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OVERVIEW

We are so glad you have joined the Victory Kids Dream Team at Victory Family Church. We recognize that you, and other Dream Team members who serve alongside you, are the foundation of a successful ministry to children.

This manual will communicate the vision, policies, procedures, and forms that we use within the Victory Kids Department. There are five sections included.

- Overview
- Policies and Procedures
- Forms
- Emergency Procedures
- Contact

Please read over the manual and keep it handy for reference as we work together to serve children and families at Victory. If you have any questions, please give us a call.

Mission Statement



We exist to help
ALL people realize that
God loves them unconditionally.

Read through our beliefs at lifeatvictory.com/beliefs.

Values

At Victory, we believe the following values of our church apply to every facet of volunteer work, including Victory Kids.

Know God

More than just practicing religion, God wants to have a personal relationship with you. Weekend services are where we help people know God.

Discover Purpose

The *Our Church Experience* is a 3-week session designed to help you discover your purpose and get connected to life at Victory.

Find Freedom

God's process for you to experience freedom begins with having the right people in your life. He designed us for community, and connecting in small groups is how we find life-changing relationships at Victory.

Make an Impact

Through serving on the Dream Team and becoming a Kingdom Builder, we hope to connect every person to an opportunity to live out their calling by serving others.

Victory Kids Expectations

Our values can be practically applied to Victory Kids through the following expectations. Because our lives speak louder than our words, you are expected to:

- Agree with the mission, values, and beliefs of Victory Family Church.
- Uphold the policies and procedures outlined in this manual.
- Display a biblical lifestyle.
- Model a growing, personal relationship with Christ.
- Attend Victory services on a regular basis.

Leader Tips

Share age-appropriate stories about your life.

Read from your Bible, not just the leader curriculum you receive.

Personal Commitment

In addition to living a godly life, you are expected to demonstrate faithfulness in your ministry through prayer, preparation, participation, and punctuality. You can do this by:

- Giving at least one week's notice if you will be absent. More information regarding absence in the ***When You Need a Substitute*** section.
- Participating in occasional training meetings.
- Studying and preparing your part of the lesson in advance.
- Being in huddle 45 minutes prior to service time.

Leader Tips

Pray for each child throughout the week.

Read your leader curriculum and be prepared to facilitate the small group questions, games, and activities.

Dress Guidelines

As a Victory Kids Dream Teamer, you are expected to wear appropriate, clean, neat, and comfortable attire in the classroom. Shoes must be worn at all times except in the Nursery.

POLICIES & PROCEDURES

Security Guidelines

In an attempt to keep Victory Family Church a safe and secure place for our children, please follow these rules at all times:

- Always wear your I.D. name tag.
- Classes must have a minimum of two Victory Kids Dream Team members inside at all times.
- Keep your door closed at all times. A security team member will lock doors after service begins.
- No one other than Victory Kids Dream Team or staff members are allowed in the classrooms.

I.D. Name Tags

I.D. name tags must be worn whenever you are serving so the church staff and parents can easily identify you as a Victory Kids Dream Team member. If you do not have a name tag, or if your name tag is misplaced, inform your team leader and a new tag will be issued.

Restroom Guidelines

Nursery

Every child wearing a diaper needs to be changed during each service. Only women 18 years or older are allowed to change diapers. Please follow these steps when changing a child.

1. Keep one hand on the baby while he or she is on the changing table.
2. Wear gloves and use wipes as needed.
3. After each new diaper has been changed, record that the diaper was changed on their lesson handout.
4. When you finish, wipe down the changing area.

Preschool

Each room has a bathroom inside the room. **Adults are not allowed to enter the bathroom while a child is going.** You may send a child in and stand outside making sure they are fine.

If they need help, you may help them while leaving the top of the Dutch door open and being in sight of another Dream Team member.

If a child over two-years old has an accident, please call the parent to change them.

