



MINISTRIES at FCCO

VOLUNTEER HANDBOOK

Updated 2025

FCCO Kids' Ministries Mission Statement and Core Values

Mission Statement:

**To assist families in leading kids into a personal relationship with Jesus
and to become fully devoted followers of Christ.**

Love the Lord your God with all your heart and with all your soul and with all your strength. These commandments that I give you today are to be on your hearts. Impress them on your children. Talk about them when you sit and when you walk along the road, when you lie down and when you get up. Deuteronomy 6:4 – 7

Core Values:

- 1. Equip Families . . .** to be the primary faith trainers of their children.

*“Train a child in the way he should go,
and when he is old, he will not turn from it.” Proverbs 22:6*

- 2. Present a Christ-Centered Life Change . . .** by providing opportunities for children to be spiritually transformed through a personal relationship with Christ.

“I tell you the truth, whoever hears my word and believes him who sent me has eternal life and will not be condemned; he has crossed over from death to life.” John 5:24

- 3. Be Child-Targeted . . .** in creatively teaching the Bible to help plant God's truth in the hearts and minds of our children.

*Let the little children come to me, and do not hinder them,
for the kingdom of heaven belongs to such as these.” Matthew 19:14*

- 4. Serve Families with Excellence . . .** through our God-given gifts and resources in a physically, emotionally, and spiritually safe environment.

“Be shepherds of God's flock that is under your care, serving as overseers – not because you must, but because you are willing, as God wants you to be . . . eager to serve; not lording it over those entrusted to you, but being examples to the flock.” 1 Peter 5:2 – 3

- 5. Teach the Bible As Relevant and Application-Oriented . . .** filled with truth that applies to children in their lives today and always.

“Do not merely listen to the word, and so deceive yourselves. Do what it says.” James 1:22

FCCO KIDS' MINISTRIES

BIBLE TRUTHS

Infants/Toddlers

- God loves me

Preschool

- God made me
- The Bible is true
- I can talk to God

Kindergarten-Grade 4

- I can trust God no matter what
- God created me for a purpose
- I can have a relationship with Jesus Christ

Grades 5-6

- Follow Jesus
- Love God and others
- Share the gospel

VOLUNTEER RESPONSIBILITIES

Before becoming a volunteer:

- Attend FCCO for 6 months
- Complete a criminal check form via email from Planning Center
- Attend an orientation training

After becoming a volunteer:

- Be on time, lessons and rooms should be ready 15 minutes prior to starting time
- Wear your name tag when serving
- Call children by name
- Know and follow safety and security procedures
- Wear modest, comfortable clothing and shoes, no low-cut, cropped, revealing tops, no undergarments showing
- Do not allow anyone except scheduled volunteers into the classroom with you, on occasion, a Director of Kids' Ministries (KM) may give permission for a new parent to accompany their child
- Give children in your care your undivided attention
- Do not use your cell phone while serving (except in an emergency to notify staff of a need or for curriculum enhancement)
- Be aware of allergies or medical conditions in your group (posted inside cabinets of each classroom)
- All Kids' Ministries rooms are nut-free
- Notify KM staff if you develop any communicable disease within 48 hours of serving
- Be aware of kids with special needs and implement any individualized plan
- Alert the Welcome Desk when there is a special need in the room
- Use incident reports when necessary (injury, negative behavior, etc.) and make sure the parent signs off on the form
- Guide and encourage youth helpers in appropriate ways of assisting
- Ensure your area is cleaned up at the end of your shift
- Glorify God in all you say, both at church and out of church, the things you post on social media, and how you act – you are a role model to the kids and families you serve

