



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".



CROSS KIDS AND CROSS PRETEEN



SECTION 1

SECURITY POLICIES

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 computer generated or handwritten security name tag.
- Child's tag goes on the child's front; Parent Tag is given to the parent.
- 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.
- Leaders must also have 1st time guests complete the 1st Time Guest form and enter pertinent information into the computer to generate a security tag.
- Remind the parent to keep their cell phone on their person and that their security tag is necessary for pick-up. (if people have not attended in 3-6 months their names may come off the active rosters and will need to be updated by the 1st impressions team) before an appropriate badge can be printed.

2. Check-Out (Departure): It is extremely important we are consistent in enforcing our check-out policies in order 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. 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.
- If a parent does not have a tag, please contact a staff member or service coordinator. If an adult attempts to pickup a child without the corresponding security tag, the staff member on duty must ask to see the adult's driver's license. Next, record the child's parent's name on the Lost Tag form along with the adult's drivers license number. If the adult's relationship to the child can be validated by a staff member through our church database, then the leader may release the child. In the case that the adult's relationship to the child cannot be verified, then a staff member must make the decision to release a child.

- If a Dream Team service coach/coordinator has been approved to run check-in/release in the absence of staff members, then that Dream Teamer should communicate with a staff member to determine the appropriate steps to follow. A picture of the pick-up tag is acceptable.

3. Classroom Entrance: No person is allowed to enter into a Kids Ministry classroom other than a Kids Ministry Dream Team member or Kids Ministry Staff Team Member.

- All Dream Team members MUST be wearing a name tag before they are allowed to enter a room to serve. All other adults (including any other church members) should be asked for identification and immediately escorted out of the Children's area to be checked in at the check-in station. If they are not on the Planning Center roster to serve they must speak to a staff member to receive permission to enter the children's area. If there are any questions or concerns associated with a stranger in the area, a staff member or security team member should be notified immediately to question the stranger.
- Only individuals who have undergone a background check through our Cross Kids Dream Team application process are allowed in small groups or small group classrooms.
- If a person has not undergone our background check, they may not come into classrooms or small groups. This includes parents.

Guests will need to sign in on the Guest Badge Log* and sign out when they leave.

Signing the Guest Badge Log is agreement with the following stipulations:

- 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 Kids.
- 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.

- Parents may be considered to enter a class room, on a case by case basis, under the following conditions:
Parents may observe in Elementary/Preteen large group environments with approval from staff only. They must wear the identifying badge/nametag in order to do so. This will only be allowed for 1 week without performing a background check.
- At the end of ministry programming and events, parents may be allowed to enter into ministry areas if a clearly communicated pick-up procedure allows for that. In such cases, a parent tag must be presented at the door before an adult is allowed to exit with a child. This alternate, in-room, child pick-up plan must be approved by the Minister/Director who leads that ministry.
- Multi Age Group Friends/ Siblings Attending Together
 - Friends or siblings that wish to be together in the same environment is permissible, however, it must be explained that this is a one--time exception.
 - ALWAYS put the kids together in the youngest child's class.
 - Only preschool with preschool and elementary with elementary.
 - Let families know that each room is specific to an age group for the safety of the kids.

4. Photography/Social Media

- Dream Team members may not post any picture of a child on any social media format. This includes, but is not limited to Twitter, Facebook, Instagram, Snap Chat, or any other social forum.
- 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 and photos will be for church use only.
- By law, we have to have written permission to post about a child on social media. Therefore, we ask that nothing is posted on social media.
- Dream Teamers may not communicate with children through social media or video chats.

SECTION 2

CHILD PROTECTION POLICIES

Cross Church intends to ensure the health, safety, and well-being of leaders and children. As a precaution and to ensure strict accountability from one adult to another, leaders must follow these rules:

1. "THE RULE OF 3"

The Cross Church "Rule of 3" states that there must always be two non--related adults present when supervising one or more children. This rule is non--negotiable and is designed for the safety of children as well as adults. It is required across all ministry areas with few exceptions (see guidelines for these cases below). Planning ahead will help avoid the potential of being alone with one or more children. The purpose of "The Rule of 3" is to make sure the actions of any one leader are known to at least one other leader and to encourage leaders to support each other in ministry.