Elementary

Once the service starts, children may use the main restrooms. Please check that the restroom is clear before letting a child in the restroom. **Adults are not allowed to enter if there are children in the restroom. If an elementary student needs help in the bathroom, please call the parent to help them.**

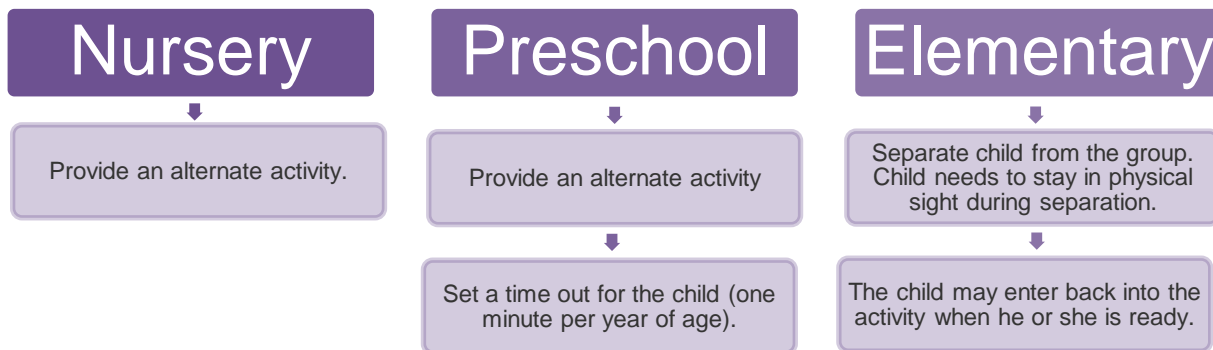
Discipline Policy

Our discipline policy is designed to create an atmosphere which allows children the opportunity to grow in their knowledge and love of the Lord in a safe and enjoyable environment.

If at any time a child displays disrespect toward other children, the facilities, or a leader, the following four-step disciplinary action will be taken.



Follow the specific steps for your age group **after** giving a warning/communication of expectations.



If the problem reoccurs within a limited time period, a parent conference will be set up to determine the future course of action.

Possible Actions

1. The hallway coordinator will sit with the child for a determined amount of time.
2. Suspension from class for a determined amount of time.

Note: Children must NEVER be spanked or hit, even on their hands.

Leader Tips

Talk to children at their level by kneeling or sitting at a table with them looking them in the eyes.