EARLY CHILDHOOD VOLUNTEER RESPONSIBILITIES

- Rooms cannot open until two adult volunteers are present
- Be familiar with check-in and check-out procedures
- Infants under 6 months should stay in the care of parents
- Welcome each child by name as they arrive, and help them engage in an activity so parents may separate more easily
- Only scheduled volunteers may be in the classroom
- Ask parents to label all of their child's belongings
- Have parents take a paging number bracelet to the service with them and have them write the number on the sign-in sheet
- If you need to page a parent, please send a teen volunteer to Welcome Desk with the paging #
- Children in the infant and toddler rooms have their information on the sign-in sheet; please help first-time drop-offs to write appropriate information
- Read and follow any directions left on the sign-in sheet or whiteboard
- Keep half doors closed at all times
- Youth helpers under the age of 18 are not allowed to hold infants under 1 year
- Family members may serve together in the same room if another non-relative serves as well
- Youth helpers and adult male volunteers are not allowed to help with diapering/toileting
- Diapering is to be done on changing tables in the open area of the classroom, some parents want to be paged for diapering, so please look at the check-in sheet before diapering, record diapering time on the sign-in sheet
- Volunteers need to wash their hands after each diaper change/nose wipe
- Changing tables need to be wiped down with disinfectant wipes after each diaper change
- Soiled diapers are to be placed in the diaper pail or trash can, diaper pail or trash can needs to be tied up and placed in hallway after the childcare sessions have ended
- Children in diapers should have their diapers checked and changed if needed each hour, this is to be recorded on the sign-in sheet so other volunteers and parents will know
- If a child requires assistance while in the bathroom, door must be left 18 inches ajar while they are being helped
- Snacks are to be eaten at the table, only snacks from the snack cabinet or provided by the parents are to be served, please look at check-in sheet for dietary or swallowing restrictions
- All Early Childhood classrooms are NUT-FREE
- Children in the infant room should only be fed what is provided by their parents OR what is written on the check-in sheet, if it is not written, they CANNOT have it
- Volunteers may drink coffee from a non-spill mug ONLY that is kept on the counter out of the reach of children in their care
- Early Childhood volunteer schedules are posted in each classroom, if you cannot serve during your scheduled time, please follow these steps:
 1. Switch with another volunteer who serves in the same room as you
 2. Call a sub from the sub list, adults must switch with another adult
 3. Contact a KM staff member ASAP to let her know who is covering for you

SIGNING KIDS IN AND OUT

- Welcome the child when they arrive
- Check that the child has a name tag, if they don't, direct parents to the Kids' Lobby to get one
- Help parents sign the child in on classroom attendance sheet
- Each child should only be released to the parent/guardian with the security tag, check that the numbers match
- Older siblings, 7th grade and up, may pick up with the security tag
- Cross child's name off the attendance sheet when they leave
- If the parent does NOT have their security tag, kindly ask the parent to get it, if they are unable to locate it, find a KM staff member to help
- Even if you know the family, you must ask to see the security tag

CLASSROOM MANAGEMENT

- Know who is in charge: It's you, the adult (children need to know there is an adult in charge to feel safe)
- Keep a list of how many children are in your care and know the location of the nearest emergency exit
- Never leave your assigned room or group of children during your shift
- Evenings: Shades in rooms should be pulled down for safety reasons
- Be prepared: Know your material before you arrive so that you can keep the kids engaged while they are with you
- Remind students that there is no running in church building
- Children should keep socks and shoes on throughout the service because of emergencies, during winter months, boots may be switched out for regular shoes upon arrival
- Set boundaries: Children should know the rules and expectations while in your room, during large group time, 2 or 3 basic rules should be reviewed on a weekly basis
- Be positive: Be sure to compliment a child when he/she is following the rules and listening well
- Model desired behavior: Give the children a chance to see you or another child do or say something the right way, model respect through words and actions
- Use "redos": When a child speaks or acts inappropriately, give them a chance to use the correct behavior
- Make an effort to deal with the behavior individually
- Offer choices when possible
- Get support: Call the Welcome Desk for an extra set of hands
- Special Needs Children: Please talk to KM Staff regarding accommodations for individual children, encourage parents to speak with KM Staff before a child's first visit

- Follow NH State Childcare Guidelines:

You must avoid:

- Kissing a child who's not your own, coaxing a child to kiss you, tickling, initiating hugs, extended hugging (side hugs if possible)
- Touching a child in any area that would be covered by a bathing suit except when assisting a young child with toileting/diapering
- Carrying an older child or having them sit on your lap (preschool and up)
- Seductiveness or suggestive contact toward children and other volunteers
- Any touching used to express power or control over a child or is done for the pleasure or satisfaction of care provider

Never:

- Use corporal punishment to attempt to control a child's behavior by actions that are shameful or belittling
- Yell at a child
- Isolate a child
- Grab a child

- Follow the New Hampshire State child/adult ratio guidelines for infants - preschool:

Room/Age of Children	Child:Staff Ratio	Room Max
Infant Care: (6-12 months)	*2:1 Volunteers must be over 18	8 infants
Toddler Care: (12 mos-3 years)	4:1	12 toddlers
Younger Preschool Care: (3 year olds)	6:1	18 children
Older Preschool Care: (4-5 year olds)	8:1	16 children
Mixed Age Groups	Average the age of the children and follow that ratio, *infant ratio should always be maintained	Follow room capacity limits posted in rooms

