



CROSS CHURCH

NEXT GEN MINISTRIES TEAM



POLICY AND PROCEDURE MANUAL



8.5.2024

Next Gen Team,

Thanks for your commitment to pouring your lives into the Next Generation of the Church. Our desire for every young person is that they experience God's best plans in regards to our Core Values: People Need Jesus, People Need Each Other, People Change the World, and People Leave Legacies. We also desire that our young people are safe and protected. The Next Gen safety policies & procedures of Cross Church present our plan to diligently partner with you in providing safe environments as we reach and disciple our pre-schoolers, kids and students. Thank you for your commitment to these policies & procedures, and thank you for your commitment to reaching the Next Generation for Jesus.

A handwritten signature in black ink, reading "Phil Kuehn". The signature is written in a cursive, flowing style with a large initial "P" and "K".



PRESCHOOL DREAM TEAM



SECTION 1

SECURITY POLICIES

1. CHECK-IN (ARRIVAL)

We currently use TouchPoint check-in system for check in (2021).

- Children may not enter the classroom without a name tag.
- Place the child's name tag on the child.
- The parent is given the parent tag.
- Place the extra sticker on the roster sheet provided in the classroom.
- Each tag has a unique security code for each child. Leaders, please stress to parents the importance of keeping up with their tag so they can be matched up at check out.

2. CHECK-OUT (DEPARTURE)

It is extremely important we are consistent in enforcing our check-out policies to provide the best security possible for our children.

- Parents must present their parent tag to pick up their child. NO CHILD should be released without this tag. If a parent does not have a tag, please contact a staff member or service coordinator. The staff member or service coordinator must approve the release of a child without the parent tag by documenting pick-up on the missing tag log.
- When you get the child, be sure to look carefully at the child's tag and match the SECURITY CODE with the parent tag. Take off the child's tag and discard both child and parent tag once the child is safely with the parent. For families with multiple children, we will check and initial the sticker on the roster page.

3. CLASSROOM ENTRANCE

No one is allowed to enter a preschool classroom other than a Preschool Dream Team Member or Preschool Staff Team Member.

- All Dream Team Members MUST be wearing a name tag before they are allowed to enter a room to serve.
- Parents or family members of preschoolers are not allowed into the classroom at any time.

EXCEPTIONS TO THIS RULE:

- Parents may be asked by a staff member to be a part of their child's class if their child is acting in a harmful way towards others. In those cases, the parent will be asked to complete a background check before taking part in the class.

- They will not interact with the kids during their visit.
- They will not take any kids to the restroom.
- They will not take any picture or video while visiting in Cross Preschool.
- They must be a parent of a child in the room they will be visiting, a prospective volunteer or a pre-approved member of a visiting church group.
- They will observe from the back of the room only.
- Guests must also be assigned a Guest Badge that must be worn during their visit and returned after their visit.
- When the parent is ready to leave, they will leave the preschool area with a staff or Dream Team escort.

4. PHOTOGRAPHY/SOCIAL MEDIA

Dream Team Members may not post any pictures of a child on any social media platform. This includes, but is not limited to X, Facebook, Instagram, Snap Chat, or any other social media platform.

It is against the law to take photographs of the children in your care with your personal devices. If photos need to be taken, the church will provide the device. Photos taken will be for church use only.

SECTION 2

CHILD PROTECTION POLICIES

Cross Church intends to ensure the health, safety, and well-being of leaders and children. Dream Team members are not allowed to take any pictures or post pictures or anything about children they have cared for in the preschool area to any online sites. As a precaution and to ensure strict accountability from one adult to another, leaders must follow these rules:

1. DIAPER CHANGING POLICY

- Only a female Dream Teamer may change a diaper.
- You may only change a diaper in the presence of another Dream Teamer.
- Never leave a child unattended on the changing table.
- Get a clean diaper from the child's diaper bag.
- Put latex or vinyl gloves on your hands and lay a piece of wax paper liner on the changing table.
- Place the child on changing table and make sure the child's bottom is on the liner.
- Change diaper and discard diaper, liner, and gloves in the trash can.
- Fill out a baby form for each child noting the time and state of the diaper (wet or dirty).
- Bag a "dirty" diaper in the provided bag at the changing station and place in the trash can.
- Wash your hands before and after diaper change.
- Spray the changing table with disinfectant.