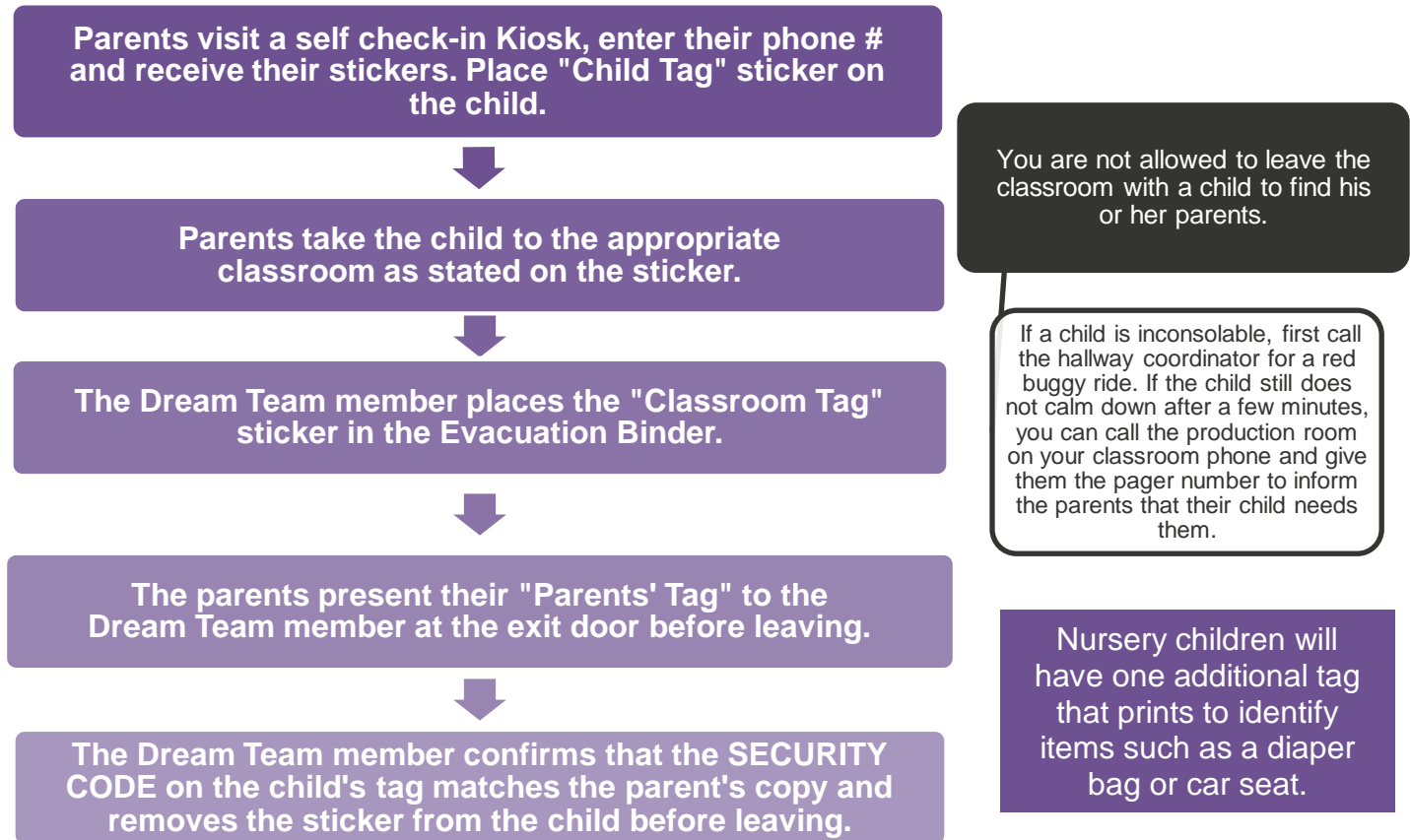
Make sure all children understand classroom rules and allow them to respond to your expectations.

Make each child a part of the activity, not a spectator.

Ask the child to be your helper for the day - this keeps them close and makes them feel special as well.

Check In / Check Out

The following steps outline the process of check in/check out for parents or guardians for infants through grade four.



** Only an adult with a parent tag can pick up a child in the Nursery. Junior High and older can pick up preschoolers and elementary-aged children **with a parent tag**.

If a parent loses their tag, please ask for their driver's license to verify their identity matching the parent's name on the tag with the I.D. If the photo I.D. does not match, call the hallway coordinator.

Additional Information

- Encourage new parents to visit Guest Services to fill out card.
- Take a head count when your class leaves and enters the room.
- If a child is missing, immediately contact a Victory Kids staff member.
- Immediately report any suspicious persons to a Victory Kids staff member.
- **If you ever notice a child with his sticker still on**, make sure you ask the child where his or her parents are.

Injury and Incident Report

Children can injure themselves easily and do not always respond to their injuries by crying. Follow these steps when you witness an injury incident:

1

• For simple cuts or injuries, a First Aid Kit can be found in each classroom with basic supplies such as bandaids, ice packs, and Neosporin. Your Victory Kids team leader will assist in providing necessary first aid and filling out an **Incident Report** prior to the child leaving class.

2

• Immediately contact a Victory Kids staff person for all injury incidents. If the injury needs medical attention, use your handheld radio to call for a person from the medical team by saying, "I need a medic in the _____ classroom."

3

• If the injury is an emergency, do not call 911 but instead use your handheld radio and say, "I need a medic IMMEDIATELY in the _____ classroom." Be sure to give your location.

4

• If necessary, the medical team will call 911. **First aid or CPR should be administered only by someone who is certified.** Protective gloves should be used when dealing with injuries that may include contact with blood.

5

• **Volunteers are not permitted to administer medication of any kind including over-the-counter medicines or ointments.** The only items we can hold for a child, if labeled, are an EpiPen, inhaler, or a diabetes testing kit. Call medical team to administer these items if needed.

