



Volunteer Handbook

CONTENTS

I. LEGACY UNITED METHODIST CHURCH

- 1.1 Contact Information / Service Times
- 1.2 Our Vision
- 1.3 Our Mission (What We Practice)
- 1.4 Our Strategy
- 1.5 Our Method
- 1.6 Our Win

2. LEGACY KIDS

- 2.1 Contact Information
- 2.2 Our Mission
- 2.3 Program Description
- 2.4 Equal Opportunity

3. VOLUNTEER INFORMATION & RESPONSIBILITIES

- 3.1 Requirements for Volunteering
- 3.2 Volunteer Files
- 3.3 Volunteer Expectations
- 3.4 Prayer Huddles & Church Attendance
- 3.5 Volunteer Position Descriptions
- 3.6 Name Badges
- 3.7 Scheduling & Substitutes

4. POLICIES & PROCEDURES

- 4.1 Check-In
- 4.2 Gathering Space Time
- 4.3 While In Session
- 4.4 Check-Out
- 4.5 Child Custody Situations
- 4.6 Adult Visitors & Strangers
- 4.7 Two-Per-Room Rule
- 4.8 Special Needs
- 4.9 Food
- 4.10 Bathroom Use
- 4.11 Health & Wellness
- 4.12 Control Methods and Universal Precautions
- 4.13 First Aid
- 4.14 General Safety
- 4.15 Leader/Student Verbal & Physical Interaction Policy
 - 4.15.a Positive Interaction
 - 4.15.b Appropriate Touch
 - 4.15.c Inappropriate Touch
- 4.16 Policy Against Child Abuse
- 4.17 Reporting Child Abuse

5. CLASSROOMS AND SUPPLIES

- 5.1 Classroom Expectations
- 5.2 Classroom Ratios
- 5.3 Resource Room & Supply Use
- 5.4 Tips to Gain Attention

6. NURSERY POLICIES

- 6.1 Diapering/Accidents/Bathroom
- 6.2 Bottles/Formula
- 6.3 Crying
- 6.4 Cleaning

7. PARENT RESPONSIBILITIES

8. EMERGENCY PROCEDURES

- 8.1 Medical Concern
- 8.2 Weather Alerts
- 8.3 Fire
- 8.4 Missing Child
- 8.5 Shelter in Place
- 8.6 Media Response
- 8.7 Building Evacuation Diagram

Frequently Asked Questions

1. LEGACY UNITED METHODIST CHURCH

1.1 CONTACT INFORMATION

Building Address: 4600 Durango Drive, Bismarck, ND

Office Phone: 701.223.4401

Office Hours: M – F, 9:00 am – 3:00 pm

Website: <http://www.legacyumc.org>

1.2 OUR VISION: is to be an intentional community of impact growing hope, healing, and wholeness through Jesus.

1.3 OUR MISSION

We are followers of Jesus who practice:

Radical Hospitality

Extravagant Generosity

Passionate Worship

Authentic Faith Sharing

Intentional Faith Development

Risk-taking Mission and Service

1.4 OUR STRATEGY

Define the Win

Create Steps, not Programs

Narrow the Focus

Teach Less for More

Remember our Target

Work at it

1.5 OUR METHOD

Discover. Connect. Impact.

1.6 OUR WIN

When Jesus followers, together, transform the world.

2. LEGACY KIDS

2.1 CONTACT INFORMATION

Ashley Steininger: Legacy Kids Director

Email: ashley@legacyumc.org

To Call (Office): 701.223.4401

Stessa Werbelow: Legacy Kids Assistant Director

Email: stessa@legacyumc.org

To Call (Office): 701.223.4401

Calli Hanson: Volunteer Coordinator

Email: calli@legacyumc.org

To Call (Office): 701.223.4401

2.2 MISSION

“Teaming with parents to inspire kids to love, give, praise, share, know and serve Jesus.”

2.3 PROGRAM DESCRIPTION

Legacy Kids provides a safe, loving, Jesus-centered environment for all children, from infants to fifth graders. During the school year, Legacy Kids is available during both service hours. During the summer, Legacy Kids operates on Sunday mornings but may have a different schedule as advertised. Special events such as Lenten activities, Vacation Bible School, and mission projects are held at various times throughout the year. Legacy Kids programming is also available on Wednesday evenings during the school year. During the pandemic season we have currently been in, we have had to adjust programming as needed to best be able to serve families in a safe manner.

