculum for all classes, including nursery toddlers, and preschool ministry groups. Each class’ activities vary according to the student’s attention span and abilities. Teachers and volunteers are expected to present some Bible lesson and/or truth to the children they serve during their ministry session.

DIAPER CHECK

While our staff should remain aware of the status of each child's diaper, we require each child's diaper be checked by staff members before the end of their assigned time of service. This insures that all children have been checked. When a diaper has been changed, a diaper label should be affixed to the child's diaper bag. As a reminder, our male volunteers are not allowed to change diapers under any circumstance.

DISCIPLINE

We want each child to enjoy their experience, whether it be during a special event, in a classroom setting, or in a worship service. From time to time it may be necessary to discipline a child for inappropriate behavior. As the individual entrusted with the children, it is your responsibility to maintain order of your classroom and safety of all children at all times.

All discipline needs to be done quietly so that attention is not taken away from the service and negative attention is not drawn to a child. Do not embarrass or bring shame on a child. Be discrete.

Under no circumstances should a child be spanked or shaken while in our care. Any staff member using unnecessary or excessive disciplinary measures as deemed so by the Preschool Pastors will not be allowed to continue serving in our ministry to children. Additionally, under no circumstance are workers allowed to be alone with any child. There must be two workers present when a child is in our ministry.

Suggested procedures for disobedient or uncooperative children will be as follows:

- **LOOK.** Make eye contact with the child, put your finger over your mouth to signal quiet, smile and look away.
- **TOUCH.** Put your hand on the child's shoulder. Touch the hand of the child. Put your arm around the child. Many times a touch can be reassuring and can return the child to the proper behavior.
- **MOVE.** First, move yourself to the most disruptive child. Second, move the child to another seat close to you or simply separate the children that are bothering each other.
- **FINALLY,** if the bad behavior continues, the child should be escorted to the back of the room and further discipline will be administered at the close of the service by the Children's Pastor.

FIRE

In the event of a fire or the sounding of the fire alarm, children should be evacuated immediately by exiting immediately from the nearest door. Teachers should maintain order with their children and remain together as a group. As a group, the teacher should lead their class across the parking lot to one of the grassy locations around the perimeter of the building. Once situated, the teacher should take role and make sure that all of the children in their care are accounted for. The Preschool Pastor, or an usher, will come to each group to take account of their safe evacuation of the building.

HEALTH and PERSONAL ILLNESS

For the protection of the children we serve, volunteers and children with a fever, rash, or other signs of illness will not be allowed to attend any classes or groups. If a child becomes ill during class time, the parent will be contacted immediately. If the parent cannot be located, the child will be isolated from the other children and encouraged to rest until the parent comes. To insure a healthy environment for the children we serve, we make the following commitments...

- We will accept only healthy children. That is: no fever, vomiting, diarrhea, runny nose with cloudy mucous, discharge from the eye or open sores.
- We will wash hands before class and serving snacks and after changing a diaper, wiping a child's nose and treating injuries with anti-bacterial soap.
- We will disinfect diaper-changing area with a germicidal disinfectant after changing a diaper and dispose of soiled diapers in Diaper Genie.
- We will check/change diapers once per hour.
- We will wipe noses as needed with a fresh tissue for each child.
- We will care for open wounds suffered during church activities wearing rubber gloves and fill out a form for all accident that occur.
- We will clean and straighten the nursery during (as needed, to prevent accidents) and after the service, throwing away all garbage.
- We will not allow children to get into cabinets and diaper bags or let them play on window sills, cabinets and equipment meant for infants.

- We will belt babies into swings, diaper changing pad, etc. and will not leave them there unattended.
- We will not take a child out of the nursery or leave one unattended.
- We will provide care in teams of 2 or more especially during diaper changes and restroom trips.

MOBILE DEVICES

To focus our attention on the children we serve, please do not use your mobile devices (cell phones and tablets) during ministry times.

Please do not
make calls, send texts,
or connect with
social media
while serving.

PARENTAL PRESENCE

Parents of infants and toddlers (under the age of 3 1/2) must be on church property while their child is in the care of our ministry. Parents of these children may not drop off their child and leave the church campus, unless prior approval has been received from the Preschool Ministries Pastors or Children's Pastor.