6

• Report all cases where children hit their heads to a Victory Kids staff person. **It is our policy to tell parents whenever anything happens to a child's head.**

Note: Use judgment and common sense when assessing an injury, but always be on the cautious side.

Leader Tips

Always make sure you check for allergies before giving any kind of snacks.

Even if the injury seems minor, it is important that you fill out an **Incident Report** found in your evacuation binder.

Child Abuse

All volunteers are to be familiar with the definitions and descriptions of child abuse.

As defined by The National Committee for Prevention of Child Abuse¹:

Physical Abuse: Non-accidental injury, which may include beatings, violent shaking, human bites, strangulation, suffocation, poisoning, or burns. The results may be bruises and welts, broken bones, scars, permanent disfigurement, long-lasting psychological damage, serious internal injuries, brain damage, or death.

Neglect: The failure to provide for a child with basic needs, including food, clothing, education, shelter, medical care, abandonment, and inadequate supervision.

Sexual Abuse: The sexual exploitation of a child by an older person, as in rape, incest, fondling of the genitals, exhibitionism, or pornography. It may be done for the sexual gratification of the older person, out of need for power, or for economic reasons.

Emotional Maltreatment: A pattern of behavior that attacks a child's emotional development and sense of self-worth, such as constant criticizing, belittling, insulting, manipulation; also lack in providing love, support, or guidance.

¹ Paula Juadees and Leslie Mitchel. Physical Child Abuse. National Committee for the Prevention of Child Abuse. 1992. 3.

How to Report Suspected Child Abuse

As a Dream Team member who works with children you are by law required to report cases of abuse to Child Welfare Information Solutions (CWIS). If you should witness, suspect, or be told of an abusive situation you are required to report it to a Victory Kids staff member immediately who will then assist you in filing a claim with CWIS. CWIS will then take over all parts of the investigation, and due to the confidentiality policy you are not permitted to talk to anyone about the case or confront any party belonging to the case. All information regarding a CWIS case is private.

If a Dream Team member suspects child abuse of a child in Victory Kids, the following steps are to be followed:

1. Report the suspected abuse immediately to a Victory Kids staff member.
2. Please note the following:
 - a. Do **not** interview the child regarding suspected abuse with leading questions.
 - b. Do **not** discuss the suspected abuse with anyone other than a paid Victory Kids staff member. All information regarding the suspected abuse is confidential.
3. Dream Team members reporting suspected child abuse may be asked to help complete a Suspected Child Abuse Form with a paid Victory Kids staff member. Confidentiality will be maintained where possible.
4. Once a suspected child abuse case has been reported to Victory by a Dream Team member, steps will be taken to report it to the designated reporting agency.

Preventing Allegations of Child Abuse

The following precautions are in place to prevent allegations of child abuse:

- All Dream Team members must complete the Next Gen Application and clearance process. During the application process, applicants may observe but not participate in children's activities until all parts of their application and clearances are completed. Room leaders will be notified in advance if a potential volunteer will be observing in your class.
- Every group of children must have at least **two Dream Team members present at all times**. At least one Dream Team member must be an adult.
- Always stay in view of a security camera and stay in public areas.
- At no time may a **Dream Team member take a child or children on any activity alone or be alone with a child for any reason**.
- Use proper judgment when having physical contact with a child. No lap sitting. Have the child sit beside you instead of on you.
- You have the right to question anyone who enters the classroom without proper Victory Kids I.D. Anyone who wishes to visit on a frequent basis must complete the Next Gen application process and join the team.

Leader Tips

Touching and hugging should be done in the presence of another adult in an open classroom.

Avoid tickling or teasing children.

When You Need a Substitute

Try to locate another team member who will be your regular back-up to switch with you.

- Contact up to five of your fellow team members if you need to serve on a day other than your regular default schedule to find a switch.
- Arrange for a switch as soon as you know you will be absent (it is harder to find someone to trade with you on short notice).
- Be sure your switch gets a copy of all teaching materials needed.
- Always notify the team leader who oversees your ministry area of your upcoming absence and let them know who will be filling in for you.
- Make the changes on the monthly schedule or Planning Center.
- If you are unable to find someone to switch with you, call or text your team Coach or Captain and let them know who you have already asked so they don't get called a second time.