2. RESTROOM POLICY

- A Dream Teamer is never allowed in the bathroom alone with a child.
- Make sure the bathroom is free of other adults before allowing a child to enter.
- Assist young children with their clothing in an open doorway before they go into the bathroom; give them the opportunity to do as much of this for themselves as possible.
- Please stand in the doorway with your foot in the door to monitor the needs of the child.
- If a child needs your assistance, please prop the bathroom door open and ask another Dream Teamer to assist.

3. GENERAL SAFETY REMINDERS

- Never be alone with a child.
- Never leave a child unattended.
- The Cross Church "Rule of three" – A minimum of two adults should always be present in any room (2 adults and 1

child), except in the event of an emergency.

- We strive to have a minimum of three adults present, if two of the adults in the classroom are related.
- Classroom doors should always remain open unless the door is outfitted with a full window. For classrooms that have Dutch or half doors, the top portion will always remain open.
- When it is necessary that only one adult leader (two related leaders are in a classroom) the door of that room should always remain open.
- Avoid physical contact with children that could in any way be misconstrued as inappropriate.
- Under 18 rule - See recruiting section for screening guidelines.
- Never give a child a bottle in a bed.
- Check sleeping children at least every ten minutes.
- After a child has been placed in a crib, no other child should be placed in that crib unless it has been disinfected and new sheets are put on the crib.
- No medication of any kind will be given to children by a Dream Teamer.
- Diaper rash cream may be used on a child if the parent provides it. The parent must provide instructions on how to apply the diaper rash cream on the child.
- Do not allow children to stand on the furniture, whether it is a table or a bookshelf. Kids must keep their feet on the floor.
- Please throw away any broken toys and any toys that cannot be repaired.
- For your protection as well as the protection of the children in our care, children are not allowed to sit on adults' laps unless they are under the age of three. This would mean a child can sit in your lap if you are serving in one of our babies, toddler, or two-year-old rooms. All other classrooms lap sitting is not allowed.

4. PETS

- According to DHS policies, potentially harmful pets are not allowed in the preschool area. With this as our standard, it is against our policies to allow any pets in the preschool area.

SECTION 3

HEALTH AND WELLNESS POLICIES

1. WHEN TO CALL 911

Call 911 if the following emergencies occur:

- A child begins choking.
- A child is knocked unconscious or suffers a serious injury.
- A child starts to have serious trouble breathing, especially if he or she has an allergy. He/she may be having a fatal allergic reaction.
- If there is a fire, serious security issue or act of violence.

In the event of a potentially life-threatening illness or injury, any adult has authority needs to call 911 immediately. In non-life threatening instances, immediately report any medical needs or concerns to a service coordinator or staff member. They will contact the Cross Church Security team to decide if 911 should be called.

The leader should remain calm and divert the attention of the other children. The injured or sick person should be kept quiet and still. Do not attempt to move a severely injured person unless he or she is in imminent danger. Remember to stay calm and to keep everyone else calm.

Regardless of severity, any medical needs or concerns should be reported immediately to a service coordinator or staff member.

2. ACCIDENTS AND INJURIES

Immediately report any accidental injuries to a member of the staff or service coordinator. Typically, an injury can be treated with a little tender loving care, cool cloth, and a band-aid, but we need to be prepared for everything. We keep a well-stocked first aid kit in the office. If it is a minor injury, please treat the child and ask your service coordinator to complete an incident report. Reports will be given to the staff or your service coordinator. Please talk to the parents upon their arrival and let them know what happened. A staff member will follow up with the parents, if necessary, the following week.

Keep in mind that you should never dispense any over the counter or prescription medications. If a child needs more attention than we can provide, the parent will be notified. Serious injuries involving bones, convulsions, fainting, or other serious bodily injury should be treated as follows:

- Keep calm and keep children and the injured person as calm as possible.
- Do not move the injured child and do not leave them alone.
- Send the person working with you to find a service coordinator or staff member for assistance.
- The service coordinator or staff member will seek medical professionals' help on campus, or if necessary, they will call 911.
- The service coordinator or staff member will then contact the parents and advise them of the child's situation.
- If the child is to be transported to the hospital and the parents cannot be located in time, the staff member will accompany the child to the hospital.
- The staff members will follow up with the parents as needed.
- Immediately following the emergency, all volunteers and staff members involved in the emergency should write out a report of what happened.

Regardless of the severity, any medical needs or concerns should be reported immediately to a service coordinator or staff member.

