

MENLO

Kids

VOLUNTEER

H A N D B O O K





WELCOME TO THE MENLO KIDS TEAM!

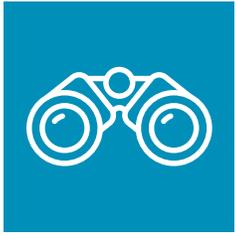
We are excited for you to be a part of what God is doing through Menlo Kids here at Menlo Church. As you use your God-given gifts to invest in the lives of children, you will be communicating love and value to them, both from yourself and from God.

The Menlo Kids staff will support you in your ministry. We plan trainings and enrichments each year that are designed to encourage, equip, energize, and empower you for ministry. You will not be a lone ranger in your ministry to children...guaranteed!

We look forward to getting to know you and to ministering alongside you. It will be exciting to watch God work in and through you as you minister to the children of Menlo Church.

- The Menlo Kids Team





OUR VISION

CONNECTING KIDS TO JESUS SO
THEY CAN FOLLOW HIM FOREVER.



OUR VALUES

MENLO KIDS IS...

A SAFE PLACE

A JESUS-CENTERED PLACE

A PLACE TO BELONG

A PLACE THAT PARTNERS WITH PARENTS





OUR STANDARDS

WE KEEP KIDS SAFE BY...

- ▶ Having every volunteer go through our volunteer screening process, including an application, background check, reference check, an interview, and training.
- ▶ Applicants are eligible if: they have attended Starting Point 3 out of 5 times, or they have attended Menlo Church for 6 months, or have a church reference from the leader of a ministry in which they previously volunteered.
- ▶ Closely following check-in/out procedures, as well as other policies outlined in the Menlo Kids Handbook.
- ▶ Having environments that meet and exceed age-appropriate safety standards.
- ▶ Being a place where kids can be curious and ask any question without fear of what other people will think.

WE KEEP JESUS AT THE CENTER BY...

- ▶ Teaching biblically rich lessons that apply to kids' lives.
- ▶ Giving kids opportunities to make Jesus the "Leader of their Life."
- ▶ Intentionally discipling kids to take next steps in their faith and to grow into the person that Jesus wants them to become.

WE HELP KIDS EXPERIENCE BELONGING BY...

- ▶ Providing visually creative spaces and welcoming environments.
- ▶ Creating fun, engaging, and relevant programming.
- ▶ Cultivating relationships in an inclusive community with their Life Group leader and with one another.
- ▶ Providing assistance to those with special needs.

WE PARTNER WITH PARENTS BY...

- ▶ Providing ways for the church and the family to overlap.
- ▶ Equipping families with resources and educational opportunities so they can be the primary spiritual influencers in their child's life.
- ▶ Providing events for Menlo Church families to meet and grow closer to one another.

GENERAL POLICIES AND PROCEDURES

At Menlo Church, our goal is to provide a meaningful experience for all involved, while keeping everyone safe—children and volunteers alike. The following guidelines keep us all safe:

GENERAL SAFETY GUIDELINES

- ▶ No leader should ever be alone with a child (The 2-Adult Rule).
- ▶ When a married couple serves together, one or more other adult leader must be in the room at all times.
- ▶ For safety purposes, we do not permit people to wander around the children's areas unattended. Because of the size of our ministry and campuses, we depend upon you to assist us in helping to make Menlo Kids a safe environment for all our children. Authorized visitors will be given a Menlo Kids 'Visitor' nametag.
- ▶ Due to privacy issues, only Menlo Church staff members and approved photographers may photograph or video Menlo Kids participants and activities.
- ▶ Classroom doors will be locked 15 minutes into the service. Late arriving families will be let in by a Welcome Team member or Menlo Kids staff.

LEADER GUIDELINES

- ▶ Dress Code: Please wear comfortable clothing that is modest and allows you to get on the floor with the kids and be involved in activities (no short shorts, mini-skirts, exposed undergarments, etc.). All Menlo Kids leaders should also wear their Menlo Kids t-shirt and lanyard with nametag.
- ▶ Attendance: Please make an effort to be consistent in your commitment to Menlo Kids. If you are unavailable to serve, inform us through Planning Center or contact Menlo Kids staff in a timely manner so they can find an approved substitute.
- ▶ Promptness: Please be ready to greet kids in your classroom 20 minutes before the service time. Always let your classroom Coach or Menlo Kids staff know if you will be running late.