Last-Minute Emergencies

We do understand unforeseen last-minute cancellations on the day of service (sick child, family emergencies, severe weather, etc.). If you have a last-minute change, please call or email your schedule coordinator so that we can rotate rooms accordingly.

How to Lead a Child to Christ

A child is capable of deciding to accept Christ if the plan of salvation is clearly explained from the Bible. He or she can think abstractly about guilt and is aware of an overpowering urge to be unkind and disobedient. He or she can also understand God's justice in punishing sin and God's love through Christ.

To be ready to lead a child to Christ, you should understand the basic facts of salvation. Salvation means receiving a person, not believing a text or repeating a prayer. Salvation is beginning a new life with Christ in control.

Here are the basic facts that should be emphasized:



Here are some helpful steps:

1. **Pray for the children in your class.** Ask God to prepare the children in your class to receive the good news about Jesus and prepare you to communicate effectively with them.
2. **Prepare a foundation.** Your children watch everything you do and say. They are looking for people who love them and listen to them the same way God loves them and listens to them. Form connections with the children.

Leader Tips

Look for opportunities throughout the lesson to challenge children to make a decision for Christ.

Don't guilt them into a decision they are not ready to make.

Create a relaxed environment.

Listen carefully to what the child says.

3. **Clearly and simply explain how to be a Christian.** Discuss these points slowly enough to allow time for thinking and comprehending.

4. **Encourage the child to tell his or her family about the decision.** Write down the names of the children who accepted Christ as their Savior and turn it in to a Victory Kids staff member. Their salvation date will be recorded in the church database and follow-up will be made to give them their next steps. Children who make decisions need follow-up to help them grow in Christ.

Evacuation Binders

We have a record of attendance for each child in attendance in our Evacuation Binder each service. All children will start their service by stopping by a kiosk outside of their classroom and receiving three stickers. The parent gets a sticker, the child gets a sticker, and the third sticker is given to the Victory Kids Dream Team member checking the child in. That sticker is placed on the proper page in the Evacuation Binder.

- All children must be checked in before they start any activities.
- Mark in the binder if a parent will be somewhere other than main service in case they need to be contacted.
- Carry your Evacuation Binder with you if your class leaves the classroom for any reason.
- Confirm that the number of children in the book and the actual number of children in the room match. Count children frequently and make sure you have the right number.
- If there is an emergency that requires evacuation, make sure you have your Evacuation Binder and your handheld radio. Inside the Evacuation Binder are green and red cards. The green card means you can account for all children listed in your binder. The red card means someone is missing.

Visitors

Please have all visiting children check in at the Guest Services desk.

Youth Workers Dos and Don'ts

Dos

- Play with and entertain the kids while the adult worker is checking kids into class.
- Help to prepare snack for the teacher.
- Assist the teacher with craft time or by writing names on papers.
- Help the kids to get involved in praise and worship.
- Bring any behavior problems to the teacher's attention.
- Respect the teacher you are working with and follow their instructions in helping with the class.
- At Check Out, keep kids seated and away from the door so that the teacher can check them out of class.
- Dress appropriately and modestly. Blue jeans and tennis shoes are recommended. No low-cut tops or shorts that are shorter than two inches above the knee.
- Stay until the last child leaves and help the teacher clean up the classroom (load sippy cups into dishwasher, wipe off tables, put away toys and crayons, shut down A/V equipment, run sweeper, etc.).

Don'ts

- Youth workers are not allowed to check children in or out of the classroom.
- Youth workers are not to lift any child onto the changing table or assist in any diaper changing.
- Youth workers cannot take any child into the bathroom or assist any child in the bathroom.
- Youth workers cannot discipline any child or talk to any parent about a child's behavior.
- Youth workers are not allowed to play rough or toss children into the air while playing.

No Dream Team member (youth or adult) should ever be alone with a child.

