



Policies and Procedures 23-24

The pastors, staff, and session want to make every effort to ensure that this ministry will glorify God in every detail. To do this, we must try to make each child feel comfortable, loved, and secure. This document contains our policies and procedures to ensure that is the case.

HEALTHY CHILDREN POLICIES

Illness, Hygiene, and Injury:

1. We kindly ask the parents to refrain from bringing their child if they have had fever, vomiting, or diarrhea in the past 24 hours without any anti-fever medication such as acetaminophen or Ibuprofen. We ask staff and volunteers to do the same.
2. We ask if your child has been diagnosed with flu, covid, and/or strep to please keep them home until they are clear of symptoms for at least 24 hours without medication.
3. Allergies can often present symptoms similar to colds, pink eye, and other viruses. We will be sensitive to parents' claims in these cases, but it is the Directors decision on if the child is to go home or stay.
4. Families are asked to disclose any pertinent medical information that will aide in best caring for their child.
5. Families are asked to inform the staff of any allergies, including food allergies which will be handled with care and on a case-by-case basis.
6. The children's wing is peanut and tree nut free. All food brought in and served will be regulated by the Director.
7. Hand washing is the best way to protect both child and caregiver. Staff members will always wash hands upon arrival, after bathroom use, diaper changes, etc. They will also instruct the children in proper hand washing.
8. A parent will be contacted when a child develops any of the following symptoms while under our care: fever, vomiting, diarrhea, colored runny nose, excessive coughing, excessive crying, unusual rash, unusual tiredness, pink irritated eyes, or if child is simply not acting like usual self. If there is any question or concern about a child's health status, the parent will be referred to the Children's Ministry Director. Incident reports will be filed on things that are beyond incidental bumps and scrapes. Examples include, but are not limited to, bumps to the head, cuts that bleed enough to need a bandage, biting, hitting, etc.
9. When an incident occurs, such as biting, the name of the child who inflicted the harm will never be revealed by our staff. An incident form will be placed on file and those parents contacted confidentially.
10. If head lice is discovered while the child is in our care, a parent will be contacted and asked to pick up the child. The child may return once all lice and nits have been removed. Parents of other children in that class will be notified that head lice was discovered, and will be advised to check their child thoroughly.

Bloodborne Pathogens Exposure Control Procedures: In accordance with the OSHA Bloodborne Pathogens standard, all precautions will be observed at this facility to prevent contact with blood and other potentially infectious materials.

1. Identify tasks that have the potential of exposure. These include, but are not limited to, treating nose bleeds, First Aid, laundry, changing diapers and soiled underwear, and assisting a child who has vomited.
2. All blood and other potentially infectious materials will be treated as infectious regardless of the perceived status of the source material.
3. Disposable gloves will be available and used.
4. All garments soiled with blood will be bagged and removed from the classroom. Blood and other bodily fluids will be cleaned up or as soon as possible.

Diaper Changing Procedures

1. All diapers should only be changed on a diaper changing station.
2. Before changing a diaper, staff will wash hands and wipe down changing pad.
3. Staff will gather all supplies needed (diaper, gloves, etc.) before placing a child on the changing station.
4. Staff will always wear a new set disposable gloves for each diaper change.
5. A child will never be left unattended on a diaper changing station at any time.
6. Changing pad will be wiped down after changing.
7. Gloves will be removed by rolling inside out, so that any residue remains inside them.

Potty Use / Potty Training Procedures

1. Our staff will never insist that a child use the potty until the parent has made a request. This should occur following a period of potty training at home.
2. Our staff will be sensitive when assisting children with use of potty, honoring the child's request for privacy or for help.
3. Our staff will wear gloves when a child needs lots of assistance.
4. Our staff will instruct children in proper bathroom hygiene such as wiping, flushing, and washing of hands.
5. A staff member will never be out of eye or ear shot of another adult when assisting a child in the potty. They will always inform another staff member what they are doing.
6. A child who is fully potty trained will simply be escorted to the bathroom door. The staff will remain in the hallway until the child is finished and escort them back to class.

SECURE CHILDREN POLICIES

Drop off/Pick-up Procedures

1. A parent or guardian will sign kids at the check in desk or kiosk prior to the child going to class. Parents must be present to place nametags on their children and receive their corresponding pickup stub.
2. For new families, a parent or guardian will fill out a green nametag with basic information to be placed on the child. The corresponding stub will be required at pickup. They will be offered a white card to fill out with more information if they desire to be entered into the computer system.
3. NOONE without a pick-up stub may leave with a child. If a stub is lost, ask them to see the children's check-in desk to obtain a new one. Staff at the welcome desk will work it out with them and present them with a new stub as long as they are an approved person to pick up.
4. Siblings can pickup other siblings but must have a stub with them showing consent from the parent.
5. The one exception to this procedure is for Children's Church. A clipboard check in system will be used.
6. Once a reasonable amount of time has passed for check-in, the doors will be closed and the wing will remain on soft lockdown until check-out time.