Compliance to "The Rule of 3" includes the following:

- There must always be two approved volunteer adults present when supervising one or more children.
- The adults must not be related family members (a married couple would be considered "related"). If two related adults are teaching together, a third cleared person must be present.
- The adults should be in sight of each other at all times.

Exceptions to "The Rule of 3"

Unplanned Situations with Only One Adult: Occasionally, leaders will find themselves without another adult present due to unforeseen circumstances. The following procedures should be followed.

- Immediately inform the Hall Coordinator/Hall monitor/coach or kids staff;
- Visible location -- For any time when there is only one adult present, the group must be in a location that is visible to others with an unobstructed window, open door, etc.

Students Serving as Leaders: We encourage students in Middle School and High School to serve as leaders for children in younger grades. When necessary for opening a room or area, a Student leader, age 16 or older, may count as an adult under The Rule--of--3. In these cases, at least one person in the room will be 18 or older.

- Students (18 and younger) serving in kids ministry 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 3 adult references. These references should be thoroughly checked before the student is allowed to serve.

2. VISIBILITY & SECURITY

It is important that all interaction between children and leaders happens in a location where others can observe what is going on for safety and accountability purposes. At no time should a child and leader be behind a closed door with no visibility to outsiders.

Most, if not all, areas where children and leaders are present on the Cross Church campus are equipped with video surveillance equipment. As a leader you acknowledge that you are being recorded for safety and security purposes. This is done for the protection of both children and leaders.

3. RESTROOM POLICY

Leaders should provide assistance to a child using the restroom only if the child is three years or younger or has special needs requiring extra assistance.

Each campus has assigned bathrooms for children only and bathrooms for adults only. If for some reason an adult needs to enter the children's only bathroom, the 2 person rule applies. Men should never enter the girl's restroom for any reason. If the bathroom is inside the classroom it is will be designated as a children's only restroom.

4. PHYSICAL CONTACT

Cross Church is committed to protecting children in its care and recognizes that appropriate touch is part of a positive, nurturing environment in a healthy children's ministry. The following guidelines are to be carefully followed by Cross Church leaders. Ministry leaders will communicate what is permissible during seasons of pandemic.

Using good judgment, the following are appropriate ways to touch kids:

- An arm around the shoulder
- Walking hand in hand when needed to ensure safety or efficiency in moving a group to a different location
- Short congratulatory or greeting side hugs
- A brief, assuring pat on the back or shoulder
- Handshakes, high-fives, and knuckles
- Redirecting a child's attention: Get down to their eye level and point to your chin.

The following are actions a leader should **NEVER** take:

- Never touch a child in anger or disgust
- Never touch a child in any manner that may be construed as sexually suggestive
- Never touch a child between the navel and the knee
- Never touch a child's private parts
- No lap sitting at all in elementary (Ages 3 and up)

Physical contact in any form should be above reproach. The personal behavior of staff members and leaders must foster trust at all times.

Do not force physical contact, touch, or affection on a reluctant child. A child's preference not to be touched must be respected, except in cases where the child's safety or the safety of others is in question.

5. VERBAL INTERACTIONS

- Verbal interactions between Dream Team members and children should be positive and uplifting. Cross Church leaders should strive to keep verbal interactions encouraging, constructive, and mindful of their mission of aiding parents in the spiritual growth and development of children.
- To this end, leaders should not talk to children in a way that is or could be construed by any reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, leaders are expected to refrain from swearing in the presence of children.

6. CAMP/OFFSITE EVENT

All policies apply whether on campus or off campus.

- Off-site GROUP social events are encouraged as long as approved by staff. This should include date/time/location and reason for event. However, NEVER invite a child to go alone ANYWHERE for ANY reason. If you feel a child is in need of counsel, please contact a Cross Kids staff member and get them to help you develop a plan to help the child.
- All camp Dream Team members must be at least 16 years of age and will be required to go through the same application/background check process that is required for serving in other areas of ministry.
- NEVER transport a child alone in a vehicle. If there is an emergency, make sure a staff is notified or dial 911.
- The two-person rule fully applies whether on or off campus. This means 2 NON RELATED (married/family) members MUST be present at all times until all children are picked up by parents. You should NEVER be alone with a child.
 - In a camp situation, if you enter a cabin/room in which children are present it is OK to stand at the opened door and ask them to step out if you need to come in the room.
- Helping children bath/shower is absolutely prohibited.
- Never expose yourself in any way to children. In a camp situation wait until all kids have showered or bathed to take yours. Always practice modesty and respect privacy.
- If the event involves transported kids you must use Cross Church transportation to do so. Do not use private cars.
 - Contact Cross Kids office for approval
 - Only approved drivers that are listed on our insurance may drive Cross Church buses.