Statement of Shared Trust

As a member of Victory Family Church and in service to God as a participant on the Dream Team at Victory, I acknowledge that the requirements of continuing to function as a Dream Team member include that I submit to the leadership of Victory Family Church and also participate in any training programs which may be required of me. It is recommended that all Dream Team members tithe; however, anyone who serves in a leadership capacity is required to tithe.

In addition, I pledge that I shall respect and protect the privacy and confidentiality of all sensitive information that I may receive due to my position as a Dream Team member at Victory Family Church. This includes, but is not limited to, any information regarding the mental, physical, and spiritual condition of those to whom I may minister. It also includes any private or personal information I may receive, such as, phone numbers and addresses of congregational members. I understand the necessity of keeping sensitive information completely confidential. I also understand that I am solely responsible for any use or misuse of information that comes as a result of the confidential relationships that are established in ministry.

However, I recognize that I am permitted to share confidential participant information, in confidence, with the following people: pastors or staff members of Victory Family Church who oversee my area of ministry. I also recognize that any information regarding ongoing abuse, neglect, or an intent to harm oneself or others must be immediately reported to a pastor or staff member who oversees my area of ministry. I hold myself accountable to God, my pastor, other Dream Team members, and the participants to whom I may minister. I understand that any breach of this trust may result in discontinuation of my service to God as a Dream Team member at Victory Family Church.

EMERGENCY PROCEDURES

Your response to an event will greatly influence the response of others. Let's trust God for our protection, but at the same time, be prepared to give directions that will ensure as much order and security as possible.

In any difficult situation:

- Remain calm
- Give clear, simple directions

Fire Alarm

Evacuating the Building

When the fire alarm sounds or if you smell smoke or see flames, all radios should immediately be tuned to **Radio Channel 3**.

Evacuation of the building happens when instructed by a Victory Kids staff member, security, law enforcement, or an emergency response team member.

- Gather your children/guests, teachers, assistants, Evacuation Binder, and radio.
- Exit the building by the designated route.

If the room's primary exit route is not available:

- Go out the other door of your classroom. Touch the door first to make sure it is not hot.
- Break windows and exit.

After Evacuation

After guests/children have evacuated and are staged at their designated evacuation assembly point:

- **Take a head count of all children and teachers.** If there is a discrepancy, account for all by name. Immediately report missing or additional children to the department head via **Channel 3**.
- If there is a difference, please hold up the red card in your Evacuation Binder. If everyone is accounted for, hold up the green card in your Evacuation Binder.
 - a. The department head will advise department director of confirmed discrepancies.
 - b. Department director will immediately report the missing/unaccounted to Fire/Police personnel.
 - c. When your group is accounted for have them stand in line with you at the front.
- Remain in your designated assembly area until instructed otherwise.
- Do not attempt to re-enter the building until instructed by the department head.
- Do not leave the site unless instructed to do so.

NOTE: Do not release children to their parents until roll has been taken TWICE and without proper identification (pager, matching claim tag). If the parent does not have proper identification, the child(ren) will not be released unless authorized by the department director or Incident Commander.

Providing “All Clear” Communication after Evacuation

Depending on the emergency situation (e.g. fire, bomb scare, etc.), the ECC Incident Commander or designate will provide the “all clear” communication to department director and all personnel via channel “3” or whatever means possible.

Upon Return to Class

Take a head count of all children and teachers. If there is a discrepancy, account for all by name. Immediately report missing or additional children to the department director by radio.

Tornado

Dream Team members will be instructed to move children to the interior hallways or classrooms, taking their Evacuation Binders and Radios with them.

- Teachers will instruct children to assume a curled position in order to protect their heads and eyes.
- Once it is determined that the danger has passed, an “all clear signal” will be announced.