GUIDELINES FOR WHO MAY BE IN A MENLO KIDS ROOM:

- ▶ Staff, Volunteers, and children are obvious!
- ▶ Parents
 - ▶ Early Childhood Rooms: Parents may remain in the room to observe or to help their own child acclimate for up to 3 Sundays. After that, we feel it is helpful for the child to have the opportunity to try adapting to the environment without the parent's presence. Or, if parents feel called to volunteer regularly in that class with all the children, they may go through the same application process and background check as all our volunteers.
 - ▶ Elementary Rooms: Parents may remain in the room to observe or to help their own child acclimate for up to 2 Sundays. After that, the parent must go through the same application process and background check as our volunteers. This is to ensure the safety of all the children in the room.
- ▶ Potential Volunteers who are observing the program.
 - ▶ Must have prior approval from Menlo Kids Staff member.
 - ▶ Must wear a "VISITOR" name tag.

CELL PHONE, PHOTO, AND SOCIAL MEDIA POLICY

- ▶ Children should not use cell phones or other electronic devices during programming. If you see kids using a device, please ask them to put it away or you can offer to keep it for them until the end of the service. You can always ask a Menlo Kids staff person to store the device, if needed.
- ▶ Volunteers should not use cell phones or other electronic devices during ministry time. If you need to tend to a personal issue or emergency on your phone, please let your other team members know so that you can step out for a moment. When appropriate, a cell phone may be used to contact a parent during a service.
- ▶ Volunteers are not allowed to have any phone or social media interaction with children.
- ▶ Volunteers are not allowed to take photos or post pictures of children on their personal social network profiles or sites. Pictures can only be posted on the church's social media or website by a Menlo Kids staff member.
- ▶ On occasion, someone will be in the classrooms taking photographs and videos. Parents will be given the opportunity to 'opt out' at check-in. Any child who is not released to have a photograph or video taken will have a "No Photos" sticker on their nametag. Please pay close attention for these. We will inform you when photographers or videographers are in the building.

BATHROOM SAFETY REMINDERS

- ▶ When changing diapers, at least two adult leaders must be present.
- ▶ Students and male leaders may not change diapers.
- ▶ All children must be escorted by 2 adult leaders to the outer door of the restroom.
- ▶ Make sure that the restroom is clear of adults before allowing children to enter. Ask adults who are entering the restroom to please wait until the children are finished.
- ▶ If the child needs assistance, a female leader may enter the stall leaving the stall door open. The other leader must be in view.

APPROPRIATE TOUCH

Appropriate physical touch is a means of communicating love and care. Your touch should be gentle, non-demanding, and geared to the age, developmental level, needs, and preferences of the child.

RECOMMENDED GUIDELINES

- ▶ Meet children at their eye level by squatting, kneeling, bending down, or sitting.
- ▶ Side hugs, high-5's or fist bumps are great ways to connect and affirm a child.
- ▶ Physical contact with children should be minimal and only in the presence of other volunteers.
- ▶ If a baby or preschooler is crying, it is appropriate to hold or comfort the child.

AVOID THE FOLLOWING

- ▶ Kissing or coaxing a child to kiss you.
- ▶ Extended hugging, tickling, or prolonged physical contact.
- ▶ Elementary-aged children sitting in your lap or between your legs. Remember, volunteers care for a group of children, not just one or two children.
- ▶ Touching a child in any area that would be covered by a bathing suit. The exception to this would be properly assisting a child in the bathroom, as per the guidelines above.
- ▶ Carrying an elementary-aged child.

ALLERGY AWARENESS/FOOD AND DRINK

- ▶ Leaders will ask at check-in and make appropriate notes about allergies.
- ▶ Children's allergies are noted on their nametags.
- ▶ Menlo Kids is a NUT-FREE zone because there may be children in our care who have a potentially life-threatening allergy to peanuts or tree nuts. Therefore,
 - ▶ Nuts, in any form, may not be served.
 - ▶ Products manufactured in a facility where other products containing nuts are made are not allowed.
 - ▶ Read the ingredient label carefully. Unacceptable products must not be opened.
 - ▶ Please do not eat nuts of any kind before serving other food to kids.
- ▶ For safety and keeping our rooms clean, please do not bring any food or uncovered hot drinks into classrooms. (P.S. We don't let the kids bring in food or drinks!)