2.4 EQUAL OPPORTUNITY

Legacy Kids is strongly committed to recruiting and equipping volunteers for every area of our ministry according to their skills, abilities, interests, experiences, and spiritual gifts. We treat all volunteers equally without regard to race, color, gender, national origin, veteran status, or mental or physical ability. All workers are to be treated with respect.

3. VOLUNTEER INFORMATION & RESPONSIBILITIES

Legacy UMC has an amazing curriculum devoted to growing the faith of its children, but it would not exist and thrive without the support and involvement of its volunteers. Each position is essential to the program. We are truly grateful for each volunteer who has found a place in our program sharing God’s word with the next generation.

3.1 REQUIREMENTS FOR VOLUNTEERING

1. Legacy Member/Participant: Volunteers must be a regular attender of Legacy.
2. Paperwork: Complete **Volunteer Information Form**, **Permission for Background check**. The Legacy Kids Volunteer Handbook is available to all volunteers in Legacy Kids to review.
3. Reference Check: May be required as needed and will be kept on file.

4. Personal Interview: Meet with a Legacy Kids staff member to discuss areas of interest, gifts and passions, and general program expectations.
5. Training: We will provide resources to volunteer. Shadowing experiences will be available upon request.
6. Schedule/Attendance: School year volunteers are asked to participate on a regular schedule within their grade. Scheduling can be weekly, or bi-weekly. Attendance at team building events is strongly encouraged.

3.2 VOLUNTEER FILES

LUMC keeps a file for every volunteer in confidence that is only accessible to members of LUMC staff on a need-to-know basis. Files may contain completed background checks, volunteer information forms, letters/records of appreciation, and other relevant documentation.

3.3 VOLUNTEER EXPECTATIONS

Review Plans - Take time to read through the plans and pray about the lesson you will be sharing.

Be On Time - Arrive 15-20 minutes early. Be in your classroom 15 minutes before service time (that's when check-in starts!)

Prepare Room - Orange bags will be in the Resource Room and labeled by class. All supplies and lesson plans will be ready for you; however, if you are missing an item, please let a staff member know. Set out supplies and organize room as needed.

Be Welcoming - Greet children and families warmly and take time to answer any questions they may have.

Participate in Worship - Be enthusiastic! Encourage the kids to sing and dance and be involved.

Send Everything Home - Send home all activities and handouts with students at the end of the hour.

Clean Up Room - Leave the classroom or nursery in the best condition possible. Toss garbage, reset tables and chairs, and put all supplies back in the Resource Room.

Ask For Help - Can't find something, need more copies, not sure how to handle a particular lesson or student? Ask a staff member or your partner leaders.

Attend Volunteer Events - Such as Volunteer Team Events and Family Experiences. **Keep Cell Phones Off and Personal Items Away from Children**

Additional mission-based expectations include:

Inspire kids to LOVE Jesus.

Attend worship regularly with your family.

Spend time reading your Bible and praying.

Be an example of what it means to be a follower of Jesus by how you talk to and treat others.

Inspire kids to GIVE to Jesus.

Talk with your students about gifts, tithes, and offerings.

Lead by example – give generously of your time, gifts, and finances.

Inspire kids to PRAISE Jesus.

Do the actions to the songs and sing along. Encourage your class to sing along. Be enthusiastic! Demonstrate to kids that worship is an important piece of who they are.

Inspire kids to SHARE Jesus.

Tell the kids your personal stories of faith when they apply to the lesson.

Don't be afraid to admit when you don't know the answer; suggest you find out together. Encourage kids to bring friends and family to church with them.

Inspire kids to SERVE Jesus.

Encourage participation in mission projects and service activities. Provide age and skill appropriate ways kids can be in service to others.

TEAM with parents.

Encourage kids to share what they learned with their parents. Partner with parents in praying for their children.

3.4 PRAYER HUDDLES & CHURCH ATTENDANCE

As able to be held, Legacy Kids Prayer Huddles will be held **10 minutes before the check-in for the first service of the day**: Sunday morning Prayer Huddles will be held at 8:35 am and Wednesday evening Prayer Huddles will be held at 5:35 pm. Huddles are an important element of Legacy Kids – they give volunteers the opportunity to meet, pray, ask questions, and get information about Legacy Kids. After a Prayer Huddle, volunteers will either go to service or prepare for their small groups.

