



Citizens Kids Leader and Parent Handbook

We at Citizens Akron value families and want to make sure children feel welcomed and loved in our midst as we come alongside parents in the discipleship process. Whether you are a parent or potential volunteer with Citizens Kids, this handbook will help answer questions you may have about what to expect on a Sunday morning!

Volunteer Process:

- Fill out background check form
- Once background check clears with no questionable results, have short, informal interview with staff member
- Curriculum and check-in training session
- Placed on schedule rotation

Welcome Team Involvement in Citizens Kids:

- Greeters point parents in direction of Citizens Kids Check-In as they welcome

Citizens Kids Check-In/Pick-Up Process for Celebration:

- Parents bring child(ren) to check-in kiosk in Citizens Kids wing beginning at 10:00 AM
- Check-In Leader operates Planning Center check-in and prints name tags/pick-up labels; place name tag on student, give label to parent
 - o Enter parent's cell number if not already in system
 - o Double check allergy/health/special need info and enter into Planning Center if applicable
- Once a student has entered a classroom, he or she must remain inside the doorway or with leaders for the duration of Celebration.
 - After service, parent **MUST** bring pick-up label to check-in station; child is brought to parent and stickers compared.
 - Once child is with parent, Check-Out Leader registers student as "picked up" in Planning Center.
 - Once a student has been picked up by a parent or guardian, the child is once again fully under the responsibility of the parent, and leaders/pastoral staff cannot be held accountable for a student leaving a parent's sight and/or getting injured.

- Sick Child Policy: If your child displays signs of communicable illness (fever, diarrhea, vomiting, earaches, sore throat, rash, green or yellow runny nose, etc.) or has displayed symptoms within the last 48 hours, please do not bring your child to class!

Citizens Kids Leader Hospitality

- Although the duration of Celebration is an opportunity for ministry to the students, leaders should also be intentional about using the time before and after Celebration as a means of ministry both to the children and parents. Welcome parents and children as they arrive to check-in, and escort students into their classrooms. Our attitudes, facial expressions, enthusiasm, and words all contribute toward making children feel comfortable and loved, and toward helping parents to feel valued and safe with leaving their children in our care.

Citizens Kids Celebration Procedures and Guidelines

- Open-Door Policy: Classroom doors must remain open if there is no window in or next to the door.
- At least two adult leaders must be present in the classroom at all times for accountability reasons
- **Citizens Kids Wing is a peanut-free zone!**
- Always check child's nametag for allergies before giving snack.
 - o Only serve snacks with no major allergens
 - o Safe snacks include: Goldfish crackers, Rice/Corn Chex (GF), animal crackers, Graham Crackers
- Diaper Changes:
 - o We encourage parents to drop babies off in the nursery freshly changed; due to both the number of babies under our care and vastly varying levels of parental comfortableness, we only change diapers that are messy or very wet. If a diaper needs changed, follow this procedure:
 - o Wash hands before and after change
 - o Use provided latex-free gloves
 - o Sanitize changing table before and after
 - o Properly dispose of diaper, wipes, gloves, disposable table covers in garbage bin
- Restroom use for older/potty-trained kids:
 - o Escort students to restroom and make sure it is empty; do not enter stall with child and prop restroom door open if you enter
 - o Parents are encouraged to do restroom visits before Celebration begins
- First-Aid/Medical Emergencies:
 - o For minor scrapes or cuts, wash with soap and water, use provided first aid kit. Notify parent of the incident when child is picked up
 - o For major accidents, retrieve parent from Celebration and, if applicable, **first** call 911 (allergic reactions, choking, seizures, broken bones, head injuries)

- For nausea/vomiting, remove child from classroom and contact parent to pick up
 - Contact staff member for help with cleanup
- Discipline:
 - Citizens Kids leaders will never institute physical punishment or discipline. There will be absolutely no hitting, grabbing, or spanking.
 - Leaders in the nursery classroom should diffuse fighting calmly and in a positive manner (encourage babies to share, to be kind, etc.)
 - When handling behavioral issues with older students, treat children with grace and keep in mind that everyone matures a little differently; however, at times it may be appropriate to contact a parent during or directly following Celebration. Examples of such situations include:
 - Bullying: If a child belittles another and continues to do so after one warning and an apology to the other child, contact the parent immediately, as we take bullying seriously and want to be proactive for the sake of helping and ministering to the children on both sides.
 - Physical Violence: If a child purposely hits, shoves, bites, or scratches another child, leaders may use discretion to either remove child from classroom or notify the parent during pick-up, based on the severity of the incident
- If a child repeatedly acts out during Celebration over time, a Citizens Akron staff member will attempt to schedule a meeting with the parent/guardian specifically for the purpose of *pastoral care* and *support* for the child and family so that they may receive helpful resources if needed.
 - Cleanup After Celebration:
 - Nursery: Sanitize any specific toys that have been played with (staff member will do a more thorough sanitizing after everyone has left); help move furniture and toys back to far wall
 - Other classrooms: Throw away trash and gather supplies into one area for staff member to put away

Leader Preparation

- Look over curriculum prior to the Sunday on which you serve
- Spend some time in prayer the week before leading, asking God to prepare your heart to lead, and to prepare the hearts of the students to learn and grow
- Email staff member with any questions

Other Important Information

Abuse Prevention and Intervention:

- Citizens Kids leaders may have the opportunity to notice signs of physical, sexual, or emotional abuse or neglect while students are under their care. If you suspect a child may be abused or neglected at home or elsewhere, immediately inform a

church elder or staff member so that proper procedure may occur, including notifying authorities.

- If alleged abuse takes place during a Citizens Akron event, the suspected Citizens Kids volunteer will be immediately removed from any position allowing him/her to work with minors, and Citizens Akron will cooperate with every investigation to follow.