REFRESHMENTS

When providing refreshments to children, teachers must use caution to be aware of allergies or other dietary needs of the children they serve. A data sheet of children with allergies is available from the Preschool Pastor and should be reviewed regularly, especially when refreshments are regularly served in your class or small group.

Solid foods will not be fed to babies in the nursery due to the complications this creates. Snacks and a small beverage will be served to crawlers and toddlers. Parents should let the nursery staff know if their child has any food allergies.

REGISTRATION

Proper registration of each child attending our ministry is essential to insure that children remain safe during their time with us. No child will be allowed into one of our ministry areas without first properly being registered with a registrar. Each child must be "signed in" by a parent of guardian and be "signed out" before being released from the ministry area.

SECURITY POLICY

The safety of our children and team are our highest priority. As such, our main ministry doors are locked fifteen minutes after the beginning of our ministry sessions. The doors remain locked until the end of our ministry sessions.

SELECTION AND SCREENING

We strive to provide our children with an exciting, safe environment where they will grow in their relationship with Christ. Since the safety of our children is central to our

commitments, every person desiring to serve on our ministry team, must complete a written application and screening packet, as well as review our Child, Youth, and Worker Protection Policy Manual. Adult church attendance for at least six months prior is required as well as participation in ministry training courses scheduled throughout the year.

SIBLINGS

Occasionally a child might request to attend the same class as a sibling. It is best for siblings of different ages to attend their own class. Exceptions may be made in the case of a first-time visitor, or when a sibling is physically or mentally challenged. The ultimate decision will be made by the Preschool Pastor in consultation with the classroom teacher.

TEEN NURSERY HELPERS

The PRC Nursery and Preschool Ministry welcomes teens to serve in our Sunday morning ministries. Volunteers under the age of 18 will be assigned to assist one of our adult workers. Teens are able to assist with most ministry activities, however they are not permitted to change diapers or assist children in the bathroom without adult supervision.

It is our desire that our teens stay connected to PRC youth ministries. Therefore, no teenager may serve in our ministry during Wednesday evening ministries.

USE OF VIDEO

The use of film or movies is acceptable when reinforcing the taught Bible truth/story, or when used to “fill in” time at the closing of a session. However, teachers should not use videos with children that promote values inconsistent with biblical principles. Videos containing occultic messages or discussing unsuitable themes should not be used. The Preschool Ministries Resource Room has a collection of videos and DVDs that are approved for viewing by any of our classes or small groups.

VOLUNTEER ABSENCES

We understand that from time to time our volunteers will have to be absent. Please notify the Nursery Pastor as early as possible of a planned absence so a replacement can be found. Where possible, we encourage volunteers to contact a fellow worker to see if they might be willing to swap assigned weeks. We require any worker or volunteer to refrain from time in the Nursery and Preschool Ministries Center if you are sick.

WHEN LEAVING

Before you leave a ministry space, we ask that you assist our staff by completing the following:

- Pick up all large toys, wipe with disinfectant wipe and put away in large toy storage area.
- If Diaper Genie is full, remove contents and place in garbage can.
- Wash hands.
- Check amount of soap in dispenser. If refill is needed, please inform the Registrar. Please do the same with paper

towels, wipes, disinfectant wipes, diapers, and any other nursery stock item.

- Wipe all surfaces of crib sides and mattress's, swings, counters, faucets, tables, door handles with disinfectant wipes and allow to air dry.

NOTICES

HEALTH NOTICE

To be distributed in January, May, and September

Dear Parent/Guardian,

We make every possible attempt to provide your child with a safe and healthy environment to learn about God. We ask that you help us by adhering to the following policies:

- No sick children or helpers are permitted into our ministry area. This means we will not accept children or babies with runny noses, cough, temperature greater than 100 degrees, diarrhea, eye discharge, generalized body rash, or any signs of possible severe illness.
- Parents are requested to provide and use only disposable diapers during the time their child is in the nursery.
- Please do not bring toys from home unless they are essential to assisting your child overcome anxiety.
- If a child persistently bites other children while in the nursery, and one-to-one supervision cannot be provided, his/her parent will be asked to keep the child out of the nursery until the biting is no longer an issue. We will do our best to support your attempts to get your child past this biting phase when at all possible.