All volunteers are expected and encouraged to attend regular worship services at the hour they are not in Legacy Kids. It is very important to us that you and your family continue to grow in your faith with opportunities to learn and worship.

3.5 VOLUNTEER POSITION DESCRIPTIONS

Small Group Leaders: Present lessons, activities, games, and crafts to an assigned group of children on a consistent schedule. Create an environment where children become known, prayed for, and invested in every week. Actively participate during large group worship. (All lesson materials are provided.)

Small Group Assistant Leaders: Provide support for the Group Leaders.

Nursery Caregivers: Provide quality care for children ages 2 and under.

Kids Connection Team: Greet families with smiles, initiate conversation and create a welcoming first impression for Legacy Kids. The Kids Connection Team will also set up computers before service, check children and infants in and out of the program, and enter new families to the database.

Resource Team: Pull and assemble supplies required for Sunday and Wednesday activities, keep the Resource Room in order and put away supplies after activities are completed. This team will also notify staff when items need restocking.

Substitute Leaders: Provide the same direction and care for children as the team member they are covering for. May be planned in advance or asked with short notice.

Special Event Volunteers: Provide decorations, snacks, support, and more for events such as Kick-Off Sunday and Vacation Bible School.

Student Leaders: Students in middle school may participate as assistants to Legacy Kids adult volunteers as long as it does not interfere or conflict with their student ministry activities. Student leaders will:

- Complete the same volunteer checklist as adult leaders (a background check will not be required until they are 18 years old).
- NOT provide diaper changes, nor will they accompany children under 3 years old to the restroom.
- NOT pick up children, unless directly supervised in the nursery, with permission of an adult leader.
- Be held to the same standards and expectations of every other volunteer, including timeliness, participation, attentiveness (no cell phones), and worship/student ministry attendance.

3.6 NAME BADGES

All Legacy Kids volunteers will wear a photo ID name badge when serving. These will be kept in the cupboard in the Legacy Kids hallway behind the check in desk, and should be returned at the end of each volunteer period.

3.7 SCHEDULING & SUBSTITUTES

School Year Scheduling: Regular volunteers will serve on a smaller team and plan a schedule with their team, with a minimum of two leaders serving in each class per hour per week. Weekly or alternating week participation provides the best opportunity to connect and familiarize with the Legacy Kids children and their families.

Online Scheduling: Planning Center – an online scheduling tool – will be used to confirm volunteers in these positions year round. This does require a regularly checked email account.

Substitutes: Please follow these steps when the need for a substitute arises:

1. Contact the other members of your team to see if they can cover for or trade with you.
2. If team members are unavailable, contact Legacy Kids staff.

4. POLICIES & PROCEDURES

4.1 CHECK-IN

- Check-in will begin 15 minutes prior to the beginning of service.
- No adult is allowed to enter the Legacy Kids wing without one of the following:
 - Their child or children
 - A Legacy Kids pick-up label with three-digit number matching their child's nametag
 - A Legacy Kids Team lanyard with photo ID
- Adults may exit Legacy Kids alone.
- All children must be checked in by a parent/guardian.
- Visiting children will be checked in as a family guest. The Connection Team can assist with this.
- Children entering Legacy Kids MUST stop at the check-in station and receive a sticker nametag. Children will not be admitted into Legacy Kids without a nametag. Nametags must remain on the child until check-out.
- Nametag stickers for children and pick-up labels for parents will have matching 3-digit codes.
- Allergies will be noted on a child's nametag.

- Legacy Kids will have both manned and self check-in stations, along with trained Kids Connection Team members to assist parents, during all Legacy Kids programming.

4.2 GATHERING SPACE TIME

After check-in and before programming begins, elementary students will gather in the large group space to socialize and play. The following guidelines apply:

- Children are not allowed on the stage area at any time.
- Benches are not to be climbed on or used as hiding spaces.
- Students should be encouraged to visit and play games with others.
- General safety practices apply at all times.
- Students may not go into any classrooms without a leader present.

4.3 WHILE IN SESSION

- Once checked in, students must remain in Legacy Kids until picked up by the parent or adult chaperone with the matching nametag. Children may not leave Legacy Kids unaccompanied at any time, for any reason.
- Parents will be texted via their cell phone if they are needed during Legacy Kids programming. Cell phones should be set to “vibrate” while in service. If receiving a text is not an option for a family, there are alternatives available.
- Parents NEED to save their pick-up label. Children MUST keep their nametags on until they are checked out.

