



**Redemption Hill Kids
Policies & Procedures**

Welcome and Thank You!	3
Redemption Hill Kids Mission Statement	4
Redemption Hill Kids Sunday Morning Goals	4
Teacher Expectations	5
General Safety Policies	6
Health	6
Check-in and Check-Out	7
Check-in	7
Check-out	8
Bathroom & Diaper Changing Policy	8
Nursery/Toddlers	8
Potty-Training Toddlers	9
Preschool	9
Elementary (K-4th)	11
Food and Drink Policy	11
Biting Policy	11
Discipline	11
Suspicion of Abuse or Neglect	13
Abuse or Neglect Reporting Protocol	13
Emergency Protocols	14
Medical Emergency	14
Fire/Bomb	14
Inclement Weather	14
Violent Threat	14
First Aid Kits	14

Welcome and Thank You!

We are so excited to have you join the Redemption Hill 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. Redemption Hill Kids exists to partner with parents in cultivating Gospel-Centered, Grace-Driven, and Mission-Minded kids.

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 Redemption Hill 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 Redemption Hill Kids.

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 Redemption Hill 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,
Redemption Hill Kids Staff

Tori Van Brunt - Deacon - victoria.vanbrunt@gmail.com
Emily Welch - Assistant Director - emily@redemptionhill.org
Ryan Burns - Director - ryan@redemptionhill.org - 360-220-5019

Redemption Hill Kids Mission Statement

Redemption Hill Kids exists to partner with parents in cultivating Gospel-Centered, Grace-Driven, and Mission-Minded kids.

Gospel-Centered

We will teach children the gospel of Jesus Christ, not just Bible stories or moral lessons, helping show them the riches of God's grace found in the person and work of Jesus Christ.

Grace-Driven

We will trust the work of God by his spirit to bring conviction and faith in the life of our kids, teaching kids that we do not perform in order to earn God's approval, but that his approval is a gift given by grace through the gospel. This same grace that saves us also empowers us to live for God and turn to him when we fail.

Mission-Minded

We will teach children that the good news of Jesus is not to terminate on ourselves, but that God has called us to take this good news to people near and far.

Redemption Hill Kids Sunday Morning Goals

When we gather for our Redemption Hill Kids Class we have two main goals:

1. Create a safe and secure environment for kids and teachers.
2. Tell kids about Jesus.

Teacher Expectations

The children of Redemption Hill deserve the best of our care and efforts. As such, we expect a high level of personal responsibility from those who serve in Redemption Hill Kids. All volunteers working on Redemption Hill Kids must:

- have a growing understanding and treasuring of the gospel.
- have at least six months of regular participation in Redemption Hill services or a Community.
- submit to a criminal background check. Anyone convicted of child abuse or related offenses may not serve in Redemption Hill Kids.
- regularly attend a service on Sunday.
- be a current member or be in the membership process and in agreement with the Redemption Hill Statement of Faith.
- have a strong desire to work with children, nurture their development, and provide a positive learning experience.
- pray for the vitality of Redemption Hill Kids and the children in their class.
- attend the initial Teacher Training session and any ongoing training sessions that are made available.
- follow Redemption Hill Kids procedures as outlined in this guide.
- parents who have their own child in a class they are teaching will follow the same policies and procedures for their child as with any other child in the class.
- wear their volunteer badge at all times while serving in Redemption Hill 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 on time for the pre-class Teacher Huddle.
- 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.
- spend time prior to the class on Sunday morning reviewing the lesson, praying, and preparing to teach.
- follow the curriculum provided while incorporating their own creative ideas.

General Safety Policies

To create a safe and secure environment for teachers and children, the following general safety policies should be followed at all times.

- There will ***always*** be at least two trained and background checked teachers with any child or group of children.
- Parents may not drop off children until there are two trained and background checked teachers present.
- 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.

- Teachers should not allow elementary students to sit in their laps.
- Under no circumstances should teachers release a child to anyone that does not have the corresponding number badge for the child. Only a director of Redemption Hill Kids, Team Lead, and/or a pastor may release a child to someone without the correct number badge. (See Check-in and Check-out Policy for more details)

Health

Because we care about the health of our kids and teachers, children and teachers, with the following symptoms should not attend class:

- elevated temperature (anything over 99 in the last 24 hours)
- nausea, vomiting, or diarrhea in the last 24 hours
- 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 teacher or child must be fever-free and have stopped diarrhea and vomiting for 24 hours before returning to Redemption Hill Kids. A teacher or 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 Redemption Hill 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 Redemption Hill Kids leadership team will be provided with the appropriate information concerning any special precaution that may be necessary. Redemption Hill 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 Redemption Hill Kids activities will not be privy to any confidential medical information.

