



**RH Kids**  
**Policies & Procedures**



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## **Welcome and thank you!**

We are so excited to have you join the RH Kids ministry team. Scripture tells us that children are a blessing from the Lord. While Jesus was on Earth, he welcomed children and proclaimed their value. Because children are important to God, they are important to us. RH Kids exists to assist parents in the spiritual formation of their children. Our goal is to help *cultivate the soul* of our children to become followers of Jesus Christ by focusing on being Gospel-Centered, Grace-Driven, and Mission-Minded. Our Redemption Hill staff wants to help you accomplish this mission. Please feel free to contact us with questions, thoughts, suggestions, stories, concerns, or anything! We want to pray for you as you minister to the children of Redemption Hill, and shepherd you in your spiritual growth as well.

The RH Kids Leadership Handbook is your guide to kids' ministry at Redemption Hill. It covers all of the policies and procedures that we have in place to keep both kids and leaders safe. Please take time to read this manual carefully and apply these things to your time in RH Kids.

Included in this booklet is a covenant form that we are asking every RH Kids leader to sign. Please turn it in to the RH Kids Director prior to serving. May we always do our best to serve our Lord Jesus Christ with the highest level of quality that we can! Thanks again for joining the RH Kids ministry team. We look forward to growing with you as we serve God by serving Redemption Hill kids and their families.

Serving with you in grace,

RH Kids Staff

# **RH Kids Mission Statement**

RH Kids exists to assist parents in the spiritual formation of their children. Our goal is to help cultivate the soul of our children to become followers of Jesus Christ by focusing on being Gospel-Centered, Grace-Driven, and Mission-Minded.

## **Gospel-Centered**

We will teach children the gospel of Jesus Christ, not just Bible stories or moral lessons.

## **Grace-Driven**

We will use methods of instruction and interaction that are both excellent and age-appropriate.

## **Mission-Minded**

We believe that only the gospel can change children, families, neighborhoods, and schools. As we minister the gospel to children, we are participating in Redemption Hill's larger vision of city transformation...*cultivating the soul of the city.*

# Teacher Responsibilities

Redemption Hill wants to support parents' desire to raise children who will grow up to love and trust Jesus. We strive to provide the most opportunities for the children who attend to grow up in the Lord. Because we expect a high level of personal responsibility from our volunteers, all RH Kids Teachers must:

- have a growing understanding and treasuring of the gospel.
- have at least three months of regular participation in Redemption Hill services or a Community.
- regularly attend a service on Sunday
- be a current member or be committed to the membership process.
- have a strong desire to work with children, nurture their development, and provide a positive learning experience.
- pray for the vitality of RH Kids and the children in their class.
- attend Teacher Training session.
- follow RH Kids procedures as outlined in Teacher Handbook.
- wear their volunteer badge at all times while serving in RH Kids
- maintain a safe and nurturing environment for children during class.
- build rapport with children and their parents.
- notify Volunteer Coordinator of upcoming absences and secure a substitute as directed.
- arrive at least 20 minutes before class to greet children and gather supplies and must remain to see every child signed out
- clean and organize the classroom and supplies and complete incident reports at the end of each class
- commit to speaking positively to parents, children, and guests
- follow the curriculum provided while incorporating their own creative ideas.

# Safety Policy & Procedures

It is our responsibility, both to God and parents, to provide a nurturing and safe environment in RH Kids. To achieve this, we have developed safety policies and procedures. All children's ministry staff and teachers must abide by the following rules:

- All RH Kids volunteers must complete a thorough volunteer application, and submit to an online criminal background check. Anyone convicted of child abuse or a related offense may not serve with RH Kids.
- All volunteers must attend training which covers our philosophy of ministry, policies and procedures, curriculum, and guidelines for effective and age-appropriate teaching.
- There will never be a teacher left alone with any child.
- There will always be at least two teachers with any group of children.
- Children will never be left unsupervised.
- Teachers shall not abuse children in any way, including:

**Physical abuse** - strike, spank, shake, or slap

**Verbal abuse** - humiliate, degrade, threaten, compare or criticize

**Sexual abuse** - inappropriate touch or verbal exchange

**Mental abuse** - shaming, withholding love, or cruelty

**Neglect** - withholding food, water, or basic needs

\***Any** type of abuse or corporal punishment will not be tolerated and will be cause for immediate dismissal.