Classroom Supervision

1. A classroom of children will never be left unattended.
2. An adult will not be alone one on one with a child out of eyeshot from others.
3. Behavior Management plan will be reviewed at the beginning of the ministry year and throughout the year.
4. Accountability and adherence to the ratios outlined in the Child Protection Policy will be upheld.
5. If a child cries for an unreasonable amount of time, the parent will be contacted.
6. Children will be instructed to play appropriately with toys and to use resources wisely.
7. Damages, broken, or dangerous toys and equipment will be removed from the classroom.

Photo/Video Policy

Only designated staff are allowed to take photos and videos of the children and only for reasons outlined in the signed parent agreement. Individual staff members are not allowed to take photos/video of the children nor are they allowed to post them online (website, social media). In addition, staff members are not permitted to make comment or elude to any child and/or their behavior on or off social media.

BEHAVIOR MANAGEMENT POLICY

The mission of HPC in situations where discipline is necessary is best accomplished when there is a clear understanding of the importance of the home/church partnership as well as the creation/sin/forgiveness/redemption mindset. Our goal is to help children learn and grow from their mistakes, understand that we are all sinners, and with God's help, we can work towards making the right choices. When discipline is necessary, we will work with the child and their family to help grow and learn from the inappropriate behavior, as well as others who were affected by their choices.

CODE OF CONDUCT:

Love and Obey God

- I will speak of God in respectful ways.
- I will respect myself and others because God created us in His Image.

Love Others

- I will be respectful of others and their personal space keeping my hands to myself.
- I will interact with others using only kind and encouraging words.
- I will respect other's things and use it only with permission.
- I will learn to apologize and ask for forgiveness when I mess up and seek God's help to learn from my mistakes.

Be a Caretaker

- I will take care of church property. This includes furniture, books, equipment, sporting equipment and the building.
- I will tell an adult about any damage done.
- I will help keep the church clean inside and out.

DISCIPLINARY ACTION:

Consequences Used: Consequences should match the problem behavior (i.e. if a child uses scissors to cut paper and throws it all over the floor, their consequence would be to pick up their mess and then try the scissor activity again using the appropriate behavior modeled by the teacher). HPC personnel will not use corporal punishment at any time. It is unacceptable for any staff or volunteer to use any form of physical discipline.

Repeated Minor Offenses: After three related offenses which a teacher has attempted to handle, misbehavior will be reported to the Children's Ministry Director as well as the parents. The Children's Ministry Director will work with the teacher and parent on behavior strategies.

Major Offenses: Major offenses should be IMMEDIATELY reported to the Children's Ministry Director, who will immediately get the parent. These include but are not limited to: Physical aggression toward self or others, throwing objects, overturning furniture or other tantrum behavior, direct defiance/non-compliance toward any adult, attempts to leave church property.

HIRED AND VOLUNTEER STAFF POLICIES

Care of Space and Equipment

1. Classrooms will be well-stocked with essential items (Lysol, hand sanitizer, wipes, gloves, etc.)
2. Toys and equipment will be stored in a safe and organized manner. Examples are:
 - a. Avoid having any breakable items and hot liquids in the room. If you must have such item, store it out of reach of the children, and liquids must have a lid.
 - b. Nothing of any sort of danger to the child should be placed in or hanging off the cubbies above the changing areas. Only extremely light weight items may be placed here.
 - c. Nothing should ever be placed on the top of the half-door except the offering envelopes on Sunday.
 - d. Broken or damaged toys and equipment will be removed until repaired or replaced.
3. End of class cleaning procedures are:
 - a. Tables, surfaces, and highchairs will be wiped down with disinfecting wipes.
 - b. Toys, changing tables, chairs, and frequently touched places will be sprayed with disinfecting spray.
 - c. Any item that finds its way into a child's mouth will be placed in the yuck bucket. Place yuck buckets in the kitchen and they will be washed during the week.
 - d. The room should be left orderly with toys picked up, craft items stored, etc.