EMERGENCY PROCEDURES

- Call 911 in a life-threatening emergency
- FIRE ALARM If a fire alarm sounds, assume the danger is real and evacuate immediately
 - Take the children in your care and the class attendance sheet with you outside
 - Classroom volunteers: evacuate your room and go directly to the ball field, if the ball field is inaccessible (due to snow), go to the very back of the parking lot, it is important to keep the parking lot near the building free for emergency vehicles
 - Once outside, take attendance to ensure all children are accounted for
 - NO CHILDREN are dismissed to parents until all children have been accounted for, parents who arrive before this time may wait with the group
- LOCKDOWN In the event of a dangerous person inside or around the building, the priority is to keep the children safe, Kids' Ministries staff/Security Team member will notify teachers if a lock-down has been declared
 - Hide the children as best you can in least visible area
 - Help children to feel safe and remain quiet
 - Lock each classroom door, and do not open the door for anyone
 - Pull down shades in your classroom on your door and windows
 - Use your best judgment to remain safe, at times this may mean evacuating through a door or window, other times staying where you are.

If you notice a potentially dangerous situation:

1. Notify Security Team, Kids' Ministries staff, Welcome Desk and other classroom teachers, if not possible call 911
2. Proceed with all Lockdown instructions

WELLNESS POLICY FCCO

Kids' Ministries is committed to keeping a safe, healthy environment for everyone.

All volunteers will adhere to the following policies:

- Proper hand washing
 - when arriving in room to care for children
 - before handling food
 - after diapering or using the bathroom
 - after contact with any bodily fluids
- Keep rooms and equipment sanitary
 - use disinfectant wipes to clean tables before & after eating
 - clean toys as needed
 - all mouthed toys should be placed in the specified bin on shelf to be disinfected
 - all cups, bottles, and pacifiers should be labeled with the child's name
 - use disinfectant spray on doorknobs, chairs, and high-touch areas when leaving classroom
- Reminders:
 - volunteers are not permitted to administer any oral or topical medication to a child
 - do your very best to keep children from sharing food
 - keep personal medication out of sight/reach of children, preferably in your vehicle

All parents will adhere to the following policies:

- Children with any of the following symptoms in the past 24 hours cannot be admitted to our rooms:
 - Runny nose
 - Excessive coughing
 - Fever
 - Vomiting
 - Diarrhea
 - Sore throat
 - Discharge in or around the eyes
 - Questionable rash
 - Any communicable disease (mumps, chicken pox, impetigo, etc.)
 - Parasites: lice, mites, etc.
 - Fungus: Ringworm
 - Any illness that prevents a child from participating in class

Any updates will be communicated through email and posted notices in the Kids' Wing.

CDC guidelines will be followed regarding communicable diseases.

WELCOME DESK RESPONSIBILITIES

- Arrive 20 minutes before service time begins
- Welcome each family entering the building with a smile
- Greet children by name when possible
- Assist new families in registering children (see directions below)
- Ensure that all children entering Kids' Wing are signed in (they should have a name tag on)
- Only volunteers and families with security tags may enter the wing
- Keep Kids' Wing secure by closing door 10 minutes after start time and any other time that staff/volunteers/security team deem necessary
- Page parents when needed using keypad on far right of Welcome Desk, don't forget to turn off number once parents have come downstairs
- Alert security team or KM staff when needed
- Support volunteers, keep an eye on the room monitors, and offer to help when needed
- Reminder: Infants under 6 months should stay in the care of parents
- If friends come to the desk to visit with you, let them know you will connect with them after your shift or when no one else is around

NEW CHILD REGISTRATION:

- Have parents fill out a registration form on our church website (If the WIFI goes down, there are paper forms to fill out that are located in the welcome desk binder)
- Fill out name tag stickers for each child, give parents the security part of each tag
- For infants through preschool: Show parents the paging # bracelet for their child and explain paging system
- Explain pick-up procedure, that they will need to show security tag for number to be matched to pick up their child
- Explain to parents that they will be entered into the online database, and at their next visit they will use the check-in system
- Walk the family to the child's room, show them where and how to sign their child into the classroom
- If you can't leave the desk, seek out a familiar parent or volunteer to assist the new family
- Please make sure students in Club 56 (grades 5 & 6) are wearing a sticker as well; they do not need a parent sticker to be picked up and may dismiss themselves from Club 56 if their parents allow it