- Restroom supervision - **Only female RH Kids teachers may take children to the bathroom.** *Neither male teachers nor youth classroom assistants may take children to the bathroom.* Make sure the bathroom is unoccupied. Stay in the doorway while the child is using the restroom. If a child needs help, keep the door open and ask another leader to step into the bathroom. If no other leader is available, you may page the parent for assistance.
- Teachers should not allow children older than four years old to sit in their laps.
- Teachers should never pick up a child higher than the waist.
- Under no circumstances should teachers release a child to anyone other than the person who placed them in RH Kids unless they have the pick-up security badge or the parent has notified you of the change.

## **Suspicion of Abuse or Neglect**

Redemption Hill takes the safety and security of our kids and teachers very seriously. If at any time you suspect a child may be being abused, speak to the Director of RH Kids, the Director of Operations, or a Pastor/Elder (Redemption Hill Leadership) immediately. A Pastor is responsible for providing guidance in the situation and directing any interactions with the parents and/or accused party following the protocol listed below.

## **Abuse or Neglect Reporting Protocol**

Any report of abuse or neglect by a child, parent, or volunteer will be investigated and dealt with in the following manner:

- Whenever Redemption Hill Leadership has reason to suspect a child is abused or neglected, a report will be made to the Richmond division of Child Protective Services (CPS) or through the official hotline for set up to receive such reports.
- If possible under the circumstances, a Pastor will inform any individual accused of abuse or neglect if a report is made, though details of the accusation may be withheld for the protection of the minor child.
- Redemption Hill Leadership will keep information relating to any abuse or neglect confidential unless otherwise required by law or Scripture disclose, or to protect the health or safety of other individuals.
- Redemption Hill Leadership will reasonably cooperate with any investigation conducted by CPS or law enforcement.
- Redemption Hill Leadership may conduct an independent inquiry to determine whether there has been a violation of this policy.
- Any Redemption Hill Kids volunteer that is the subject of a report of abuse or neglect will be presumed not responsible until a reasonable inquiry or investigation is completed. However, for the safety of the volunteer and the children of Redemption Hill, he or she will not be allowed to return to teaching until CPS and/or Redemption Hill Leadership have concluded any inquiry or investigation. Redemption Hill Leadership may remove an accused individual from Redemption Hill Kids activities immediately.
- Should CPS determine that no abuse or neglect occurred, the volunteer may return to serving at the discretion of the Redemption Hill Elder Board.

## **Youth Classroom Assistants**

Youth ages 10-18 who have successfully completed the RH Kids Youth Classroom Assistant training may serve alongside adult teachers in the classroom.

- Youth Assistants must never be left alone with a child or group of children.

# Health

We believe that God has called us to minister to all people and we will, therefore, strive to provide an environment that is safe and accepting of everyone. If a child shows signs of sickness, please isolate him from the other children, and page the parent immediately. As children arrive, please do not admit a child with any of the following conditions:

- elevated temperature (anything over 99 in the last 24 hours)
- nausea, vomiting, or diarrhea in the last 24 hours
- any colored nasal drainage
- Sore throat
- productive (wet) cough or croupy (barking) cough
- rashes, or open skin lesions
- skin infections (boils, ringworm, etc)
- eye infection or drainage
- any communicable disease or infestation (such as lice)
- looks or acts unusually tired, pale, irritable or restless

A child must be fever-free and have stopped diarrhea and vomiting for 24 hours before returning to RH Kids. A child must be lice AND nit free for 48 hours before returning.

Questions concerning any conditions will be addressed to the parent and child in a non-threatening way by a classroom teacher or staff member. The medical condition of any child or RH Kids teacher will be disclosed only to the extent necessary to minimize the health risk to the person and others involved. Redemption Hill's elders and the RH Kids leadership team will be provided with the appropriate information concerning any special precaution that may be necessary. RH Kids will not disclose the health status of any individual without the express written consent and permission of that individual, or in the case of a child, their parent or guardian. Parents of children involved in RH Kids activities will not be privy to any confidential medical information.

## Food Policies

### Nursery

No food or drink is permitted in the nursery area. Take children out of the nursery to give them a bottle or snack.

### Toddlers and Preschool

Snacks as provided by RH staff are served to children in the Toddler and Preschool classes. Toddlers may bring a spill-proof cup from home with a drink. Please label cup with child's name. We do not provide drinks for children in the Toddlers classes. Teachers in the Preschool classes may serve water.

*Be alert to children with allergies.* Always check the “notes” section of the sign-in sheet before serving snack. To ensure the safety of children with food allergies, food from home is not permitted in these classrooms. Wash hands and use latex-free gloves when serving food.

## **Elementary**

We do not provide snack for children in the elementary classes. If a lesson calls for food to be served, the director of RH Kids will provide the food and post a sign notifying parents. Teachers should not bring food from home for the children.