4.4 CHECK-OUT

- Students will be picked up from their classrooms by an adult or older sibling presenting a pick-up label with a matching three-digit code.
- Both nametags and labels will be turned in to Legacy Kids volunteers upon exiting. Students are not allowed to leave unless it is with a person who has the matching pick-up tag.
- If a child loses their nametag, they will need to have a new nametag printed by a Kids Connection Team member before they can exit Legacy Kids.
- Adults exiting with a child (children) MUST have a Legacy Kids pick-up label with a three-digit number that matches the code on the child’s nametag.
- If a parent loses their pick-up label, the parent must present a photo ID to the Kids Connection Team to have a label reprinted.
- Kids Connection Team members will check out children by matching the number on their nametag to the number on the adult’s sticker. The child’s nametag will be removed to show they have been checked out.

4.5 CHILD CUSTODY SITUATIONS

If there is a concern with a specific child or adult in a custody situation, volunteers will contact a staff member for assistance. Pertinent information in regards to this issue will be kept on file with the church office and briefed to volunteers as necessary.

4.6 ADULT VISITORS & STRANGERS

- Adult visitors will be permitted in Legacy Kids during programming with the express permission of Legacy Kids staff ONLY. They will wear an identifying GUEST nametag.
- All other adults wishing to visit Legacy Kids must do so when there is no programming taking place.

- At no time should a stranger be in Legacy Kids during programming. If you notice a stranger (adult without a name tag or badge), politely let them know that they must wait outside the area, or request a Legacy Kids staff member to talk to them.
- If the stranger refuses to leave, immediately notify staff member so the situation can be handled and the adult escorted out.

4.7 TWO-PER-ROOM RULE

At least two volunteers will be in a room with a child or group of children at all times. If by circumstance one volunteer is in a room, the doors will be left open and frequent visits will be made by staff or their designee. **Staff and volunteers will avoid one-on-one situations with children out of sight of others.**

4.8 SPECIAL NEEDS

Legacy Kids strives to include all children in its ministry. Some needs may require special considerations, supplies or logistics. Accommodations will be provided in the form of extra helpers, adapted supplies, and will be handled on a case-by-case basis to the best of our ability.

4.9 FOOD

Snacks are not provided as a part of the student programming, although Goldfish crackers, animal crackers, fruit snacks and Cheerios are available in the nursery and preschool classrooms. Outside snacks are not allowed due to potential allergy risks. On occasion treats may be available with student allergies in mind for special occasions. Parents will be notified of these special treat occasions.

4.10 BATHROOM USE

- An adult must accompany a child to the restroom.
- Volunteers may help the child use the restroom ONLY if the child is 3 years old or younger if the door is propped open and/or another adult is present.
- The child will wait outside while the adult checks the restroom to make sure it is unoccupied.
- The adult must wait outside the bathroom while the child is using it.
- If the restroom is a public one, the adult must stand in the doorway and prop the door slightly in order to listen in case assistance is needed by the child.
- If a child has an accident, use gloves, remove soiled clothing and place it in bag. Clean and dress child in replacement clothing. If replacement clothing is not available, ask the Kids Connection Team to contact the parent.

At NO TIME should a volunteer be alone in a restroom with a child with the door closed.

4.11 HEALTH & WELLNESS

It is our desire to provide a healthy and safe environment for all children, staff, leaders, and families in Legacy Kids. In general, children with one or more of the following symptoms should NOT be dropped off:

- fever of 100 degrees or higher
- discharge from the eyes (pink eye)
- open sores
- vomiting or diarrhea during the past 24 hours
- lice

- excessive signs of cold – tiredness, sore throat, runny nose, sneezing, coughing, nasal discharge
- highly contagious conditions (i.e. Hand Foot and Mouth, influenza, COVID-19, chickenpox, etc.)

If a chronic illness such as hepatitis or HIV is reported to you by a parent, it does not preclude a child from participation in Legacy Kids.

If a child is noticeable sick when a parent comes to check-in or drop-off, politely refer to the policies in place and let them know that they are welcome to come back when the child is feeling better.

If symptoms develop after check-in, the parent will be notified and the child will be checked out.

