

NEW CITY KIDS

POLICIES & PROCEDURES

Our Discipline Policy

As an urban church, we have a wide range of families and family backgrounds. We want to show the compassion of Jesus to these kids and sometimes that means tolerating behavior that we would not allow in our home. We will try our best to engage every child and bring them along with the class, while making sure all the children and leaders stay safe and protected.

We do not use physical discipline in any manner for behavioral management of children at New City Church. No form of physical discipline is acceptable, including spanking, slapping, pinching, hitting, biting or any other physical force as retaliation or correction for inappropriate behaviors. When a child is misbehaving, we follow these steps:

1. Go to the child and calmly ask him or her to stop the behavior. Most children respond immediately and correct the behavior. Give a warning and remind the child of class expectations and redirect to a positive behavior. Do this individually when possible, and try not to single out a specific child in a large group setting.
2. If the child repeats the action, guide them to a quiet place – separate from the other children – for a short but designated period-of-time. Stay within sight of others and avoid being alone (or unseen) with the child. Provide the child with a simple, understandable reason for the separation, and a clear explanation of your expectations.
3. After a 3rd time, refer to kid's pastor/service lead. A staff member may inform a parent or guardian who may be asked to become involved in redirecting misbehavior.

**Uncontrollable or unusual behavior should be reported to kid's pastor/service lead*

Volunteer policy

We background check our volunteers as well as require them to fill out an application complete with reference checks.

We do not allow volunteers to be 1-1 with kids. And try our best to have more than 1 volunteer in a classroom at all times.

Bathroom Policy

Big Kids

Students can ask to use the restroom whenever they need. Please have them go one at a time to the restroom down the hall from the Elementary Room. The student should never leave the kids area.

Little Kids

If a kiddo needs to use the restroom, please let the lead teacher know and 1 leader can walk out with 2+ kiddos. Bathrooms are located through the Elementary Room and in the hallway – please do not leave

kids area to take kids to the bathroom. Send 1 student into the bathroom at a time, with the remaining kiddos lined up against the wall. If a kiddo needs help with their pants, please leave the door cracked open while you help them. Important guidelines:

- Never be alone 1-1 with a kiddo for a bathroom trip
- Only female volunteers can do bathroom trips
- If you have 2 teachers or less in a class, please let the service lead/kids pastor know that kids need to use the restroom and they will help.

Diapering

Parents are encouraged to change their children's diapers immediately before dropping them off in the classroom. This can be done in the classroom. We will change dirty diapers in the nursery and 1-year-old class. Diapers should be left by parents, but extra diapers are available in case of emergency.

- In 1's room, please change diapers that have been pooped in or are very full. Not all children will get changed.
- In nursery, please change every child.

Important guidelines:

- Only female adult volunteers who have been background checked may change a child's diaper.
- Gloves and extra wipes are available by the changing table.
- NEVER LEAVE A CHILD UNATTENDED ON THE CHANGING TABLE.
- After changing diaper, please use a sticker to indicate if it was wet or dirty and place on the front of the child's diaper.
- Please wipe down changing area after each use.
- Non-Disposable Diapers: The use of cloth diapers or similar will require us to contact the parent or guardian to change the diaper if it is soiled during class time.

If a potty accident occurs in a toddler room:

- Check the diaper bag to see if there is a change of clothes. If not, we have a basket of clothes on the top shelf of the cabinet in the 1's room or in the diaper area of the nursery.
- Place soiled clothes in a bag and put with the child's diaper bag.
- Let the parent know the child had an accident and where to find the clothes.

Crying policy

We will make every effort to engage an unhappy child through activities and attention. If a child is inconsolable (10 minutes of non-stop crying), we will contact their parent.

MANDATED REPORTING

Volunteers may have the opportunity to become aware of abuse or neglect of the children under our care. If an individual involved in the care of children at this church becomes aware of suspected abuse or neglect of a child under his/her care, this should be reported immediately to the Children's Ministry Pastor for further action including reporting to authorities as may be mandated by state law.

SECURITY

PEOPLE ALLOWED IN KIDS AREA:

Only people with a parent pick-up sticker or a volunteer name tag are allowed in the Kid's area. If someone is trying to get in without one of those two things, please redirect them or grab Amy.

If a parent has lost their pick-up tag, please have them wait outside and grab Amy. She will either identify the family if they are regular attenders or look up their information in the Rock to confirm they have a kiddo in our ministry.

- If needed, please explain to the person trying to enter that for the safety of our kids, all of our volunteers are background checked and screened. Apologize if they get frustrated about the delay but reiterate that we prioritize the safety of the kids over all things.

EMERGENCY PROCEDURE

EVACUATION

If an evacuation has to take place, no parents will be allowed into the Kids area. Parents will check out their kids at Hance Park by the swings

SHELTER IN PLACE

If we have to shelter in place, kids will be moved to the inmost room of the kid's area. NO ONE will be allowed into the kid's area until given the all clear by the Phoenix Police and/or Phoenix rangers.