## **Biting Policy**

If a child bites another child, page both sets of parents. If the parent of the bitten child prefers their child remain in the classroom, that is allowed, and the parent may return to service. The child who bit may not stay in the classroom that day. Teachers must record the incident on the class report and notify the director of RH Kids.

## **Nursery - Toddlers**

In order to minimize the risk of infection and diseases, we ask that all workers in the baby and toddler areas abide by the following guidelines:

- Please use disinfectant on all surfaces such as tables, toys, and changing pads after each use.
- Please change all crib sheets after each use and place them in the dirty laundry basket to be washed each week.
- Workers are not permitted to take hot coffee or other hot beverages into the baby and toddler rooms.
- Youth Classroom Assistants are not permitted to work in the baby nursery.
- Youth Classroom Assistants may work in the Toddler classrooms, but they may not pick up or carry children.
- Parents should fill out all necessary instructions for each child in the nursery and Toddlers classrooms.

## **Diaper Changing Procedure**

- Only female teachers will change diapers. Teachers must change diapers in a public area where other volunteers are present. No male volunteers or Youth Classroom Assistants may change diapers.
- Use the child’s personal supplies. Where none are provided, use classroom supplies stocked at each changing station.
- Gather supplies needed (gloves, diaper, wipes) before placing the child on the changing table.

- Use latex-free gloves with EVERY diaper change.
- Place waxed paper between the child and the changing table for messy diapers.
- Wipe down the changing table with disinfectant after each use and allow to air dry.
- Immediately dispose of diaper.

## Check-In/Check-Out

Check-in is one of the first impressions that members and visitors receive at Redemption Hill. We desire to greet each family in a warm and inviting atmosphere, and provide as simple and safe a process as possible.

All RH Kids volunteers must wear their volunteer badge at all times. This allows our Check-In team and parents to easily identify those adults who are allowed to be in the RH Kids area.

### Check-In

- Pick up security badge from the Check-In table.
- Sign-in elementary children on appropriate class sheet at Check-In table, and take children to service. Children will be dismissed by the Pastor after worship music, and will accompany teacher to classroom.
- ONLY children signed in by parent may accompany teachers to class.
- Sign-in all children ages 4 months to 5 years (pre-k) before service in the appropriate classroom.

### Check-Out

- Have security badge visible to enter RH Kids area.
- Pick up children from appropriate classrooms. Present security badge to teacher and sign initials on class sheet.
- Return badge to Check-In table after all children are retrieved.
- **Parents or their designee *must* present security badge to teacher before child is released.**

## Discipline

The effective spiritual formation of all our children requires a stable environment. The role of RH Kids is to support and supplement parental training by upholding high standards of behavior, respect and discipline. Some of the expectations we have for children include:

- Participate with a willing heart, eager to learn and obey, with an attitude of respect to authority.

- Avoid being disruptive or distracting to the mission and purpose of RH Kids.
- Examples of unacceptable behavior include: persistent talking, distracting others, not following instructions, interacting inappropriately.

Teachers are encouraged to use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than excessive criticism or negative discipline. A major goal during all disciplinary situations is to help children see that they have sinned against God and their neighbor and to encourage asking for and extending forgiveness. If discipline is needed, RH Kids uses the “time out” technique.

“Time Out” is the removal of a child for a short period of time from the situation in which the child is misbehaving and has not responded to the above techniques.

- As a general rule, we recommend one minute of time out per year old the child is. (ex: Place a 2 year old in time out for no longer than 2 minutes)
- The “time out” space, usually a chair, is to be located away from the play activity but within the leader’s sight.
- After a brief interval of no more than 4 minutes, the leader discusses the incident and inappropriate behavior with the child.
- When the child returns to the group, the incident is over and the child is treated with the same affection shown to the other children.
- After 2 “time outs” inform the director of RH Kids of the situation. If a child is placed in “time out” 3 times in one service, the director or other staff member will page the parent and the child will not be allowed to remain in class for the remainder of that service.
- Physical restraint is used only in pre-determined situations (necessary to protect the child from harm,) and only administered in a prescribed manner, and must be recorded on the class incident report.

RH Kids leaders are strongly encouraged to use these same guidelines with their own children while at Redemption Hill, realizing that our guests and members do not know which children belong to leaders and which do not.

If any volunteer or staff is guilty of inappropriate action toward a child, he or she may be subject to discipline by the church. Furthermore, he or she may be subject to criminal and/or civil assault charges under the laws of the Commonwealth of Virginia.

## **Emergency Protocol**

An emergency protocol reference sheet can be found on your classroom’s checkin clipboard.

