

**PLANO BIBLE CHAPEL**  
**Children's Ministry**  
Volunteer Handbook

Dear Children's Ministry Volunteer,

We are thrilled to serve with you at Plano Bible Chapel. Our church is committed to the salvation and discipleship of all people, but we are especially dedicated to children and youth. It is our belief that we will lead our surrounding community to a relationship with Jesus by reaching the hearts of families with the Good News of Jesus Christ. Together we can impact our community so that, and once again, the church can be seen as a salt and light and the Lord be glorified.

What you do in children's ministry is more than babysitting. It is a vital part of a child's spiritual growth. You are partnering with parents to raise up faithful followers of Jesus Christ.

In Matthew 19 people were bringing their children to Jesus. He said, "*Let the little children come to me. Do not hinder them for the kingdom of heaven belongs to such as these.*"

We are excited to see what God will do as you sacrificially serve the little ones at our church and in our community. We are also excited to see what God is going to do in your heart as you join a team of like-minded people. We pray that not only will our kids experience a powerful and lasting life-changing relationship with Jesus Christ, but that you will too as you serve wholeheartedly for the sake of the Gospel and the growth of His kingdom. Thank you for your servant's heart; your love of kids and God's Word!

Again, thanks so very much for serving children and families at Plano Bible Chapel!

Serving Christ together,

*The PBC Children's Ministry Team*

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## **PBC Kid's Values**

- 1. We value the Word of God.** We work hard to keep the teaching of His Word creative, engaging, and relevant without watering down the inerrant and eternal truths.
- 2. We value safety and security** for our kids and the volunteers who participate in our ministry.
- 3. We value worship** of God together and individually. Our God is worthy to be praised. He is above all and in all and apart from Him there is no life.
- 4. We value Christ-centered community** so that we can grow as God intends and so that we can impact the world around us for Him with His plan of salvation.

\*\*for further value statements see our doctrinal statement of belief

## **PBC Kid's Mission: Leading children and their families to a life changing, growing relationship with Jesus.**

We desire to see our children from birth through teens and into young adulthood grow “in wisdom and in stature and in favor with God and man.” Luke 2:52

We desire for our children to learn to “love the Lord their God with all their heart, strength, soul, and mind and to love their neighbors as themselves.” Luke 10:27

We desire to be a church body that encourages parents and partners with them as they seek to raise the children they have received from the Lord. In Deuteronomy 6:4-9 God talks (through Moses) to all of the people of Israel and He encourages them “to train up the kids as they walk and talk, etc”

We desire to see our children grow from salvation to discipleship and leadership. “*Go...make disciples...baptize...teach*” Matthew 28:19-20

## **PBC Kid's Areas of Ministry and Service:**

**Nursery:** The nursery at PBC is for children ages 0-2 years of age. The nursery is available for Tuesday morning ladies Bible studies, Wednesday Night AWANA Clubs (volunteers only) and Youth ministries, Sunday mornings for 9:30am and 11:00am, and some special events. This area has an appropriate teacher/child ratio. The babies and toddlers are introduced to faith through gentle play, music, etc. The 2-year-olds are taught Biblical stories and concepts during 9 months of the school year (a break is taken in the summer).

**3 & 4's:** These children have opportunities for learning on Sunday mornings and Wednesday nights. They are introduced to classroom concepts. They also learn Biblical stories and concepts through interactive teaching, puppets, organized and active play, videos, and songs.

**Kindergarten-2<sup>nd</sup> Grade:** The children must be entering Kindergarten, First, and Second grade. Their opportunities for growing in faith are on Sunday mornings and Wednesday evenings. They learn Biblical truth and application through interactive teaching, videos, active play, skits, songs, service, etc.

**3<sup>rd</sup>-5<sup>th</sup> Grade:** The elementary aged children are entering into these grade divisions by a promotion date (beginning of June). These children also have opportunities to grow in their faith on Sunday mornings and Wednesday evenings. They are also introduced to small group concepts at this stage. They are given more opportunities to serve. Discipleship and community are key concepts of maturity in this area.

**Sing time:** 20 minutes Sunday mornings at 10:30am between Sunday school classes and Worship Services. Open to all kids aged 3 through 5th grade.

**Special Events and VBS:** Open to all children; however, the nursery and 3/4 year olds may be limited to children of volunteers.