CLASSROOM VOLUNTEER TO CHILD RATIOS

NURSERY

1:3

TWOS/THREES

1:6

PRESCHOOL

1:8

ELEMENTARY

1:10



MEDICAL PROCEDURES

Usually an accident or injury can be treated with a little tender loving care, a cool cloth, and a bandage, but we need to be prepared for everything. A first aid kit is available in each classroom; become familiar with it. Please treat the child, inform a Menlo Kids staff member, then complete an “Ouch Report.” A copy of the “Ouch Report” must be given to the Menlo Kids staff member you report to and the parent. The staff member will decide if further follow up is needed. A more detailed Accident Report is available if outside medical care is needed.

Keep in mind that we are not authorized to dispense any over-the-counter or prescription medications (including antiseptic ointment). In the event a child needs more attention than we can provide, the parent will be notified.

Serious injuries involving broken bones, convulsions, fainting, unconsciousness, or other serious bodily injury should be treated as follows:

- ▶ Call 9-1-1
- ▶ Keep calm and keep children and the injured person as calm as possible. Speak reassuringly to the child.
- ▶ Do not move the injured child and do not leave them alone.
- ▶ Send a fellow volunteer to find a coach or staff member for assistance.
- ▶ The coach or staff member will then contact the parent and advise them of the child’s situation.
- ▶ The staff member will defer to the parents for details on doctor or hospital preferences.
- ▶ If the child is to be transported to a hospital and the parent cannot be reached in time, the staff member will accompany the child to the hospital.
- ▶ The staff member will follow up with the parent as needed.
- ▶ All volunteers and staff members involved in the emergency should write out a report of what happened immediately following the emergency.

OUCH REPORT 

CHILD'S NAME _____

DATE _____ AND TIME _____ OF INJURY

HOW INJURY OCCURED _____

FIRST AID USED _____

PARENT SIGNATURE _____

**THIS IS
WHAT OUR
MENLO KIDS
OUCH REPORT
LOOKS LIKE.**

WELLNESS POLICY

A child should not attend, nor should a volunteer serve if any of the symptoms listed below have been experienced in the previous 24 hours. If you suspect a child is ill, inform your Coach or Menlo Kids staff person.

- ▶ Fever equal to or greater than 100 degrees F
- ▶ Runny nose (with thick mucus)
- ▶ Contagious or undiagnosed rash
- ▶ Cough that produces phlegm
- ▶ Diarrhea
- ▶ Chicken pox, measles or mumps
- ▶ Conjunctivitis (pink eye)

NOTE: A child being treated with antibiotics should be on the drug for at least 24 hours prior to attending. If a child has a continually clear, runny nose, or rash due to non-contagious allergies, the child may attend since some symptoms linger long after the child is no longer contagious.

CHECKING IN AND OUT OF MENLO KIDS

More than 500 Menlo Kid volunteers care for hundreds of kids each week across our campuses. It is not possible for us to know each child and their unique family situation. We rely on your diligence to protect our children. The safety of the kids that are in our care is our first priority!

- ▶ As parents or guardians check in their children at a kiosk, they will receive a numbered security tag and matching name tags that will be placed on their child and on the child's bag or personal belongings.
- ▶ Each room coach will have an iPad that will indicate, by a green check next to the child's name, who has checked in for that hour. If the child's name does not have a green check by it, the Coach should direct the parent(s) to check the child in at the nearest Self or Manned Station.
- ▶ When a child enters a classroom, the Coach or Life Group Leader should confirm that the child is wearing a nametag.
- ▶ When picking up their child, the parent(s) or guardian(s) MUST present the security tag in order to receive their child. We will accept an electronic copy (picture on cell phone) of this sticker.
- ▶ If the security tag is lost, photo identification must be presented and matched with the parent or guardian "Checked in by" information printed on the child's nametag. If there is any question, please contact a staff member for assistance.
- ▶ As a liability and safety concern, children arriving in infant carriers will need to be removed from the carrier by the parent or guardians.

**THIS IS
WHAT OUR
MENLO KIDS
NAME TAG
LOOKS LIKE.**



DISCIPLINE GUIDELINES

From time to time, you may have a child who does not want to participate in activities or is unruly or rude to you or other children.