- The "Accident and Incident Report" form needs to be filled out by the person who administers first aid and the staff member or Dream Teamer who witnessed the accident.
- Record all details as soon as possible. If possible, all minor injuries should be reported on an incident report signed by the ministry director and the parent prior to the child leaving the classroom.
- Parents of any children who have been injured in any way, spit on or verbally abused will be informed of the incident only and not the name of the other child involved.
- The "Accident and Incident Report" form can be downloaded from the Cross Church intranet site or from the HR department at Springdale campus. Copies should be available in each campus.
- The "Accident and Incident Report" form must be signed by the parents, the leaders that were present, a staff member, and the child (when applicable).
- All completed and signed "Accident and Incident Report" forms will need to be turned into the preschool ministry and HR.

3. NO MEDICATION POLICY

- No medication may be administered by Cross Church Staff or Dream Team Member except for an EpiPen in the case of life-threatening reactions. We must have a medical release form on file to administer all other medication, both oral and topical, such as teething gel, teething drops, eye drops, etc.
- The parents of the child must administer all other medications, both oral and topical, such as teething gel, teething drops, eye drops, etc.
- Cross Church Staff and Dream Teamers are prohibited from opening or taking medication while in the classroom. If medication is needed, the staff member or Dream Teamer must leave the classroom to administer medication.

4. CHILDREN AND DREAM TEAM HEALTH POLICY

Children who show any visible signs of illness should not be allowed into the classroom. When addressing this with parents, assure them that we want their child to come back as soon as they are feeling better. If any illness is discovered after a child is in the classroom, remove the child from the room and ask your service coordinator to locate the parents. NOTE: These guidelines also apply to any Dream Teamer working in Cross Church Preschool.

Upon recommendation of the Committee on Control of Infectious Disease of the American Academy of Pediatrics, a child should not be taken out of the home when any of the following conditions exist:

- Fever
- Has tested positive for Covid-19, has been in contact with someone who has tested positive for Covid-19, or has traveled to an area deemed “high risk” for Covid-19 in the last 2 weeks.
- Vomiting or diarrhea (even associated with teething or medication)
- Common cold from onset through one week
- Sore throat
- Constant cough or croup
- Colored mucus (runny nose that is not clear)
- Any unexplained rash
- Any skin infection: boils, ringworm, impetigo, or any open sores that leak fluid/blood
- Pink eye or other eye infections (These are highly contagious. The child must be on medication for at least 24 hours and not exhibiting any symptoms)
- Cloudy or green runny nose
- Any communicable disease
- Lice, including the presence of eggs or nits

While in class, should a child begin to exhibit any of the above-mentioned symptoms or show other signs of illness, contact a ministry leader to evaluate the child. Symptoms due to allergies will be handled on a case-by-case basis.

If a parent tells you that his or her child has exposed the class to a contagious disease, (e.g. measles, chicken pox, Covid 19, etc.) please contact a ministry leader to handle the situation. Do not alarm other parents or children. The circumstances will be fully investigated, and a staff member will be responsible for notifying other parents.

5. ALLERGIES

Always check the child’s nametag for the allergy note. Please be aware of all allergies in your classroom. If snacks are served, children will only be served the snack provided in the room. We are a nut free facility.

6. HAND WASHING

The leader’s hands should be washed:

- Before and after eating or handling food for snack time
- Before and after changing diapers
- After helping a child in the bathroom

The children’s hands should be washed:

- After using the bathroom
- After wiping or blowing his or her nose
- Before and after eating

7. ROOM CLEANING

Our goal in serving should be to leave the room looking better than when you found it. A classroom checklist is printed in your classroom. Work as a team to complete this checklist at the end of your class time before leaving your room. This will help us make sure that each room is ready for the next service, or the next ministry that uses the room.

Additionally, any spills, potty accidents, etc. must be cleaned up to the best of your ability. Please notify your service coordinator of any spills or accidents, and they will in turn notify a member of the facilities staff to make sure that the area is properly cleaned and treated.

SECTION 4

EMERGENCY PROCEDURES

1. EVACUATION PROCEDURE

Read and understand the evacuation route for your classroom. This is posted at the exit door of each room.