**AWANA Clubs:** Wednesday nights during the school year we provide an excellent ministry focused around memorizing the Word of God. We trust that “God’s Word does not go out void, but it accomplishes the purposes he has set forth” (Isaiah 55:11). We strive to train up our children to be approved workers of the Word. (2 Timothy 2:15) “so that they will not be ashamed...but handle God’s word correctly.”

**Children’s Choir:** Sunday afternoons during the school year our children have an opportunity to grow through the venue of music. With engaging programs of worship, our kids have an opportunity to enhance their musical skills. They lead our congregation in worship throughout the school year.

**Prayer Team:** These adults pray for our children, volunteers and the ministries on a regular basis with the help of calendars, scripture prayers, etc. as it is God who changes the hearts and lives of these children.

It is our goal to help children understand that they are loved by God and vital members in His family of faith. We encourage them to have a personal relationship with the Father through the Son (Ephesians 2:8-9). We also desire to help them realize that they can set an example for others (1 Timothy 4:12), and they can take an active part in building God’s kingdom on this earth and in the eternal realms (2 Corinthians 5:20 with Ephesians 2:10).

### **PBC Kid’s Ministry Roles**

Taking spiritual and physical care of children in the church is a community effort. We utilize many volunteers, ministry leaders, and staff. We trust that they will be growing believers in relationship with God through Jesus Christ. They must support and promote the doctrines of Plano Bible Chapel. We desire for them to be active members in our congregation understanding their responsibility in building God’s kingdom through obedience to the Great Commandment (Matthew 22:37-20) of loving God and others and the Great Commission (Matthew 28:19-20) of making disciples of Jesus Christ.

In order to help understand roles and to facilitate complete understanding of care given to kids, these positions will be defined as follows:

**PRIMARY TEACHERS:** Adults and Sr. High SALT students (see below) who serve as primary teachers and leaders in a ministry role or teachers in classroom setting. Primary teachers must have completed a third-party background check, signed a doctrinal support statement, completed child safety training, and must have attended PBC for at least 6 months. Background checks and child safety training must be repeated every two years.

**SECONDARY HELPERS:** Adults, Jr. High, and Sr. High SALT students (see below) must serve with other primary teachers. Secondary helpers must have completed a third-party background check and video training (every two years). Secondary Helpers may serve in support roles in group settings (skits, A/V, check-in, listening to AWANA verses, leading games, etc.).

**Sr. High School Primary Teachers and Secondary Helpers:** Students who are interested in serving in Children’s Ministry on Sunday Mornings (2<sup>nd</sup> Hour only) must be an active member of the Student Ministry’s S.A.L.T. Program, designed specifically to mobilize Students in the ministries of PBC. Keeping with the S.A.L.T. expectations, students are expected to attend their age specific services and small groups, be in good standing with their High School leadership, and exhibit maturity, faithfulness and dependability. We expect our students to understand that they are held to a higher standard (just like adults) as servant leaders. We trust that they will attend youth functions 75 % of the time. And, just like adults, we trust our students will learn to understand their responsibility to the Great Commandment (Matthew 22:37-40) and Great Commission (Matthew 28:19-20).

**6<sup>th</sup>-8<sup>th</sup> grade Secondary Helpers:** can serve with their parents or grandparents in the nursery areas. They cannot walk with/carry children. They can hold them to help them play on nursery equipment and they can hold them on the floor in their lap to interact with them (read books, etc). They cannot change diapers or help toddlers with the bathroom. They also need to follow the guidelines above as active participants in their age-related activities and services. They need to be in good standing, as well, growing in their relationship with Christ. These students may also help with technical duties, skits, crafts, and bulletin boards. Only 8th graders and above can help with check-in duties.

**Children’s Ministry Leadership Team:** The Children’s Ministry Team (CMT) is comprised of several individuals with specific areas of duty and oversight. These men and women have been invested in kids at our church and have exhibited servant leadership. These men and women must meet the qualifications of Primary Teachers and be PBC Members in good standing with our church. The CMT also includes a member of the pastoral staff for communication,

coordination with other ministries, support, and prayer. They meet monthly and work hand in hand with staff to provide for our children's needs. \*\*See organizational chart for specific duties and responsibilities.

**Ministry Leaders:** These people are men and women who work directly under the members of the CMT. The following ministries have leadership heads: Nursery, VBS, Kingdom Kids, and AWANA Clubs.