Volunteers are NOT allowed to administer medication of any sort. However, in the extreme situation of a child requiring to bring with them an epi-pen, the parent must provide written instructions on how to administer the epi pen and the parent must speak with Legacy Kids staff as well as the volunteer working with the child.

4.12 CONTROL METHODS & UNIVERSAL PRECAUTIONS

- Gloves must be worn before touching or cleaning areas affected by blood or bodily fluids.
- Hands must be washed immediately after removing gloves.
- Hands must be washed after attending to a runny nose.
- All wounds on participants in Legacy Kids that are not scabbed over must be covered.
- Toys that are soiled by saliva must be cleaned before being used again.
- Garbage cans must be lined and kept out of reach of children.

4.13 FIRST AID

A First Aid kit is kept on the wall next to the badge cabinet in the Legacy Kids hallway. In the event of an incident, notify a Legacy Kids' staff member as soon as possible. If a child is unconscious or requires emergency medical assistance, contact 911 immediately.

If you take the last of an item from the first aid kit, let a staff member know so that it can be restocked.

An AED and additional First Aid kit is located on the wall by the maintenance room alongside the kitchen. Another First Aid kit is available in the kitchen.

If a child becomes injured while in Legacy Kids, immediately notify a staff member. Staff will be responsible for advising the child's parent. All injuries must be reported to the child's parent/guardian no matter how minor they seem.

4.14 GENERAL SAFETY

LUMC strives to ensure an environment where members and visitors of all ages feel safe and secure. In general, as a volunteer, you should strive to:

- Use good, common-sense safety practices.
- Refrain from unsafe acts that might endanger yourself, the people you serve, or those who minister with you.
- Use any safety devices provided for your protection.
- Report any unsafe situations or acts immediately to a staff member.

4.15 LEADER / STUDENT VERBAL & PHYSICAL INTERACTION

4.15.a. POSITIVE INTERACTIONS

Legacy Kids strives to create a loving, welcoming environment for all children. If there are behaviors that distract consistently from the fun and learning of fellow students, the following guidelines are to be followed while treating all involved with gentleness, respect, and understanding:

- Use a firm and gentle voice to address the behavior.
- Focus remarks on the behavior you want to see (“Please walk,” etc.)
- Do not use a tone or words that are shameful, frightening, sarcastic, or angry when addressing a child.
- Use praise and encouragement of good behavior instead of focusing on unacceptable behavior.
- Reminding a child of behavior expectations by using clear, positive statements.
- Brief supervised separation or time out from the group, when appropriate. Time-outs will not exceed one minute per year of age of child.
- For children who continue to make choices which interfere with the activities, who are trying to hurt themselves or others, or who have not responded to other methods, a Legacy Kids staff member will remove the child from the activities and contact the parent to come up with a solution.

4.15.b. APPROPRIATE TOUCH

The following are the guidelines for when, where, and how to use appropriate touch.

- An arm around the shoulder
- Walking hand in hand
- Carrying small children and infants or holding them in your lap
- Short hugs
- Pats on the back or shoulder
- High fives, handshakes, and fist bumps

4.15.c. INAPPROPRIATE TOUCH NEVER DO THE FOLLOWING:

- Touch a child in disgust or anger.
- Touch a child in the bathing suit area (except in the case of diaper changes.)
- Not all children or families appreciate tickling, piggy back rides, or being carried. (being carried is appropriate for nursery age)

4.16 POLICY AGAINST CHILD ABUSE

LUMC supports and maintains an environment free of child abuse and neglect. It is against the law and against LUMC’s policy for any volunteer or employed staff to physically, sexually, or mentally abuse or neglect any child. Legacy Kids reserves the right to exclude any person who is or has been convicted of child abuse or neglect of any child.

LUMC will neither condone nor tolerate:

- Infliction of bodily injury upon any child or physically 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.

4.17 REPORTING CHILD ABUSE

Child abuse is a serious crime and as a volunteer you are under the following obligations:

1. Mandated Reporting – All volunteers and employees shall immediately report and document any incident of abuse or violation of the two-adult or open door policy of which they have knowledge or which they have observed. Any person making such a report shall keep the information strictly confidential.

2. “Incident of Abuse” – is defined as an occurrence in which any person:

- Has threatened to inflict or has inflicted physical injury upon a child, youth, or vulnerable adult other than by accidental means, or is reasonably suspected to have done so.
- Commits or allows to be committed any sexual offence against a child, youth, 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.