- Rooms without cribs: Take children in orderly fashion outside to the parking lot away from the building. Be sure you have your roll sheet and take count so you will know who you are supposed to have in your line. Line the children up and be sure and take roll once you are out of the building. Please see the chart in your room for your exit.
- Rooms with cribs: Put as many babies in a crib as you can with blankets, bottles, diaper bags, etc. and roll the cribs outside. Each infant room has at least two cribs with red markings on one of the legs, and it is located near the door. These designated cribs roll well and should be used in the event we need to vacate the building quickly.
- Once evacuated, please wait for further instructions from a member of the preschool team.
- Please always stay with your group. Do not leave to go get your own children, to obtain first aid, or for any other reason. First aid will be brought to you if needed.
- Release children only to their parents (for all ages) and only after you have been given must have their parent tag. Do not allow parents to take their child from your care during the evacuation process. Remind parents that they can walk with you, but that you cannot release a child until you have arrived at your designated location.

2. TORNADO PROCEDURE

- Everyone in this building should move quickly to a classroom or hallway where there are no windows.
- Please make sure you take your roster that has your class list with you as you leave the room. Have the older children line up along the wall kneeling with their hands on their heads. Be sure to take roll when you arrive at your destination. See the chart in your room for your location.

3. LOST CHILD PROCEDURE

In the event you notice you are missing a child, immediately alert the service coordinator or staff member. Please give a description of the child (what he or she is wearing, color of hair, and name).

4. LOCKDOWN PROCEDURE

Should a lockdown be deemed necessary, no children will be allowed to be picked up or dropped off during this time. Everyone will stay in their classroom with their door shut and locked. The main entrance and exit doors will be locked. We will remain in this mode until told the lockdown is over and resume to normal operating procedure.

5. DISCIPLINARY POLICIES AND PROCEDURES

1. Classroom Discipline: We will use love and kindness when dealing with disciplinary issues within preschool classrooms. Here are some tips:

- Redirection - In most cases, you can positively redirect a child's attention to another activity or behavior.
- In some cases, it may be necessary to temporarily remove a child from a situation. In the preschool ministry, we do NOT use timeout as a disciplinary measure. Dream Teamers will sit with and offer emotional comfort and assistance until the child is ready to appropriately come back to play times or learning times. If they are unable to calm down or return to activities, please ask your service coordinator for assistance.
- Positive Reinforcement - Preschoolers love to be rewarded. It is important to consistently reinforce positive behaviors with smiles, encouraging words, and from time to time, stickers or other rewards.

In case of biting or when a child seriously harms another child, please remove the child from the room.

2. Inappropriate forms of discipline

- Do not spank.
- Do not use sarcasm or ridicule.
- Do not discipline the child in front of others.
- Do not use any forms of timeout.
- Do not isolate a child.

SECTION 5 CHILD ABUSE AND PROTECTION POLICIES AGAINST CHILD ABUSE

1. WHAT IS CHILD ABUSE/NEGLECT?

According to the Child Abuse Prevention and Treatment Act, Public Law 93-274: Child abuse and neglect means; the physical or mental injury, sexual abuse, negligent treatment, or maltreatment of a child under the age of eighteen by a person who is responsible for the child's welfare, under circumstances which indicate that the child's health or welfare is harmed or threatened thereby.

An "incident of abuse" means any occurrence in which any person:

- Has threatened to inflict or has inflicted physical injury upon a child, youth worker, or vulnerable adult, other than by accidental means, or is reasonably suspected to have done so.
- Commits or allows to be committed any sexual offense against a child, youth, or vulnerable adult, or is reasonably suspected to have done so.
- With respect to a child, youth, or vulnerable adult makes any kind of sexual advance, or makes a request for sexual favors, or engages in sexually motivated physical contact, or is reasonably suspected to have done so.
- Exposes a child, youth, or vulnerable adult to verbal, visual, or physical conduct of a sexual nature, or is reasonably suspected to have done so.

2. WHAT IS ARKANSAS LAW FOR REPORTING?

- Arkansas law mandates that any person who is eighteen years of age or older and observes child abuse, sexual abuse, or sexual exploitation of a child immediately report it by calling the Arkansas mandated reporter hotline at 1-800-482-5964 OR file a report online at mandatedreporter.arkansas.gov.
- If you have not personally observed abuse, but have reason to suspect that a child has been subjected to maltreatment/abuse or has died as a result of child maltreatment/abuse, we urge you to immediately report it by calling the Arkansas mandated reporter hotline at 1-800-482-5964 OR file an online report at mandatedreporter.arkansas.gov.
- Whether you file a report, need help to file a report, or if you need assistance in determining whether you should file a report, be sure to immediately let a Cross Church minister or director know of any observed or suspected child maltreatment/abuse. If you filed a report, please give a Cross Church

minister or director the case number provided to you – as this will help us to take appropriate ministry & legal steps.