Check-in and 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.

Check-in

- Check-In opens 15 minutes before the service begins and closes 10 minutes after the service has begun.
- Upon arrival, parents or guardians will check the child into Redemption Hill Kids at the check-in station and given a check-in card with the child's name and class.
- The parent or guardian will escort the child to his/her classroom and the teacher will check him/her into the class using the roster sheet in the classroom.
- Teachers will identify who is dropping off the child, verify the child has a check-in sticker, confirm contact information, and ask if there are any specific instructions they need to be aware of for the child.

Notes:

- Parents are not allowed to stay in the classroom. If a parent wants to stay in the class with their child, contact the Team Lead.
- If there is a wait list for any class, parents will be notified of any available space after check-in closes.

Check-out

- A person picking up a child must present the check-in card to the teacher.
- The teacher will confirm that the card matches the number on the child's sticker.
- If the check-in card is not presented, teachers cannot release your child.*
 - The teacher will notify a Director of Redemption Hill Kids, Team Lead, or a Pastor/Elder who can release a child when the check-in card is missing.
- If the check-in card is missing and the person picking up your child is different than the one who dropped off the child, a Director or Pastor/Elder will contact the drop-off person to get permission to release the child.

Bathroom & Diaper Changing Policy

Nursery/Toddlers

Only female teachers may change diapers.

Diapers will be changed whenever a need arises AND prior to pick-up time. We want to be proactive with diaper changes in order to give children back to their guardians clean and ready to go.

Diaper will be changed at the Changing Stations in the Nursery or Toddler Classrooms (or in a public area where other Redemption Hill teachers are present)

Diaper Changing Procedure:

- Gather Supplies: wax paper, gloves, new diaper, wipes (Use the child's personal supplies. If none were provided by the child's guardian, use the diapers/wipes supplied at each changing station.)

- Place wax paper on the changing pad
- Put on latex-free gloves (do this with EVERY diaper change)
- Place child on the changing pad
- Replace soiled diaper with new diaper
- Return child to the classroom area
- Immediately dispose of soiled diaper, wipes, waxed paper, and gloves
- Wipe down the changing table with disinfectant and allow it to air dry

If, for any reason, you cannot change a diaper, notify the team lead and he/she will change the diaper (or find another female Redemption Hill Teacher to do so).

Potty-Training Toddlers

Because of the high level of assistance needed and the unique approach every family has to potty training, we do not ask our Toddler teachers to take toddlers to the bathroom. If a toddler asks to go to the potty during class, a teacher will contact the parents so they can come and assist. We recommend that parents take potty-training toddlers to the bathroom before drop-off. Some parents have found that putting their potty-training toddler in a pull-up during class puts their minds at ease.

Preschool

When a child is dropped off in the preschool class, ask the person dropping off the child, **“Is your child potty trained?”**

If Yes

- Encourage guardian to take the child to the bathroom before class
- Ask: Would it be okay if we take your child to the bathroom during class or would you like to be notified when a need arises?

Note: So that we can better serve all Redemption Hill families and kids by spending the majority of our time in the classroom teaching that, we are unable to take children to the bathroom “to try.” We will also utilize not potty seats when assisting a child. Parents are welcome to bring potty seats and use them when they assist their own child in the bathroom.

If No

- Encourage the parent to bring the child to class with a fresh diaper
- Ask: Would you like us to change your child's diaper during class or text you when a need arises?
- Obtain diaper changing supplies from the guardian, if applicable.

Diaper Change Needed:

- Text the Team Lead to notify him/her of the diaper change need.
- Once the Team Lead arrives, Team Lead or another female Redemption Hill Teacher may take the child to the diaper changing station in the Toddler room.
- Follow the Diaper Changing Procedure above (see the Nursery/Toddlers section of the Redemption Hill Kids Bathroom Policy)

Bathroom Needed:

- Check the bathroom to make sure it's empty.
- Stand at the classroom door (in sight of the bathroom door) to ensure no one else enters the bathroom and to make sure the child doesn't wander off.
- If a child needs any assistance, only female RH teachers may help. **KEEP THE BATHROOM DOOR PROPPED OPEN** and step out of the bathroom as soon as you are done helping with any particular need.
- You may help:
 - Undo clothing for child
 - Lift child up onto the toilet
 - With wiping needs
 - Fix/Fasten clothes after
 - Wash hands
- You may not:
 - Close the bathroom door while in the bathroom with a child
 - Remain in the bathroom with the child after you've helped with a particular need (i.e. step out of the bathroom as soon as you are able)

Elementary (K-4th)

Bathroom Needed:

- Stand at the classroom door (in sight of the bathroom door) to ensure the child goes directly to and from the bathroom
- Female RH teachers may help:
 - With minor clothing needs (ex: pant buttons, dresses oddly tucked into pants, etc.) while standing at the classroom door
- You may not:
 - Leave the classroom (there must be 2 Redemption Hill teachers in the classroom at all times)
 - Go into the bathroom with the child.
 - If you need any additional assistance, contact your Team Lead.

Food and Drink Policy

Children will be offered a snack during their class. It is Snyder's Gluten Free Mini Pretzels which contain no gluten, soy, dairy, casein, or eggs.

No outside snacks are allowed in the classroom.

Parents may provide a bottle or sippy cup for their child, clearly marked with the child's name.

Biting Policy

If a child bites another child, page both sets of parents. The child who bit may not stay in the classroom that day. Teachers must record the incident on the class report and notify a Director of Redemption Hill Kids.

Discipline

Our two primary goals in Redemption Hill Kids are to share the good news of Jesus with kids and to create a safe and secure environment for our kids and teachers. These two

goals guide us when discipline is appropriate. When a child's behavior presents a danger to him/herself or others, or when it distracts others from hearing the good news of Jesus, discipline will be handled as follows.

First incident: The teacher will explain to the child the behavior that was inappropriate, why it was inappropriate, and how he or she should behave.

Example: Billy, we don't throw blocks because it could hit someone on the head and really hurt them. Please don't throw any more blocks, ok?

Second incident: The teacher will explain to the child the inappropriate behavior, why it was inappropriate, and the potential consequence should it happen again (time out).

Example: Billy, we don't throw blocks because it could hit someone on the head and really hurt them. If you throw the block again, you'll need to have a brief time out.

Third incident: The teacher will explain to the child the behavior that was inappropriate, why it was inappropriate, and go with the child to an area for time out.

Example: Billy, we don't throw blocks because it could hit someone and hurt them. I asked you not to do that two times, so now you and I need to have a brief time out.

Time Out Explained - In time out, a teacher will go with the child to a space away from the group within the classroom. The teacher will remain with the child, attempting to both instruct and console the child. The time out period is around a minute or two. During the time out the teacher will explain why the child is in time out, pray with the child, and encourage (though not require) reconciliation.

Example: Billy, I'm so sorry we have to be in time out for a minute but we want everyone to be safe and throwing blocks can really hurt someone. That last block hit Eric. I really want you to stay in class and have lots of fun today. I'm going to pray for God to help you, ok? (brief prayer). Would you like to pray, Billy? Ok, let's get back to group. Would you like to apologize to Eric for hitting him with the block?

Fourth Incident: If the child continues to have difficulty in class, we will call the parents and have him/her leave the class for the morning, encouraging him/her that we can't wait to see him/her next week.

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 a Director of Redemption Hill 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 receives a report or 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 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 to 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 only at the discretion of the Redemption Hill Elder Board.

Emergency Protocols

Medical Emergency

- Teachers are instructed to call 911 if they ever believe it to be needed and call parents.
- If the medical situation is not life-threatening, the teachers will contact the parents while utilizing the in-room first aid kit as needed.
- Any on-site medical professionals will be asked to assist as needed.

Fire/Bomb

- Teachers will take their roster sheet and will escort the children out of the building and across the street.
- Parents should not attempt to get their children until the class has assembled outside the building.
- Normal check-out procedures will be followed to the best of our ability in order to ensure the safe accounting for and return of the children.

Inclement Weather

- We will monitor the weather service, should it be necessary.
- If a seek shelter warning is issued, teachers will take their roster sheet and will escort the children to the event hall.
- Normal check-out procedures will be followed to the best of our ability in order to ensure the safe accounting for and return of the children.

Violent Threat

- Teachers will lock classroom doors, turn off lights, and move all children away from the view of the door.
- Teachers will only unlock and open the door for a uniformed police officer.

First Aid Kits

- First aid kits are located in every classroom.
- 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.