SECTION 3

HEALTH & 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/she is an allergy--alert child. 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 to immediately call 911. In non-life threatening instances, immediately report any medical needs or concerns to a service coordinator/coach or staff member. The notified person will contact the Cross Church Security Team via walkie-talkie 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, calm people, calm people.

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

All minor injuries should be reported on an accident and incident report signed by the ministry director and the parent prior to the child leaving the classroom.

2. ACCIDENTS AND INJURIES

If an injury as outlined below occurs, contact your service coach/coordinator, and kid's staff immediately. Discuss the injury with them, and they will contact the parent and speak with them regarding the injury when necessary.

- Any injury that leaves a visible mark.
- Any injury where there is blood.
- Any injury that involves an allergy--alert child ingesting an allergen (alert parent immediately as well as the kid's staff.)
- Any injury that leaves the child crying for an extended period of time, even if there is no visible injury.
- Any injury that leaves a child limping or dazed.

- Any injury where a child is complaining of pain more than five minutes after the accident occurred.

The approved "Accident and Incident Report" form will be filled out each and every time a child is injured, damage to property occurred, a security issue arose, or any other related issue has taken place: when in doubt – fill it out.

- The "Accident and Incident Report" form needs to be filled out by the person who administers first aid and the Staff Member(s) who witnessed the accident.
- Record all details as soon as possible.
- 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 kid's ministry office.
- The "Accident and Incident Report" form must be signed by the parent, the kid's staff and the child (when applicable).
- All completed and signed "Accident & Incident Report" forms will need to be turned in to kid's ministry office and HR.

Cross Kids and/or Service Coordinator/coach will call family during the week following the accident to check on the child and answer any questions the parent may have. This is a great opportunity to build trust with our parents.

3. NO MEDICATION POLICY

- No medication may be administered by Cross Kids staff or volunteers with the exception of an EpiPen® in the case of life--threatening reactions. We must have a Medical Release Form on file to administer the EpiPen®.
- The parent of the child must administer all other medication, both oral and topical, such as teething gel, teething drops, eye drops, etc.
- Cross Kids staff and volunteers are prohibited from opening or taking medication while in the classroom. In the event that medication is needed, the staff member or volunteer must leave the classroom to administer medication.

4. CHILDREN & DREAM TEAM HEALTH POLICY

At drop-off, leaders should evaluate each child for signs of illness. If there is concern, kindly ask the parent if the child has been symptom-free for 24 hours. Do not admit a child who currently or within the last 24 hours has had one or more of the following symptoms: NOTE: These guidelines also apply to any Dream Team member working in Cross Kids.

- Fever of 100 degrees or higher
- Has tested positive for Covid-19
- Diarrhea or Vomiting, currently or within the last 24 hours – no matter what the cause is (medication, teething, etc.)
- Any symptom of childhood diseases such as Scarlet Fever, German Measles, Mumps, Chicken Pox or Whooping Cough
- 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 even if the condition is caused by eczema or other benign skin conditions
- Pinkeye or other eye infections/mucus or redness of the eye
- 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 ministry leadership will be responsible for notifying other parents.

5. ALLERGIES

Parents with children that have a severe allergy requiring an Epi-Pen are asked to register with The Cross Kids greeting team by completing a Child Allergy Form. The Child Allergy Form MUST accompany the Epi-Pen whenever the child is dropped off. Extra forms will be available for completion at the Cross Kids Check-In area and/or Cross Preschool front desk.

Parents are responsible for informing leaders of allergies pertaining to their child at each drop-off. Make sure to place an allergy alert sticker on any child with an allergy each time he/

she is in a Cross Church classroom. Leaders are asked to be constantly aware of kids with allergies in their classroom. Cross Kids and Cross Preschool are a nut-free facility - peanut butter and nut products should never be allowed in the classroom.

