



family ministries

UNIVERSITY PRESBYTERIAN CHURCH

Volunteer Handbook

Mission

In partnership with families, we disciple young people to follow Jesus with their whole lives - formed in Christ, rooted in community, and living for others.

1. Background checks are run on all FM volunteer applicants ages 18+. If a background check is flagged for prior criminal convictions, in most cases (especially those involving abuse, sexual misconduct, weapons, etc.) and for any crime within the last 5 years, the applicant will not be considered for a volunteer position working with kids and youth in Family Ministries at UPC.
2. The following safeguards are in place during UPC sponsored events to prevent the opportunity for abuse and to protect you:
 - a. The two-leader rule: At least two adult volunteers must be present at all times during any church-sponsored activity that involves children. A child must never be alone, or alone with an adult.
 - b. One-on-one conversations with kids must take place in a public place (i.e.: not behind closed doors).
 - c. For children needing assistance in the bathroom, let another leader know where you are going and wait outside the bathroom door. For restrooms in public spaces, clear the bathroom first, then allow the child to enter while you wait outside.
3. Please be aware of guidelines when with children, especially regarding physical contact. Innocent behavior can be misinterpreted. A few examples of appropriate interactions include:
 - a. Short side hugs, handshakes, high fives, pats on the back, holding hands while walking young children, sitting beside children (children ages 4+ must not sit in laps), holding hands for prayer.
 - b. Positive reinforcement, verbal praise, redirecting inappropriate, disruptive behavior by providing healthy behavioral choices, appropriate jokes and age-appropriate humor, conversations in an appropriate manner addressing real life challenges.
 - c. Maintaining professional relationships with children, youth, their families, and with adults.
 - d. Following appropriate instructions of a minor or vulnerable adult's parent/guardian and informing them of activities.
 - e. Acquiring, when needed, appropriate signed permission forms for events.
4. Dress modestly and appropriately for the event. For further clarification, ask a staff member.
5. Do not post any pictures of children on any social or electronic media without parent's approval.

Whenever an incident of abuse is suspected, the following is necessary:

1. Any suspected incident of child abuse occurring within the Family Ministries Department of University Presbyterian Church should be reported to a Family Ministry staff and complete an incident report. Any department staff or volunteer suspected of abuse will be relieved of their involvement in FM programs until and unless the Department of Child and Protective Services agrees there is no evidence of abuse and Executive Pastor agrees to reinstate that staff member or volunteer.
2. When anyone working with children at UPC believes there is reasonable suspicion of child abuse having occurred outside of UPC, (notation of a bruise without appropriate explanation, spontaneous report of abuse from a child, consistent hunger, inappropriate clothing for the weather to cover body, reports that no caregiver is at home, etc.) the person must immediately contact a FM staff member, who will take appropriate action.

Each room will have a walkie talkie. Keep it on channel 3.

For minor accidents contact FM staff to assist.

For a security concern contact the security officer.

For extreme emergencies CALL 9-911 from the closest phone or use your cell phone. Then notify the Front Desk (Welcome Kiosk, dial '0') and the FM staff that you have called 911.

Incident Reports: Whenever an accident occurs, immediately fill out an Injury/Incident Report Form, located in the classrooms, FM office, and/or 3rd floor supply room. Staff members are available to help. Turn in the report to a FM staff member after you have talked with the parent and have their signature.

Maintenance: For custodial assistance, let FM staff, coordinators, or the Kiosk know the issue in need of attention.

First aid kit locations

- FM office – room 225
- Front Desk (Welcome Kiosk on 1st floor)
- 2nd floor drop off area outside rooms 235 ABC
- 3rd floor supply room – room 322

Allergy safeguards

- Children with allergies should have a printed description on their nametags.
- If parents or staff share allergy information with you, follow the instructions provided. Allergies may lead to serious or life-threatening reactions in some children.
- EpiPen's must be administered by a child's parent. If they are unable to do so, they must provide written or verbal permission to a FM staff person or volunteer to administer the drug.

Be careful of purses and valuables

- Lock/hide all valuables before leaving the room or carry purses/valuables with you.