3. Imminent Threat – in all cases where an imminent threat of continued or actual abuse or neglect exists, any witness shall immediately contact a Legacy Kids staff member to request that immediate steps be taken to ensure the safety of the alleged victim. After the safety of the alleged victim has been secured, the person witnessing or with knowledge of the incident shall complete a written report and submit it to the staff member.

4. Obligation to Report to Law Enforcement – In all cases where any volunteer or staff person has reasonable cause to believe that a child or youth, known to the volunteer or staff in a professional capacity, has been or may be abused or neglected, the person shall make a report to the local law enforcement agency’s child abuse investigators. If the volunteer or staff member is in doubt regarding where a report would be made, he or she shall telephone the agency anonymously and discuss the situation with an investigator to determine whether the report should be made. The volunteer or staff member shall make a written record of the name and title of the investigator with whom he or she spoke and the recommendation made by the investigator and submit a copy of the written record to Legacy Kids staff.

5. Internal Reporting Procedure – The person reporting an incident of abuse shall contact the Legacy Kids Director. The report shall provide information regarding all relevant facts with respect to the incident. Upon receiving a report, the person receiving the report, together with the reporter, shall complete a written report of the incident and submit a copy to the church office. In a case where the alleged wrongdoer is the person to whom the report should be made, he or she shall be considered absent for the purposes of this reporting procedure and the report should be submitted to another appropriate LUMC representative (Pastor or staff member).

6. Responding to the Report – When someone receives a report of an incident, he or she shall immediately take steps to ensure the safety of the alleged victim. After the safety of the alleged victim has been secured, and after the report has been appropriately documented, the person receiving the report shall:

- Immediately contact Legacy Kids staff.
- LUMC Leadership will take all reasonable steps necessary to ensure that the alleged wrongdoer has no contact with the alleged victim pending an investigation.
- LUMC Leadership will take all steps necessary to ensure that the alleged wrongdoer is barred from further work with children pending the investigation.

5. CLASSROOMS & SUPPLIES

5.1 CLASSROOM EXPECTATIONS

Volunteers will leave their rooms in the best possible condition. Chairs and tables should be returned to their original positions, garbage thrown away, tables wiped down, supplies returned to the Resource Room, and all lights and equipment turned off.

5.2 CLASSROOM RATIOS

Nursery – 1 volunteer : 4 infants (children under 2)

Preschool – 1 volunteer : 7 children

Elementary – 1 volunteer: 10 students

* Volunteers for this purpose are high-school students or adults.

5.3 RESOURCE ROOM & SUPPLY USE

- Supplies for every class and activity will be prepared in advance.
- Supplies are kept in the Resource Room located in the back corner of the Kids' Ministry facility.
- Some additional larger or infrequently used supplies are kept in other places around the building. Check with Legacy Kids staff.
- No children are allowed in the Resource Room at any time.
- A master supply list is kept on the work table for reference. If a supply is low, a note should be left for the Legacy Kids staff.
- Every effort should be made to leave the room in the best condition possible after every use.
- Volunteers and staff will refrain from using LUMC supplies for personal use.

5.4 TIPS FOR GAINING ATTENTION

Legacy Kids can be an energetic, exciting time! Here are some suggestions for ways to keep students focused:

- Be prepared! Read your lesson ahead of time, prepare supplies as needed before the students arrive. Being ready keeps things moving smoothly, with less time for disruptions to occur.
- Sit with children at the tables or on the floor so that you are at eye level.
- Take time to ask personal questions ("What did you do yesterday? Do you have any pets? What is Minecraft exactly?")
- Use attention-getters, like "1-2-3, eyes on me!" (Children can respond, "1-2, eyes on you!") or "A hush falls over the kids" (kids respond with "huuuusssshhhhhh.") Clapping in a pattern and waiting for students to repeat the pattern. Talk in a whisper so that they have to quiet down to hear you.

6. NURSERY POLICIES

6.1 DIAPERING / ACCIDENTS / BATHROOM

Diapers are to be changed by senior high or adult volunteers only. Please use these guidelines while handling diaper changes:

•••••

Use disposable gloves for each change.

Use the changing table surface in the bathroom, with the door open.

NEVER leave a child unattended on the changing table.

Soiled diapers go in the garbage can with a lid in the bathroom.