Currently, TouchPoint prints their allergy in very small letters at the bottom of the tag. Each campus will need to get a supply of allergy stickers.

We will maintain a “Nut Free Zone” in all ministry environments with kids present for the safety of children who have life-threatening peanut allergies. Please do not bring peanuts or nut products into these environments.

6. CHILDREN WITH ALLERGIES

- As new families register, make sure the Allergies section of the registration form is filled out, even if “none” is listed.
- Record allergies in the TouchPoint “Allergies” section for the child’s record. This information will print on the child’s nametag.
- Allergy notification stickers should be available at the Cross Kids office and at each classroom or ministry area check-in location and should be used as an added alert for children with allergies.
- When serving food different from our typical Ritz Cracker or Goldfish crackers, an allergy alert notification sign listing the food to be served should be hung outside each room and/or check-in area.

IMPORTANT: Only store-purchased foods should be served to the children for control and labeling purposes. No homemade food items are allowed in kids areas.

7. AREA AND TOY/ HAND CLEANING

All classrooms will be regularly cleaned and vacuumed. In the event of an illness outbreak, classrooms and toys will receive an additional cleaning. HAND WASHING/HAND SANITIZER: Every staff member and volunteer must wash and/or use hand sanitizer prior to entering a classroom.

When to wash your hands:

- When you arrive
- Before handling food or bottles
- After using the restroom
- After changing each child’s diaper
- After assisting a child in the restroom
- After wiping a child’s nose
- When you leave

SECTION 4 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 witnessed 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 reserves the right to refuse membership, to dismiss, or to exclude from affiliation with Cross Church any Dream Team member or employee who is or has been convicted of child abuse or neglect of any child. Cross Church also reserves the right to exclude from serving with minors any Dream Team Member who has been accused of child abuse of any kind. Cross Church will neither condone nor tolerate:

- Infliction of bodily injury upon any child or physically or sexually 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.

SECTION 5 PAID CHILDCARE AND DREAM TEAM ATTENDANCE GUIDELINES

Cross Church takes seriously the obligations to its children and asks leaders to abide by the following guidelines.

- 1. Arrival:** Paid childcare workers must arrive 30 minutes prior to the service/event at which they are serving unless otherwise instructed by leadership. Dream Team members should arrive no later than 15 minutes prior to service/event in which they are serving.
- 2. Departure:** Leaders must remain at the Children's Ministry event until the last child has been picked up by a parent or until relieved by another leader. The two-leader policy will remain in effect until the last child is picked up.
- 3. Absences:** Once you accept a service assignment in planning center leaders are responsible for their assigned shifts. Elementary and Full-Time leaders should contact their ministry to inform them of unplanned absences so that a substitute can be found. In the event of a last-minute illness or emergency, leaders should contact their ministry team leader.

Leader Expectations

Staff members and leaders are prohibited from the use, possession of, or being under the influence of alcohol, tobacco, or any illegal drugs while working with or supervising children at Cross Church.

Leaders must stay alert and attentive to the children at all times. Leaders may not eat meals, read personal materials, talk or text on their phones, write letters or perform any other task that takes your attention away from caring for the children in your room.

As social media becomes more prevalent, we ask that leaders refrain from posting pictures of children from their classroom or small group without the consent of parents and their children's pastor. At no time should a Dream Team member or staff engage in private conversations with a child through social media or any other form of communication. If you need to call to check on a child be sure to talk to the parent first to get permission and be sure the parent is present during the conversation. It should be brief.

Crying Children or Worried Parents

There are times when you may experience a child who is reluctant to enter the classroom. If a child is crying during drop-off time or a parent is worried about their child crying during class:

- Tell the parents we would love to pray and work with their child.
- Ask the parents how long they would want us to allow their child to cry before contacting them.
- If a child is crying uncontrollably, and you do not have any instructions on how long to let the child cry, pray over them and try to calm them (in the nursery, this may include singing, rocking, reading, blowing bubbles, etc.) Contact the Service Coach/Coordinator if the child does not calm down after 10 minutes. The Service Coach/Coordinator will determine if/when the parent needs to be contacted.
- Do not allow children to cry by the door. Gently and calmly move them as far from the door as possible to try and work with them.