### **Volunteer Requirements:**

As stated above, all volunteers (18 years and older) with active access to children must complete a background check and child safety training every 2 years. Volunteers who have completed a background check and child safety training, but have not attended PBC for at least 6 months may serve in support roles as a Secondary Helper in group settings (skits, A/V, check-in, listening to AWANA verses, leading games, etc.). All adult volunteers must complete a volunteer questionnaire, read and sign the volunteer handbook (including a statement of doctrinal agreement).

### **Volunteer Expectations:**

**Arrive on Time:** Please plan to arrive 15-30 minutes prior to your responsibility depending on how much time is needed for preparation and how much interaction you desire to have with other ministry volunteers. Therefore, on Sunday mornings at 9:30am, please arrive in time to be prepared to receive children no later than 9:15 AM. This timing is for both Nursery and Children Volunteers. For 11:00AM volunteers we ask that you arrive no later than 10:40AM. For AWANA Clubs, volunteers that have children arrive by 6:15; therefore, we desire that you come slightly before that time frame as we need nursery and oversight of children in place.

**For individual ministry requirements:** See job descriptions

**Be Prepared:** God is a God of excellence, so plan to do your best for His glory (1 Corinthians 10:31). Supply cabinets are stocked well and available for use. The copier in the CMT's office area is available for same-day copies. Please do not use the copier in the main office unless you need to use added features like collating, stapling, etc.

**Communicate:** We want to hear from you. The CMT appreciates and values any constructive feedback that you may have at any time. Please feel free to communicate honestly and in a timely manner.

**Absentees:** If you discover that you are not going to be able to fulfill a commitment, please try to find your own substitutes. Substitutes need to be background checked and members in good standing for 6 months. If you cannot find a substitute let the ministry leader in your area of service know as soon as possible. Sometimes there are unexpected occurrences the same day as your service opportunity. In that case, inform the CMT leadership as soon as you can.

**Growth:** As highlighted in the policy manual, we expect that all volunteers will be in relationship with God through Jesus Christ. We desire for our volunteers to grow in discipleship and attend services and community groups as connection with others is vital to one's spiritual health. We believe that God's Word and prayer should be a part of our volunteer's lives on a frequent basis. We aren't looking for perfection, but we trust that volunteers are living out the truth in 1 Peter 1:3-9 as "partakers of his divine glory."

**Appearance:** As of now, we have children's ministry shirts for AWANA and occasionally VBS. Please make every attempt to wear those when serving on campus. Our volunteers should make every attempt to be neat, clean, and modest. All volunteers and CMT leaders should check-in each day of service to receive a sticker to identify each volunteer or leader.

**Hygiene:** In order to help prevent the spread of illnesses, wash or sanitize your hands as you arrive in a room, after diaper changes, bathroom helps, after contact with bodily fluids like runny noses, and before handling food. Instruct children to do the same. Diaper wipes and waterless hand cleaners are readily available. In the nursery areas toys will be cleaned in the dishwasher at least every other week. Anti-bacterial aerosol is to be used if needed. Tables and surfaces in these areas are wiped down after each use. In the older classrooms, we also have bottles of bleach water to be used.

If there is a bodily fluid accident, ministry leaders will contact the office and coordinate with our janitorial staff to professionally clean and sanitize before that area is used again.

### **PBC Kid's Safety/Basic Guidelines (See Policy Manual for more Detailed Information)**

Never be alone with a child. Two Primary Teachers are required to be in each classroom. If the two primary teachers are married, another unrelated Primary Teacher or Secondary Helper must be in a classroom or open area, as well.

**Diapers and restrooms:** Male leaders will not diaper children. Women leaders will take girls to the bathrooms. Male leaders will take boys. Neither leaders should take a child to the bathroom alone (always take another child, a teen helper, another leader)

**\*See bathroom section of policy for complete, appropriate procedures**

**Appropriate/Proper touch:**

- Hugging should be done side to side. Never hug a child with your full body. Teachers can initiate hugs in view of other children/volunteers. However, it is better if a child initiates. High-fives are usually better. No extended hugs or tickling and prolonged contact of any kind.
- A light touch to shoulder or back is acceptable
- No lap sitting except for a child aged 2 and under. Older children can be moved to sit next to you or on your knees.
- If a child is in need of comfort, holding them is not appropriate unless they are under 3 years of age. However, if the child cannot be consoled in any other way, do so in view of others.
- Never kiss a child or encourage them to kiss you. Physical contact should be for the benefit of the child and not the volunteer. Nor should physical touch give the appearance of wrong-doing.
- Never touch a child in any place that a bathing suit normally covers. (except when changing diapers and helping toilet training children). And, never allow kids to touch you in those areas.
- Some children do not like to be touched at all by others. Never force the issue.

