

It's Just a Phase...

Reggie Joiner, Orange Curriculum

So Don't Miss It!

Volunteer Training



A MINISTRY OF
CHRISTWESLEYAN
sharing the light

REMEMBER:

The children in your care come from many different homes and family styles, so you need to remember, that **YOU** can be the person that begins the spiritual journeys of these kids. **YOU** can make church fun for the child to want to return, learn more about God, and how to continue their journey through the rest of their childhood. By teaching the curriculum provided and showing genuine love and care for these kids, you can help build the foundation to last a lifetime. Every child in KidzWay is in a phase of life, whether it be early childhood or elementary. We don't want families to miss those precious moments, and **WE** can be the ones to help make that clear to families. Each child that enters our doors is made in the image of God, and we need to treat them as Jesus did. "Whoever welcomes one such child in my name welcomes me." – **Mark 9:37**

THANK YOU!

TOGETHER, we can make KidzWay a great place to be and a fun experience for the whole family to EMBRACE those in early childhood and AFFIRM the personal journeys of the elementary kids. Thank you for all of your dedication to these kids. Your hard work is greatly appreciated!

"It's just a phase, so don't miss it" – Reggie Joiner

KidzWay:

Unite-Families

Excite- Kids

**Ignite-Their
Love for Jesus!**



**Thank You for Expressing
Interest to Serve in KidzWay!**

**We consider it a great privilege to be a part of
discipling our next generation.**

**Our goal is to help you find a place to serve where
you know your gifts and talents are best used for
His kingdom.*

KIDZWAY TOUR GUIDES

1. **FIRST IMPRESSIONS:** Research has proven that most families decide within the first 10 minutes of being at a church if they are going to come back. It is important that from the time a child is checked in, that we are promoting friendliness and excellence in all we do by smiling , welcoming families, and demonstrating a desire to be there!
2. **WELCOMING 1ST TIME GUESTS:** Guests will be asked to fill out the appropriate registration form for their age group, and will get set-up in our check-in system. Children will still receive a yellow name tag and parents will still receive a claim tag for their first week, though it will be a yellow tag to set them apart.
3. **CHECK-IN KIOSK:** Each time a child arrives at CWC, they will first visit a check-in kiosk. The parent will receive a security tag which includes their child's name, as well as a code unique to their child. The child must wear this tag at all times, while in the classroom. The parent uses their pick-up tag when they return to pick up their child.
4. **CHECK-IN STATIONS:** Will be open from 8:45 to 9:15 (first service) and from 10:30 to 11:10 (second service). This means KidzWay team members must be ready to welcome each child 5 minutes prior to the time check-in opens.

The KidzWay Volunteer Process:

1. Complete **Initial Opportunity** and **Background Check** forms
2. **Shadow** in a prospective area
3. **Meet** and **Connect**
4. **I Lead, You Watch**
5. **You Lead, I Watch**
6. If it's a fit, **Join the Schedule**

SHINE Kidz

What it is and your role in the program

(Show up, Hang out, Interact, Notice your Gifts, Empower Others)

1. Shine was created for the children to be able to serve in their area of interest\
2. Kids serving from 1st through 5th grade
3. We want to make this a fun and successful opportunity for the kids to serve in the areas. If there is a problem or concern, please let a KidzWay director know immediately. The main difference in each area is the amount of training that the kids receive and their ages.

****The kids cannot pick up the children or take children to the bathroom**

FINDING YOUR PLACE...

Sunday Morning (with kids):

Adventure Alley

Safari Park (9 mo.-20mo.) – Zoo Keeper (oversees lesson), Zoo Crew (helpers)

The Big Top (21mo.-2 years) – Ring Master (oversees lesson), Acrobat(s) (helpers)

Fire Station (34mo.-age 3 by 10/31) – Fire Chief (oversees lesson), Fire Crew (helpers)

Airport (age 4 by 10/31 and any not yet in Kindergarten) – Pilot (oversees lesson), Co-Pilot(s) (helpers)

KidzWay Town: Park and Square (K-2nd grade)

Team Leader – Communications to team (scheduling and monthly meetings with KidzWay staff)

Large Group Leader – Engaging story teller

Small Group Leaders – Breaks down the story, prays with and encourages the kids

Worship Team

Drama Team – Brings the story to life

KidzWay City: (3rd-5th grade)

Team Leader – Communications to team (scheduling and monthly meetings with KidzWay staff)

Large Group Leader – Engaging story teller

Small Group Leaders – Breaks down the story, prays with and encourages the kids

Worship Team

Drama Team – Brings the story to life

3. **KIDZCASH:** Used each week from Fire Station – KidzWay City as our positive motivating factor

When children earn 20 KidzCash (bringing Bible, being nice to a friend, etc.), they tithe 2 of their KidzCash (10%) and then get to shop at:

Adventure Alley: COB (Cradle of Blessings)

Town: BOB (Basket of Blessings)

City: ROB (Rack of Blessings)

4. **SECURITY TEAM:** The security team provides a physical presence within the facilities and around the property to help ensure its safety.

5. **CHILD/LEADER SUGGESTED CLASSROOM RATIOS**

Safari Park: 3 children per 1 leader

Circus Room: 4 children per 1 leader

Fire Station: 6 children per 1 leader

Airport: 6 children per 1 leader

Town: 8 children per 1 leader

City: 8 children per 1 leader

6. **SHINE:**

SHINE KIDZ: 1st-5th Grades: May serve with their parent, as a S.H.I.N.E. kid, and/or at ministry director's discretion. May not serve in Safari Park for child safety.

Youth: 6th-12th Grades: May serve without a parent with children no closer than 2 years.