- ▶ If a child does not wish to participate in an activity, do not force them. Encourage them to choose to participate or to sit quietly so they don't disturb the other kids.
- ▶ If a child is not following directions and is becoming disruptive, ask them to sit away from the rest of the group with an adult leader. This is not meant to be punitive but is meant to give the child the opportunity to calm down and consider better behavior.
- ▶ Never use physical force to punish or reprimand a child.
- ▶ Foul language is not appropriate. If a child is using foul language or is name calling, ask the child to stop and tell them that that language is not appropriate. If the behavior continues, give them a time-out.
- ▶ We do not tolerate bullying. If a child is causing harm to himself/herself or to others, please separate the child from the group and contact a Menlo Kids staff member. A staff member will talk with the child and will decide if it's necessary to call a parent.

HELPING CHILDREN BECOME FOLLOWERS OF JESUS

We believe that what happens at home is more important than what happens at church. Therefore, we believe the best place for a child to decide to become a follower of Jesus is at home with their parent.

We also believe that a child needs multiple faith examples in their lives to help them be life-long followers of Jesus. You can be that other voice in a child's life by sharing your faith with kids. Share your faith freely with kids; share how your relationship with Christ has grown over time. Share how you decided to become a follower of Jesus. Be sure to leave out distracting or inappropriate details for children.

If a child asks you about what it means to become a follower of Jesus, here are some things to talk about.

ADMIT that you have done things that are wrong and ask God for forgiveness.

BELIEVE that Jesus is God, that he loves you, and that he lived, died on the cross, and was raised back to life.

CHOOSE to follow Jesus and make him the leader of your life. By making Jesus the leader of your life, you are choosing to live his way and not your own way.

John 3:16 is a great verse to outline what it means to become a follower of Jesus.

“For God so loved the world that he gave His one and only Son, that whoever believes in Him shall not perish but have eternal life.”

Be sure to affirm a child for wherever they are on their faith journey. Answer their questions honestly and don't be afraid to say you don't know the answer to a question they may have, but offer to find out the answer together.

If a child has already decided to follow Christ, they do not need to decide again. They may wish to reaffirm that decision or make a choice to follow Christ in a new way, but they can be assured that God still remembers the first time that they decided to follow Him.

EVACUATION PROCEDURES FOR MENLO KIDS

- ▶ Remain calm. Stay with the children. Follow the plan that is posted in room.
- ▶ Even in the case of an accidental alarm, proceed with the evacuation plan below until notified otherwise by Menlo security or staff.

EARTHQUAKE

Stay in your room. Move children to the safest location within your room: generally in the center of the room, under a table, away from windows and any possible falling objects. Once the quake stops and it is safe to move, you may be directed to begin the evacuation plan. If so:

- ▶ Get class iPad and account for every child and volunteer. Get the Emergency Backpack.
- ▶ For children in the Babies room, use the evacuation cribs. For preschoolers and younger elementary children, use the evacuation ropes from the Emergency Backpack and move safely out of the building. Have older elementary children proceed in a line.
- ▶ Exit the building, steering clear of light poles and power lines, according to the evacuation route posted in your room.
- ▶ Once outside, again account for every person and stay together. Be prepared for aftershocks.
- ▶ Release a child to a parent only when they show a matching claim ticket. Keep track on the iPad, checking off children as they are claimed by their parents.

FIRE

There are fire extinguishers located in the building; become familiar with their locations. If directed to evacuate:

- ▶ Get the class iPad and account for every child and volunteer. Get the Emergency Backpack.
- ▶ For children in the Babies room, use the evacuation cribs. For preschoolers and younger elementary children, use the evacuation ropes in Emergency Backpack and move safely out of the building. Have older elementary children proceed in a line.
- ▶ Exit the building according to the fire evacuation route posted in your room.
- ▶ Once outside, account for every child and keep them together.
- ▶ Release a child to a parent only when they show a matching claim ticket. Keep track on the iPad, checking off children as they are claimed by their parents.

**LOCK DOWN PROCEDURES AND CAMPUS SPECIFIC EVACUATION PLANS
WILL BE POSTED IN YOUR CLASSROOM.**



“

Train a child in the way that he
should go, and when he is old
he will not turn from it.

”

PROVERBS 22:6



“

Kids need to see that
Jesus is the best thing
that ever happened to us.
And they need to know it
can happen to them.

”

S U E M I L L E R





[MENLO.CHURCH/KIDS](https://menlo.church/kids)