Specifically for the nursery and 3/4's: only women 18 years of age will diaper children. However, parents will be asked at check-in if they wish for their children to be diapered or taken to the bathroom for training kids. Parents may choose to take this task upon themselves. When taking a training child to the bathroom, there are restrooms in the classrooms. If you need to gently prop the door open to be in view of other workers when helping children, do so as modestly as possible. The other workers in the room can help distract the other children from peering into the restrooms.

\*\*It is our desire to present a warm, welcoming, friendly, and safe environment for our children and volunteers. Failure to comply with these guidelines are grounds for removal from serving in children's ministry. If you see something or hear something that concerns you, please contact a member of the Children's Ministry Team or a pastoral staff member immediately.

**Accidents, Incidents, and Medical Conditions:**

See Policy Manual Forms and Documentation Procedures.

**Definitions:**

**Accidents:** an unfortunate mishap that happens unexpectedly and unintentionally, typically resulting in damage or injury. Classroom accidents that are unintentional must be documented on an accident report. If an intentional accident occurs but children and workers are not hurt, that may be an example of need for classroom discipline/education.

**Incidents:** intentional harm to another student, volunteer, or equipment. This can be in the physical, emotional, or sexual realm. If a volunteer needs to call in another person to help them, it may be an incident/accident rather than discipline.

**Emergencies and First Aid:**

In case of an accident on campus, right away, inform nurses or paramedics on call, parents and staff or CMT lead. Call 911 if needed. Volunteers ARE NOT ALLOWED to administer medications of any kind. This includes Aspirin, Tylenol, Ointments, other over-the-counter medications, etc. Volunteers will not administer any prescription medications.

Volunteers may gently clean scrapes and bruises with soft cloth and water before they administer a band-aid.

Reports must be filed accordingly.

If there is a spill of body fluids (nosebleeds, cuts, vomiting, etc), gloves must be worn when giving aid. There are gloves available both in the nursery and in the kitchen.

First aid kits are located in the nursery hallway and the kitchen. Small kits are also located in children's classrooms.

Serious injuries involving seizures, convulsions, broken bones fainting, unconsciousness should be handled as follows:

- Call 911 immediately
- Page on-call trained members at the church (nurses, doctors, paramedics, etc.)
- Inform staff, ministry leaders, and/or parents immediately (or ask staff and leadership to inform parents)
- Remain calm, keep the injured person as calm as possible, keep children calm (remove the rest of the class from the situation)
- Do not move the injured or leave them alone

If child needs to be transported to hospital or emergency care and the parents cannot be found in time, staff will go with patients. (Preferably male and female leadership together.)

Staff members and ministry leaders will follow up with parents

Fill out accident report as soon as reasonably possible

### **PBC Kid's Well Child Guidelines**

In order to promote health and wellness, children with the following symptoms are not to be in classrooms:

- Any degree of fever and temperature free for 24 hours
- Vomiting
- Diarrhea
- Unexplained or contagious skin was
- Bleeding/wet diaper rash
- Runny nose with yellow/green discharge
- Pink Eye or other eye infections
- Chronic Cough
- Untreated ear infections
- Lice

If a child does enter the classrooms and these symptoms are discovered the parents need to be paged and the other parents should be notified of the exposure.

Parents will be informed if their child has been exposed to communicable diseases (chicken pox, measles, mumps, TB, etc), and need to consider staying at home as some children have not been vaccinated. If a child enters the room and it is then discovered that the child has been exposed, parents need to inform ministry leaders and the leadership will then inform all that may have been inadvertently exposed.

For: Bathroom Policies, Volunteer identification and visiting adults, child check-in and pick up policies, paging parents, lost-tag procedures, digital imprint policies refer to PBC Children's Ministry Policy Manual.

### **PBC Kid's Handbook Agreement**

Thank you for reading and agreeing to follow the guidelines presented in this handbook, including support of the Doctrinal Statement of Plano Bible Chapel. If you have any questions or concerns, please contact any member of the Children's Ministry Team (see introduction page) or Pastoral Staff.