The changing table should be wiped down with a disinfecting wipe after each change. Hands should be washed with soap after each diaper change. It is a parent's responsibility to provide diapering supplies, however, extra supplies are kept under the changing table in plastic drawers.

In the event of a bathroom accident, children may be changed into a spare outfit if one is available. If not available, notify parents through the Kids Connection Team. Soiled clothing will be sent home in a plastic bag (located in the plastic drawers under the changing table.) Volunteers will use universal precautions when attending to accident (gloves, handwashing, disinfecting.)

Bathroom policy in the nursery is the same as the bathroom policy for Legacy Kids as a whole.

At NO TIME should a volunteer be alone in a restroom with a child with the door closed.

6.2 BOTTLES & FORMULA

Nursery volunteers may give bottles to infants if they are clearly labeled and supplied by the parent.

6.3 CRYING

If a child has been inconsolable for 10 or more minutes, a Legacy Kids staff member may remove the child from the nursery into the check-in area in attempt to calm the child. If the child continues to cry, parents will be notified to come and pick up their child. Volunteers should encourage parents to check child in again at a future date. If child is checked out by parent, collect the child's nametag and the parent's tag. If the parent has other children in Legacy Kids programming they may retain their tag in order to pick up the other children at the end of service.

6.3 CLEANING

At the end of each hour, the following items should be done in order to keep our nursery as clean and welcoming as possible for our volunteers and visiting families.

1. All countertops, chairs, and tables should be wiped down with a disinfecting wipe.
2. Toys and supplies are put away and trash is thrown out.
3. Any toys that have been chewed on should be put in the Toys To Clean basket.
4. Check bathroom, make sure it is in order.
5. Turn lights off.

7. PARENT RESPONSIBILITIES

- Check in your child no earlier than 15 minutes before the program begins.
- Please do not send toys from home with your child to Legacy Kids. Legacy Kids is not responsible for lost or damaged toys.
- Please have children finish all snacks and drinks before being checked in.
- Note any allergies or other special conditions on the nametag or talk to a Legacy Kids volunteer about them.
- Walk your child to their classroom after check-in.
- Keep your check-in sticker. If a sticker needs to be reprinted, photo ID will be requested.
- Provide diapering items, formula, bottles, and other care items if utilizing the nursery.

- Make sure your child's items are labeled. (Coats, diaper bags, water bottles, etc.) Diaper bag tags are available in the nursery.
- Turn in child's nametag and your tag upon exiting Legacy Kids.

8. EMERGENCY PROCEDURES

8.1 Medical Concerns

Immediately report any medical needs or concerns to a staff member. The notified person will decide if 911 should be called. The teacher should remain calm and divert the attention of the other children. Another adult teacher should stay with the victim to keep them quiet and lying down (if appropriate).

8.2 Weather Alert

If there is a fear of dangerous weather, volunteers should wait for a staff member to instruct them what to do. In no way should a volunteer act in such a way as to incite panic among the children or other volunteers. In the event that the children need to be taken to a more secure inside location, staff will notify the group immediately.

Secure locations in Legacy include the maintenance room by the Legacy Kids check in station, any bathroom, or the internal wall of Legacy Kids where the bathrooms are located.

8.3 Fire

The first priority in any case of a fire is that all children and volunteers' safety is maintained. Any attempt by volunteers to put out a fire is absolutely forbidden unless judgment to do so is unquestionable and presents no possible danger to anyone present.

In the event of a fire, an alarm will sound. Leaders will take the children from the building through the nearest marked exit. Please stress the following rules: absolutely no talking, absolutely no running, follow the adults' lead. Parents will be reunited with children AFTER order is established outside. Please refer to the Evacuation Guide at the end of the Handbook and take note of the exits available to the outside.

CHECK-IN TEAM and NURSERY – Check In volunteers will IMMEDIATELY go to the Nursery and help with the evacuation of children. In the event a portable crib is available, it be utilized as a way to transport children.

8.4 Missing Child

In the event that a child is missing, a staff members should be notified immediately. The staff member should then notify other staff to continue the search, notify parents, or increase church awareness. All should remain calm and rational while moving in as timely a manner as possible.

8.5 Shelter in Place

In the event of a need to shelter in place, volunteers will immediately turn off the lights, lock their doors, pull blinds, and have children sit in an area of the room as far away from the windows as possible. Turn off cell phone ringers and keep children quiet. Doors should not be opened for ANY REASON until an all-clear is provided by a Legacy staff member or other authority.