Leader and Parent Communication

A parent will be contacted by a staff member in the event that the child is inconsolable, is ill or injured, has a severe disciplinary problem, or is a danger to himself/herself or other children.

Cross Church encourages an open culture of communication. If any parent or leader has any concern about a leader or policy, they should immediately contact a Children's Ministry staff member. That staff member will report the concern to their campus Children's Pastor.

No Tolerance Behavior

The following will require contacting of the parent:

- Biting
- Fighting
- Hitting
- Kicking
- Spitting
- Tantrums

When to Contact a Parent

No Tolerance Behaviors will be addressed each time they occur. The service Coach/Coordinator will be notified and parents will be contacted so they can discuss the behavior. If the parent returns the child to the room after discussing the behavior with the child, greet the child again as enthusiastically as you did when they arrived in the beginning. The service Coach/Coordinator is the only one who can address the behavior with the parent!

Working and Praying Through the Behavior

Assign a Dream Team member to watch carefully over that child to encourage the child in appropriate behavior. When the parents pick the child up, tell them that the child did great after they came back in (if it is true).

If the inappropriate behavior happens again that day or another day, remove the child from the situation, and notify the Service Coach/Coordinator.

Parents will not be allowed into the classroom to address the child's behavior. Once a child is returned to the classroom, each further incident will result in disciplinary actions to include the possible loss of rights to attend and participate in Cross Kids.

Pets

Because of the potential of an animal attacking a child, allergies to the animal, and distractions of children, it is against our policies to allow any pets in the children ministry areas.

Discipline

Physical discipline, such as spanking, is never permitted. Using physical restraint to prevent a child from doing something disruptive or dangerous is permitted only as necessary and may, in some instances, be necessary. Affirmation and encouragement is always preferred.

Follow these rules for discipline:

- 1. Consistency:** Discipline must be consistent to be effective. Correct a behavior the first time and every time.
- 2. Response:** Make a prompt and individualized response to inappropriate behavior. Do not threaten a consequence without the intention to follow through.
- 3. Resolution:** Seek to both resolve the conflict and reconcile relationships.
- 4. Reward:** Acknowledge and reward positive behavior. Encourage children who are behaving well and following the rules.

5. Preparation: If you are scheduled to teach read the lesson before you arrive at your classroom. Often the best deterrent to discipline problems is a confident, prepared teacher. Be prepared to change activities to keep children engaged and positively interacting.

6. Prayer: Pray for your kids and your patience consistently. Ask the Lord to guide you throughout the class. A Dream Team leader is always available to pray with you for your class.

7. Discipline Steps: Children are to be disciplined using time-outs and other non-physical methods of behavior management. In employing this procedure, leaders should observe the following guidelines:

1. Verbally redirect the child before physically intervening. With younger children some physical redirection may be necessary (for example, removing a toy from the hands of a child that is hitting another).
2. If the behavior does not cease, remove or direct the child to an area of the room away from the group. (Avoid being alone with the child).
3. Provide the child with a simple, understandable reason for the time-out, and provide the child with a clear explanation of your expectations. ("Jamie, you didn't stop hitting Chris when I asked you to, so you need to sit quietly in the blue chair for three minutes.") In addition, be verbally reassuring, as being removed from the group will likely upset the child. Do not physically hold the child in time-out.
4. Follow the rule of thumb that a time-out is ineffective if it lasts longer than one minute for every year of the child's life (6 years old, 6 minutes).
5. Monitor the child through the entire time-out without giving your undivided attention. If you can, use this time as an opportunity for discipleship.
6. Once the child has completed the time-out, allow them to rejoin the group. Remind them that repeating their initial behavior will result in further time-out. Assure the child they are loved, you are glad they are there, and you are excited for them to return.

If the behavior continues, leaders should contact a staff or Dream Team leader for assistance. The service coordinator/coach or staff member will determine what further action should be taken (contacting the parent, discussion with parent, etc.). Dream team members should never address discipline problems with the parent. Only Cross Kids staff members.

All Cross Kids policies in place are there to protect both kids and Dream Team members and must be fully enforced at all times. Our desire is to provide a safe environment to learn and serve.



SCREENING AND PLACEMENT



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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.