

POLICY MANUAL

updated 10/26

DEAR NEW SONG KiDS VOLUNTEER

Welcome to one of the most important ministries in the church! You are now part of a team that has the privilege of showing kids what it means to have a real encounter with Jesus.

In Matthew, the story is told of how Jesus took the children into His arms and blessed them. Through New Song Kids, each weekend we get to be the extended arms of Jesus. When we hug a child, it is our prayer that the child feels like they are in the arms of Jesus. When we teach a child, it is our prayer that heaven opens up over that child. When we pray for a child, it is our prayer that Jesus is standing in their midst. When children leave our New Song Kids classes and move on to the next ministry, our desire is for them to already be lasting disciples of Jesus.

This manual is provided for you in order to communicate the vision, policies and procedures of New Song Kids. In addition, it contains the guidelines necessary to allow an orderly and organized ministry.

Please read the entire manual and keep it handy as a reference guide. Thank you for being part of this ministry as we teach them the transformation that takes place when we practice the way of Jesus.

// Pastor Josh Blount



NEW SONG KIDS

NEW SONG KIDS PURSUITS

We Pursue . . .

The Presence of God by seeking God first above all else in our classrooms through worship and prayer and within our volunteer teams || *pre-service huddle, curriculum, SOW ministry*

Transformational Discipleship by creating lasting disciples that know God's Word through our classroom-specific curriculum || *simple gospel curriculum - big truths for little disciples*

Kingdom Community by prioritizing small groups in our classrooms and through our volunteer team connections || *groupme, classroom teams, NSK team gatherings*

Sacrificial Mission by equipping New Song Kids with the tools they need to practice the way of Jesus || *NSA offerings, Serve Saturday, GO Week*

SECURITY POLICIES

"The Lord will watch over your coming and going both now and forevermore." Psalm 121:8

Security Guard

- An approved security guard must be present in the hallways whenever New Song Kids classrooms are open.

Check-in & Name Tags

- All children must receive a printed name tag before entering a classroom.
- The parent/guardian must keep the matching security tag.
- If kiosks are unavailable, a manual NSK name tag must be used.

iPad Roster

- All classrooms must utilize the door-side iPad for check-in.
- Rosters serve as emergency contact and identification tools.

Room Access

- Only approved individuals with a completed background check may be in classrooms with children present. Please note that in NSK we are **NEVER ALONE WITH A CHILD**.
- **If any volunteer is found alone in a room with a child(ren), the volunteer can be immediately released.**

CHECK-IN & CHECK-OUT PROCEDURES

"For God is not a God of disorder but of peace..." 1 Corinthians 14:33

At Check-In

- Greet families warmly by name (found in the iPad classroom queue).
- Note on the iPad when the child has entered the classroom.
- Hand stickered child off with fun vision to another volunteer.
- For infants, please have parents prepare the bottle prior to drop off.
- Ensure diaper bags and bottles are labeled.
- During a difficult drop off, reassure parent that we will contact if crying persists.

At Check-Out

- Begin prep before pickup: wipe hands/faces, organize bags, return personal items.
- Match parent tag before releasing any child. Contact an NSK staff member if parent has lost sticker.
- Always end with a positive note about the child's day; only NSK staff may discuss challenging behavior with parents.

CHILD SAFETY POLICIES

"Children are a gift from the Lord; they are a reward from Him." Psalm 127:3

Boundaries

- **Volunteers are never to be alone with a child**. If a volunteer is found alone with a child, immediate action must be taken to protect the child and ensure accountability. That volunteer may be immediately released from serving.
- Use wisdom with physical affection; always respect a child's comfort and personal space.
- Children over 1 years old should not sit on a volunteer's lap. If a younger child needs to be held or comforted, hold them appropriately and remain visible to other volunteers in the room.
- High fives, side hugs, and other appropriate expressions help kids feel connected.
- Volunteers may not lay horizontally in classroom.
- Remember that serving in NSK is to help our children become lasting disciples of Jesus and not to meet a volunteer's emotional needs.
- Do not favor specific children over others.