3. ZERO TOLERANCE POLICY

Cross Church will neither condone nor tolerate:

- Infliction of bodily injury upon any child
- Physical or sexual abusive behavior towards a child
- Physical neglect of children, including failure to provide adequate safety measures, care, and supervision in relation to church activities
- Emotional mistreatment of children, including verbal abuse and/or verbal attacks
- Cross Church reserves the right to refuse membership, to dismiss, or to exclude from affiliation with Cross Church any Dream Teamer or employee who is or has been convicted of child abuse or neglect of any child.

Cross Church also reserves the right to dismiss or exclude from serving with minors any Dream Teamer who has been accused of child abuse of any kind.



SCREENING AND PLACEMENT



SCREENING AND PLACEMENT

1. SCREENING

1. Each potential dream team member will attend all four sessions of the Growth Track and become a covenant member of Cross Church.
2. Each potential dream team member will fill out an online application. The application for preschool and children's ministry will be the same for all campuses. The student ministry application, although unique from preschool and children's, will also be consistent among all Cross Church campuses.
3. Once the online application is received, it will be reviewed and approved by the respective campus minister, director, or an assigned Dream Team leader.
4. A background check will be conducted on the potential Dream Team Member. This background check will be consistent with our current process, which includes the signed consent waiver by potential Dream Team Members.
5. The social media of the potential Dream Team Member will be checked by the respective campus minister, director, or an assigned Dream Team leader.
6. Upon approval of the application and an approved background check, an in-person interview will be scheduled and conducted by the respective campus minister. This interview will not simply be an informal introduction at the Growth Track. It will be a face-to-face interview. If a question has arisen with the potential Dream Teamer's background check, it can be discussed in the interview. Topics to be covered in interview:

1. Who we are
2. Why the ministry is important
3. Why we want/need them
4. Salvation story/what God is presently doing in their life
5. Why do they want to serve
6. Different opportunities for service
7. Tour of ministry area
8. Go over child protection policies
9. Planning Center or other tools
10. Review of ministry covenant and one-year serve commitment

If an informal interview has already been conducted in the recruitment process, this follow-up, upon receipt of application and background check, can be completed over the phone (input must be 'regulated').

7. Known to Church – The applicant must be involved in ministry at Cross Church for 6 months before working with

minors.

If the applicant has been known to the Director of the ministry in which they are applying to serve for 6 months or longer, or if they are known to a Ministry Team member for longer than 6 months, then the applicant may begin serving prior to the 6 month waiting period following church membership.

If the applicant is a college student and is new to the church, an exception to the 6 month rule may be made on a case by case basis. College students must still be involved in ministry at Cross Church for at least 4 months before working with minors. If this exception is made, then an additional character reference will be checked from a pastor at the applicant's previous church.

- a. Data Base records must support minimum tenure of involvement at Cross Church.
- b. Two Character References checked. At least one must be from a Cross Church pastor or Dream Teamer.
- c. Students (18 and younger) serving with minors will be required to go through the same application process as adults. However, since background checks cannot be done on minors, they will be required to provide three adult references.

The campus minister, director or assigned Dream Team leader checks the two or three character references provided by potential Dream Team applicant.

- a. How do you know this individual and how long have you known them?
- b. Would you trust this individual with your children/students?
- c. Is there any reason this person is not fit to work with children under the age of 18?

2. TRAINING & PLACEMENT

1. For the first two weeks on their new Dream Team, the Dream Team applicant will train with an experienced leader in the group for which they are interested in serving. For example, if a lady is interested in serving as a second grade small group leader, she will participate in small group training for two weeks with an experienced small group leader. After the two-week training, the respective pastor/assigned Dream Team leader will follow-up with a meeting or

- phone call to determine “fit”.
2. Upon completion of “on-the-job training”, the Dream Team will be placed in their Dream Team role. After the first week of serving, the respective pastor or ministry director will call them to check in to see if Dream Teamer enjoyed the group, experienced any challenges, and if they believe they need additional training.
 3. After one quarter, the minister will sit down with the Dream Teamer to discuss how they are doing, get feedback on how to improve, and generally check in to determine the effectiveness for the ministry.
 4. Next Gen Ministries will train all Dream Teamers 60 minutes per semester on safety. This includes 30 minutes on abuse reporting and 30 minutes on safety procedures.