### **Medical Emergency**

1. Contact Checkin Table via Walkie Talkie immediately to request medical assistance.
2. Apply pressure to any serious bleeding (gloves available in class’s first aid kit).
3. Minimize movement of the child.

The checkin table worker will report to the a/v team that medical assistance is needed. The a/v team will flash the code "RH Kids Blue" on the projector screen. This will alert the medical assistance team to come to the lobby for instructions.

### **Tornado**

You will be notified by Intercom or Walkie Talkie Announcement

1. Take the kids and seek shelter in a first floor interior hallway.

### **Fire or Bomb Threat**

Fire Alarm Will Sound

1. Use nearest fire exit.
2. Assemble kids in field at far end basketball court.

### **Violent Threat or Active Shooter -**

You will be notified by Airhorn Blast. Along with this, if you ever suspect that you hear gun shots DO NOT WAIT for the air horn. Seek shelter immediately.

1. Immediately move to lockdown room & shut door.
2. Stay away from windows and doors.

In all instances, once the situation is deemed safe, please remain with the children until their parent or guardian retrieves them. Do your best to observe normal checkout policies as best possible for safety, security, and minimizing of confusion.

### **First Aid Kits**

First aid kits are located in the class's supply bin or at the checkin table.

Notify parents in the event of a medical incident. If parents are not immediately available, childcare workers will administer appropriate treatment measures such as applying pressure or a bandage to a bleeding wound.

# Kids Schedule

## Nursery and Toddlers Schedule

- **Arrival:** All leaders should arrive 20 minutes before their service time
- **Pre-Service Time:** Greet parents and children as they come in/free play
- **During the Service:** (for Toddlers) lesson/snack/color/songs/prayer
- **Post-Class Time:** Free play

## Preschool and Elementary

**Arrival:** All leaders should arrive no later than **20 minutes before** their service time or immediately after the service they attended. This gives you time to prepare your room, go over the lesson, and ensures every child arrives with a teacher ready to greet him or her warmly.

### Sample Preschool Schedule

8:45-9:15 Check-in and Playtime  
9:15-9:20 Clean up and transition  
9:20-9:45 Circle Time  
    9:20-9:30 Lesson  
    9:30-9:40 Singing  
    9:40-9:45 Prayer  
9:45-10:00 Color/craft (use this time for review)  
10:00-10:15 Clean up and Snack  
10:15-10:25 Memory Verse (games, singing, activities)  
10:25-10:45 Quiet Play (blocks, puzzles, playdoh, etc) and Check-out

### Sample Elementary Schedule

9:20 Depart worship service for mission lesson  
9:30 Dismissed to Classroom  
9:30-10:00 Bible Story Time  
    9:30-9:45 Lesson  
    9:45-10:00 Enrichment (games, activities, etc)  
10:00-10:15 Craft/Color  
10:15-10:30 Memory Verse/Prayer/Application  
10:30-10:45 Review/Clean up and Check-out



# RH Kids Teacher Covenant

As a teacher in RH Kids and by the grace of God, I covenant with the pastors of Redemption Hill Church, fellow RH Kids leaders, parents, and the children I lead, in the following areas:

- I confess that Jesus Christ is my Savior, and that I seek to grow in my understanding and treasuring of the gospel.
- I am committed to Redemption Hill Church, and that commitment is demonstrated by my willingness to be a member of RH, and my consistent participation in Redemption Hill services or Community
- I will provide parents a safe and fun environment for their children so that parents may participate in corporate worship
- I have completed the RH Kids Leadership Training and, while I lead, will be a regular participant in ongoing leadership training.
- I will be faithful in leading my class by arriving at the established time, coming prepared, following protocol as outlined in the RH Kids Leaders Handbook, and striving to lead with excellence.
- On a regular basis, I will pray for the children of RH Kids, other RH Kids leaders, and those that are yet to be reached.

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

In which class would you like to serve? (check all that apply)

\_\_\_\_ Nursery                      \_\_\_\_ Bible Buddies, 3 Year olds                      \_\_\_\_ Lower Elementary  
\_\_\_\_ Younger Toddlers                      \_\_\_\_ Bible Friends, 4-5 Year olds                      \_\_\_\_ Upper Elementary  
\_\_\_\_ Older Toddlers                      \_\_\_\_ Check-In Table

On which Sunday of the month will you commit to serving? (check all that apply)

\_\_\_\_ 1st Sunday                      \_\_\_\_ 3rd Sunday                      \_\_\_\_ 5th Sunday  
\_\_\_\_ 2nd Sunday                      \_\_\_\_ 4th Sunday

In which service would you like to serve?

\_\_\_\_ 9:00                      \_\_\_\_ 11:00