HEALTH & SAFETY POLICIES

"But all things should be done decently and in order." 1 Corinthians 14:40

Wellness Requirements

- Children and volunteers must be symptom-free for 24 hours (without medication) before attending. Stay home if experiencing any of the following:
- Fever of 100°F or higher
- Vomiting or diarrhea (past 24 hours)
- Persistent cough, sore throat, or croup
- Runny nose with colored mucus
- Unexplained rash or skin infections
- Pink eye or eye discharge
- Head lice or nits

Allergies

- Food allergies (e.g., dairy, gluten) are listed on the child's name tag and classroom

Medication Policy

- Volunteers/staff may not administer any medications to children including creams, drops, or gels.
- Volunteers may not take medication in the classroom.

Emergency Protocol

- Call 9-1-1 immediately and notify an NSK staff member if:
- A child is choking, unconscious, or seriously injured
- A child has trouble breathing (especially allergy-alert children)
- There's a fire or serious security concern
- **Please reference the Evacuation Plan posted in the classroom for further instructions on emergency protocol.**

Cleanliness & Heigene

- Volunteers must wash or sanitize hands:
- Upon entering the room
- Before preparing food or bottles
- After restroom use, diaper changes, or wiping noses

DIAPER CHANGING & RESTROOM POLICY

"He tends his flock like a shepherd: He gathers the lambs in his arms and carries them close to his heart; he gently leads those that have young." Isaiah 41:11

Diaper Changes

- Only females age 17+ may change diapers.
- Both parts of the classroom door should be closed during diaper changes.
- Every child should be changed at least once per class or when soiled.
- Children in pull-ups are taken to the restroom and checked.

Diaper Change Procedure:

- Use the child's labeled diaper; if none, use a church-provided one.
- Gather supplies (wipes, wax paper, gloves, stickers) before starting.
- Use fresh gloves and paper for each child.
- Clean the changing table between changes with disinfectant wipes.
- Never leave a child unattended on the changing table.
- Speak the Diaper Declaration over each child.
- Seal and bag any soiled clothing before returning it to the diaper bag.
- Please make note of any abnormal diaper contents on the classroom roster.

Children's Only Restroom Use

- Volunteers are never alone with a child in any restroom.
- If a child needs to use the restroom, please notify the Lobby Lead. Along with another volunteer, the Lobby Lead will escort the child from the classroom to the restroom.
- Male volunteers are not permitted to assist children in the restroom.
- Doors must remain open when assisting a child in the Children's Only Restooms.
- Let the child do as much as they can independently. When a child can use the restroom independently, the volunteer should remain outside the closed restroom door.
- If you notice an adult in the restroom, please notify NSK staff immediately.
- **Because we are NEVER ALONE WITH A CHILD, any volunteer found alone in the children's only restroom with or without a child(ren) can be immediately released.**

Children's Only Restroom Use

- Please use the restroom prior to your serve time in order to minimize disruptions from the classroom flow.

DRESS CODE POLICY

"Therefore, I urge you, brothers and sisters, in view of God's mercy, to offer your bodies as a living sacrifice, holy and pleasing to God—this is your true and proper worship." Romans 12:1

General Guidelines

- A volunteer badge or lanyard must be worn at all times.
- Clothing must be modest, clean, and appropriate for working with children.
- Please avoid low-cut tops, crop tops, sheer clothing, or anything that exposes undergarments or midrift.
- Shorts and skirts must comfortably provide full-coverage.
- Avoid clothing with offensive or controversial images or slogans.
- Please wear clothing that allows you to sit on the floor and engage in play with children.

We desire for kids and parents to feel safe, welcomed, and focused on Jesus—not distracted by what someone is wearing. If a staff member has a concern about your outfit, they will kindly let you know.