In case of a fire take your attendance/roster or phone if you have access to the Lead App for attendance and lead all kids out of the building to the Palmer House on the North side of UPC (corner of 47th St and 16th Ave NE).

Babies (ages 0-12 months)

1. Choose the best option: place babies in a portable crib to carry (2-3 leaders will need to lift the crib down the stairs), strollers are available, or caregivers may carry a child. Staff will report to help with the babies.
2. Count the babies.
3. Take the attendance book.
4. At least one leader needs to search the room for children before they leave and close the door.
6. If possible, one leader should grab diaper bags on the way out.
7. Follow the evacuation route to the meeting place, highlighted on the map next to your classroom door, to the **Palmer House on the North side of UPC (corner of 47th St and 16th Ave NE).**
8. Once you're at your meeting place:
 - Count the babies.
 - Have parents present the pick-up tag as they arrive to pick their kids up

Toddler, preschool, and kindergarten

1. Line children up on a rope, provided in the classroom. Make sure each child is holding onto the rope or a leader's hand.
2. Count the children before you leave the room.
3. Take the attendance book.
4. There should be one leader at the beginning and one at the end of the line (if there are more leaders they should be dispersed throughout the line).
5. At least one leader needs to search the room for children before leaving and closing the door.
6. Follow your evacuation route to the meeting place, highlighted on the map next to your classroom door, to the **Palmer House on the North side of UPC (corner of 47th St and 16th Ave NE).**
7. Once you are at the meeting place:
 - Count the children.
 - Have parents present the pick-up tag as they arrive to pick their kids up.

Elementary (grades 1-5)

1. Line up and count all the kids in your group.
2. Take the attendance sheets with you or use the Lead App on your phone.
3. Assign one adult to lead children out. Other leaders should be dispersed between kids and at the end of the line.
4. Follow your evacuation route to the meeting place, highlighted on the map next to your classroom door, to the **Palmer House on the North side of UPC (corner of 47th St and 16th Ave NE).**
5. Once you are at the meeting place:
 - Count the kids again.
 - Be sure to release kids only to their parents.
 - Have parents present the pick-up tag as they arrive to pick them up.

Middle School/High School

1. Please line up and count all the students in your group.
2. Take the sign-in sheet or Lead app on your phone with you.
3. Assign one adult to lead students out. Other leaders should be dispersed between students and at the end of the line.
4. Go to Palmer House or right outside of Palmer House.
5. Once you are at the meeting place:
 - Count the students again.
 - Be sure to release students only to their parents.

Early Childhood Rooms (235, 305, 310):

1. You will hear about a lockdown either in person or over the walkie talkies. If over the walkie talkie, you will hear the word “Lock Down”. Walkie talkies are on channel 3.
2. Immediately shut the doors to your rooms. If you are in a room with a half-door, shut the outer doors to the lobby area too. Doors should already be locked.
3. Move the kids away from the doors and windows, have them get behind tables or shelves, or sit on the ground. If space allows, have them lie down with feet facing the door.
4. If your room has an inner closet or bathroom, and there is space, go with the kids into this area and close the doors. Bring the walkie talkie/cell phones with you.
5. Have them quiet and turn the lights off.
6. Remain calm and wait for the all-clear, which will be an in person clear from either a police officer or staff.

Elementary Rooms (340s, 350s, 360s, 370, 390s):

1. You will hear about a lockdown either in person or over the walkie talkies. If over the walkie talkie, you will hear the word “Lock Down”. Walkie talkies are on channel 3.
2. Immediately shut the doors to your rooms. Doors should already be locked.
3. Move the children away from the doors and windows, have them get behind tables or shelves, or sit on the ground. If space allows, have them lie down with feet facing the door.
4. Have them get quiet and turn the lights off.
5. Remain calm and wait for the all-clear, which will be an in person clear from either a police officer or staff.

Example verbiage for a lockdown with kids: Avoid using words such as shooter or guns.

For young children: “We are going to practice getting really quiet and low on the ground. For toddlers, you don’t need to say “lockdown”. Make it a game of who can be the most quiet and lie super still. Whisper words of encouragement on how well they are doing at.

For elementary/youth: “We are going to have a lock down and need to get together in this room, quietly, and to stay safe.”