Personal Guidelines

1. Staff will arrive on time, be prepared and stocked for the day.
2. Staff will dress appropriately to allow freedom to interact with children. Please give special attention to necklines and waistlines as they can shift while bending down, picking up children, etc.
3. Staff conduct and conversation should always be professional and honor God.
4. If staff members need to be absent contact with the Children's Ministry Director needs to happen in a timely and reasonable manner. .
5. All health policies and Covid-19 policies stated in the above section also apply to staff and volunteers.
6. In emergencies, cell phones can be used as needed for communication. For this reason, all staff may keep their phones on them, on silent or vibrate. There is absolutely no reason for a staff person to be using their phone unless it is an emergency. Emergencies do not happen every day so it should not be a regular occurrence while supervising children.
7. A thorough training on the following will take place annually or upon hiring: Policies and Procedures, Emergency Procedures and Crisis Management Plan, Child Protection Plan, Curriculum, current trends and issues, meeting special needs, and other current trends and issues as needed.
8. Smokers are respectfully asked wear an additional layer of clothing or smock when handling infants/toddlers.

EMERGENCY PROCEDURES

In an event of an emergency, the procedures listed below will be followed. Communication systems include verbal warnings, cell phones, walkie talkies, and fire alarms. No unauthorized outside communication concerning the event is allowed. In most emergencies, it is the responsibility of the Director to call 911, inform teachers, prohibit any and communicate with parents. The teachers' responsibility is to guide children in the appropriate procedure listed below. Exceptions to this are when the Director is not present, there are multiple injuries to tend to, or circumstances dictate a change.

1. Fire
Guide participants to the designated meeting area, account for all participants, keep them as calm as possible. Designated areas are as follows: the pavilion or the far end of the parking lot.
2. Tornado
Guide participants to the nearest shelter area, account for all participants, and keep them as calm as possible. Shelter areas include Room C-4, Resource room, kitchen and bathrooms.
3. Severe Thunderstorm
Director will stay informed via phone, tv, etc of changing weather conditions, determine and inform teachers/ leaders of safe activities to pursue, and communicate with parents as needed.
Teachers will keep participants indoors, away from windows and doors, and accounted for.
4. Earthquake
Direct participants to a safe position. Afterward, evacuate as needed.
5. Evacuation
Guide participants to the designated meeting area using the safest route, account for all participants, and keep them as calm as possible.
6. Lockdown Procedures (suspect on the run, nearby robbery, active shooter in the area, intruder, etc)
Director will inform teachers/leaders in a discreet manner and institute lockdown procedures.
Teachers will follow instructions, account for all participants, and keep them as calm as possible.
Soft lockdown: Ensure all exterior doors are locked as well as interior doors including the M-2 access doors. Keep all participants indoors and in the secured children's wing.
Hard lockdown: Instruct kids to move to the anchor wall in each room. Secure the classroom lock door. Turn off the lights. Keep kids calm and quiet.
Active shooter in the children's wing and accessing rooms: Staff will use discretion and have the freedom to make the call to direct participants to flee out of the building away from the active shooter if possible. Account for all participants and call 911.

7. Missing person procedures

(On church property) Teacher/Volunteer searches the immediate area for a reasonable amount of time asking other teachers/participants for information. Notify the event leader and they will help search for another reasonable amount of time as well as contact the parents. The event leader will make the call when necessary to have all teachers/volunteers gather their participants in one location and conduct a head count. A systematic search using other church staff and leaders will be done of the surrounding areas for a reasonable amount of time. The event leader will contact the appropriate local authorities if deemed necessary.

(Off church property) As the nature of the activity allows, the on-church property procedures will be followed. If the nature of the activity does not lend itself to a search party being formed (ie a rafting trip), the leaders of that activity will be informed and their procedures followed. The leader will contact appropriate church staff and parents if needed. Teachers/Volunteers will keep other participants calm and will not make any unauthorized outside communication concerning the event.

Emergency Response Plan

In the event of a serious injury, natural disaster, fatal incident, the procedures will be as follows as much as possible and reasonable:

1. Leader will call 911 and ensure proper emergency services are responding.
2. Teachers/Volunteers will attempt to get participants to a safe location, accounted for, and calm. They will keep the participants as calm as possible and prohibit any outside communication about the event. Those trained in CPR/First Aid will triage and meet needs as best as they can and can stay safe doing so until emergency services arrive.
3. Leader will contact parents and appropriate church staff.
4. If participant(s) are in need of transportation to an emergency health facility and parents are not on site, the leader will determine who accompanies them with medical release in hand.
5. The leader will ensure that only one appointed person will handle all correspondence with the media and anyone else seeking information.
6. The leader will cooperate fully with authorities to determine cause and preventability when applicable.
7. Following the event and when applicable, go through these steps to address the incident:
 - a. Collect and review information using an incident report form filled out by all witnesses
 - b. Appropriate church leadership will use findings to address areas of concern, such as policy and procedure, and initiate changes as deemed necessary.
 - c. If involved with an activity off campus and if negligence on the part of a recreational facility is suspected, discuss at length with the appropriate church leadership and church's legal counsel.