CLASSROOM OPERATIONS

"Whatever you do, work at it with all your heart, as working for the Lord, not for human masters." Colossians 3:23

Volunteer Requirements

- Minimum of two background-checked volunteers per room.
- One volunteer must be an adult female (18+ or approved).
- Volunteers must **never be alone with a child.**

Volunteer Expectations

- The focus of volunteers should be on the children at all times.
- No gossiping, complaining, or profanity - speak encouragement, life, and truth.
- If you are unsure of your role in the classroom, please ask the classroom leader.
- You are more than a body in the room! Take the initiative to read books, point out colors, and utilize toys to connect and engage with children.

Nursery Notes

- Babies should only sleep in the cribs or in a volunteer's arms.
- Only bottles that are pre-made by the parent may be given to a child and must be labeled with the child's name.
- Bottles should be served at room temperature unless a bottle warmer is approved.
- Always remain alert to signs of choking or discomfort.

BEHAVIOR & DISCIPLINE

"My son, do not despise the Lord's discipline, and do not resent his rebuke, because the Lord disciplines those he loves, as a father the son he delights in." Proverbs 3:11-12

Philosophy

- Discipline is handled with grace and understanding. Physical discipline is never allowed.
- Volunteers must always speak life. Harsh correction and shaming language have no place in our classrooms.

Unacceptable Behavior (Requires Immediate Staff Involvement):

- Biting, hitting, kicking, spitting, hair-pulling
- Verbal abuse
- Repeated defiance
- Severe tantrums or meltdowns

"Reset" Process

- **Behavior Reset**: "I see you're having a hard moment. You can try again or come sit with me."
- **Group Reset**: Sit with the child away from the group while maintaining connection.
- **Class Reset**: If behavior continues, notify the Lobby Lead or NSK staff member to contact the parent.

Volunteer Tone & Correction

- Always speak life over children.
- No yelling, shaming, or sarcasm.
- Praise good behavior, redirect as needed.
- Only NSK Staff discuss challenging behavior with parents.

CRISIS & INCIDENT REPORTING

"God is our refuge and strength, an ever-present help in trouble." Psalm 46:1

Serious Incidents

- Immediately report the following to an NSK staff member:
- Injuries with visible marks, blood, or swelling
- Allergy-related exposures
- Injuries causing prolonged crying or limping
- Suspicion of abuse or neglect

With any concerning behavior or post-incident, complete an incident report at:
newsongpeople.com/nskincidentreport

FOOD & DRINK POLICY

"So whether you eat or drink or whatever you do, do it all for the glory of God." 1 Corinthians 10:31

In the Classroom

- No hot beverages in the classroom.
- No food or drinks should be left within children's reach.
- All snacks must be peanut-free.
- Parents may provide snacks for their kids if the food is peanut-free.
- Please note the iPad roster for any allergies prior to serving snack.

COMMUNICATION

"Instead, speaking the truth in love..." Ephesians 4:15

Behavior Communication

- Only NSK staff may contact parents (except during 9-1-1 emergencies).
- Volunteers must not communicate medical or behavioral issues to parents.

Abuse Awareness

- If you suspect physical, sexual abuse, or neglect, notify the department pastor
- immediately. They will report appropriately.

GENDER POLICY

"So God created mankind in his own image... male and female he created them." Genesis 1:27

We follow a Biblical understanding of gender. FAQs:

- Restrooms: No cross-gender use; family restroom is available.
- Clothing: Handled case-by-case—focus is on distraction level.
- Small Groups: Based on biological sex.
- Camp Dorms: No cross-gender dorms.
- Names/Pronouns: Preferred names may be used; pronouns must reflect biological sex.
- Acceptance: All children are treated with love and respect.
- Support: Resources available at newsongpeople.com/cares

CHILDREN WITH SPECIAL NEEDS

"I praise you because I am fearfully and wonderfully made; your works are wonderful, I know that full well." Psalm 139:14

BRIDGES

- newsongpeople.com/bridges