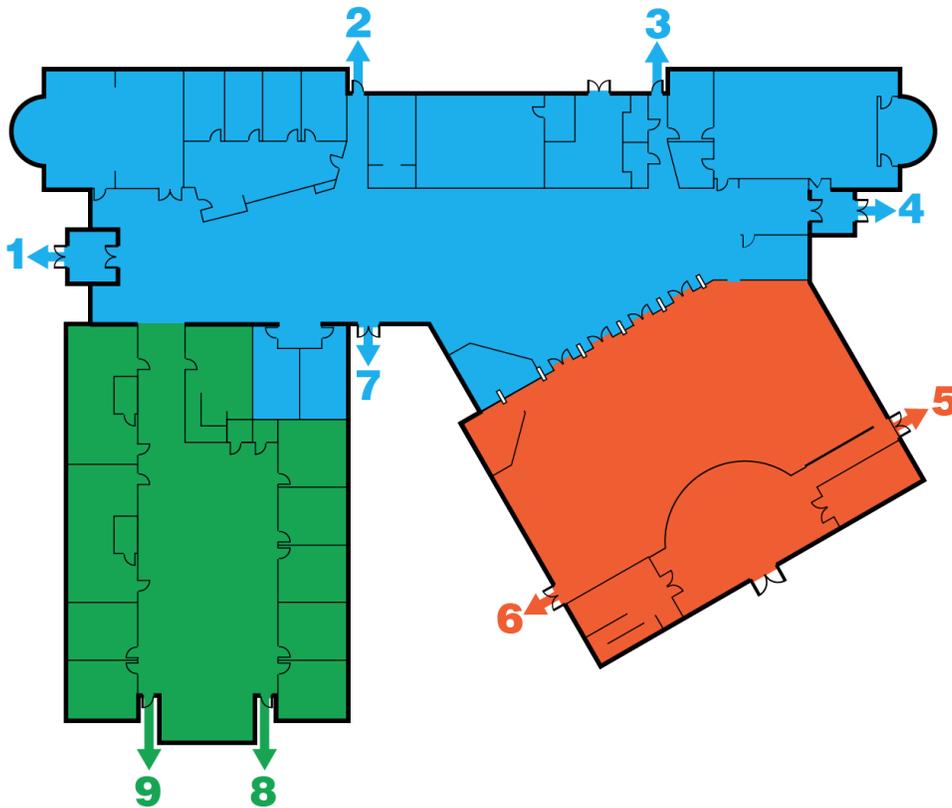
8.6 Media Response – In the event of a severe accident, incident, or death, it is likely that the media will be on site to cover the incident. It is important that all volunteers and servers not say anything that could be mistaken or misquoted by the interviewer. An appropriate Legacy UMC staff member or their designee shall be the only person to make any statement. If asked or called by a media member for a statement, please direct them to a staff member.

8.7 Building Evacuation Diagram

LEGACY KIDS is in GREEN

SANCTUARY is in ORANGE

FELLOWSHIP AREA/KITCHEN/MEETING ROOMS are in BLUE



Frequently Asked Questions:

Where do I find the schedule? The Legacy Kids Director will publicize the Legacy Kids calendar of events. Please contact her or the church if you have questions.

Who do I ask about getting a name tag? If you do not have a name tag or need a replacement, please contact the Legacy Kids Director, Legacy Kids Assistant Director, or Volunteer Coordinator.

Do I have to wear a Legacy T-Shirt? It is not required to wear a Legacy Church T-shirt. However, if you would like one, we have historically provided our volunteers with T-shirts. We appreciate all you do and want to give you this gift of appreciation! However, for events like vacation bible school, the themed shirt for that event helps volunteers stand out so the kids and adults know who our Legacy volunteers are.

Where do I get my Legacy T-shirt? Please contact the Legacy Kids Director, Legacy Kids Assistant Director, Volunteer Coordinator, or other church staff.

What do I do if I am unable to volunteer at the last minute? Contact the Legacy Kids Director Ashley.

What if this position is not my fit? We are so happy to have you serving with us at Legacy Church. If this position is not your best fit, we would love to help you find another area to serve. If this is the case, please contact the leader of the area of ministry you are currently serving with or the volunteer coordinator. We have a wide variety of volunteer options for all ages and abilities.