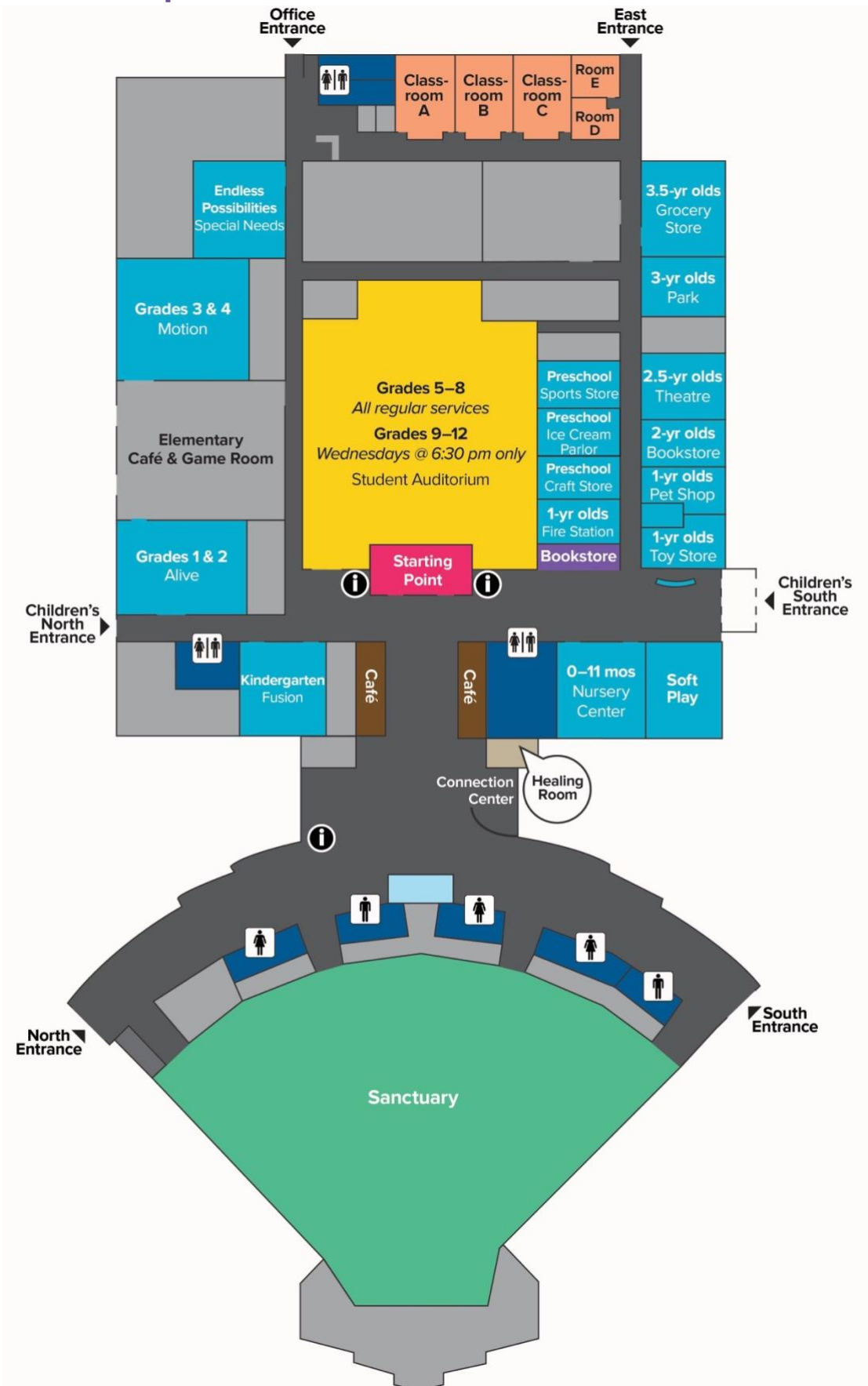
Lockdown / Shelter in Place

If an intruder or a threat to safety is identified in the building or in the immediate area, a lockdown may be declared by the department director or his/her designee. If shots are being fired or you deem there is an emergency which requires a lockdown, self-initiation of lockdown procedures should be executed. In this situation, immediate action is required.

- Turn radio to channel 3 and wait for instructions.
- If you’re told that the normal evacuation route is safe, quickly and quietly exit the building.
- DO NOT go to the normal evacuation assembly area. Get as far away from the property as possible.

Regularly review the evacuation map to ensure you are familiar with your evacuation route.

Church Map



CONTACT

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