KidzWay Access (Special Needs Ministry):

Buddy—Leader in the classroom who connects with any child at the given moment that they are in need of support

Specialized Leader—Leader who connects with 2-3 specific children when in need of support, while assisting in the classroom as a group; ***Training required***

Specialized Buddy—Leader who is connected one-on-one with a specific child; weekly commitment; ***Training required***

Other Sunday Roles Available (not with kids):

Construction Crew (set-up team)

Demolition Crew (tear down team)

Tour Guides (check-in area)

Policemen/women (security)

KidzWay Volunteer Lounge Prayer Team

Other Roles Available—Weekdays

Clerks (prepare curriculum and distribute to classrooms)

Postman/woman (collect letters/prayer requests and communicates information)

KidzWay Event Volunteers

- Family Easter Festival
- KidzWay Camp
- Trunk or Treat

e. If a child shows any signs of illness:

Health Policy: For the protection of our children and other volunteers, we will not admit anyone with visible signs of illness. Please do not allow parents to bring a child to program if he/she has any of the following symptoms within the past 24 hours:

1. Diarrhea
2. Vomiting
3. Body rash with fever
4. Sore throat with fever
5. Colored nasal discharge
6. Severe coughing
7. Pink eye
8. Skin infections
9. Head lice
10. Fever

**Volunteers are not permitted to administer medications*

• How to page:

a. Find KidzWay staff member to page

b. If you cannot find a staff member and need to page: ensure the walkie talkie to be on Channel 1; Hold down button on side and relay information (child's call number and parent location if known) to the "Hub"; and make sure staff is aware of the page

• Call Numbers: Each child will have a call number on their name badge (this is why it is important that each child is checked in)

**Do not feel bad about paging parents. Parents need to know they are accountable for their child(ren).*

**In KidzWay Town/City, we have laws children are asked to abide by to make sure conduct of desired discipline is measurable.*

WHAT IS EXPECTED OF YOU

*As a servant of Christ and a volunteer of KidzWay, you have a HUGE impact on CWC kids and families. It is expected that you come ready with a heart to serve and minister His love at **every** opportunity!

ATTENDANCE

- You are expected to not skip more than 3 Sundays in the commitment time of September through May
- If you do need an absence due to sickness, vacation, or work responsibility, there are forms located in the Volunteer Lounge for you to complete in advance so we can plan accordingly.

Punctuality:

- You are expected to arrive in the Volunteer Lounge 30 minutes prior to your scheduled service to gather together and pray.
- It is essential that someone is in the classrooms ready to greet the children and families as they come in for first impressions and comfort for families.

Trainings:

- You are required to attend **all** of the training opportunities that KidzWay offers throughout the year

****If you miss more than 3 Sundays or fail to attend consistently, you will receive:**

- Phone call
- Meeting
- Asked to leave the program as a volunteer

SAFETY

- Keep in mind that no volunteer should **EVER** be alone with a child.

DISPOSITION

- It is important that all of our interactions are cheerful, friendly, and displaying a desire to serve.
- **"Rejoice in the Lord always. I will say it again: Rejoice!" – Phillipians 4:4**

KIDZWAY POLICIES

1. BACK ENTRANCE TO KIDZWAY

- KidzWay team members who so choose, can utilize parking in the back of the church and will be given swipe cards to enter the children's ministry area directly.
- The entrance cards are to be used for KidzWay team members only.
- If you lose your entrance card, please let a KidzWay staff member know, as soon as possible. A new one can be issued, and your prior one will be disabled.
- Besides KidzWay volunteers & security, **NO ONE** may use any other entrances/exits to KidzWay. Therefore, do not let anyone in any other KidzWay entrance during programming. This breaches security and jeopardizes further serving opportunities.

2. PAGING PARENT PROCESS

•When to page:

- a.If a child is injured
- b.If a child is crying for 15 minutes, without relief
- c.Discipline Issues

◊We use the 3 strike method in KidzWay:

1. Address the behavior (give a warning)
2. Give time for correction. We allow timer in a "think about it chair" if behavior continues.
3. If desired behavior is not achieved, we page parents to work with us.

d. Medical Emergencies: Inform KidzWay staff member and "The Hub" ASAP.

Then:

- ◊ Remain calm and keep the injured child as calm as possible
- ◊ Do not move the child or leave them alone
- ◊ Stay with the child until parents/ medical team arrives
- ◊ Complete Incident Report after the emergency is taken care of and ministry director will follow up

APPEARANCE

- Do your best to dress in a way that is neat and clean.
- Help us represent our church well by not wearing anything suggestive or inappropriate (If you have a question, ask. We're happy to help.)

SCHEDULE

- You are required to find a replacement if you are unable to make your scheduled commitment.
- Contact your team leader to let them know the change or if you need some suggestions for a replacement.
- When you get your monthly schedule, let us as soon as possible if there are scheduling conflicts.
- **Having no-shows places a burden on other volunteers and gives families a negative outlook on the care of their children. When you're missing or not giving 100%, it shows. We strive toward giving our personal best to God and the results impact for God's glory. (Proverbs 3:9; Malachi 3:6-10)**

ATTITUDE

- Be mindful of how you share about your KidzWay experiences with others.
- If you are struggling (spiritually, relationally, marital, etc.), ask God to give you a heart to glorify Him by serving others. God blesses those who serve with an attitude of seeking to please Him. Your well-being is among some of our first and primary cares – Do not hesitate to let us know!
- Plus, YOU can be the best recruiters of potential volunteers. You can either be a role model for people to want to serve in KidzWay or steer people away from wanting to serve, but it all depends on how you present service experiences to others.
- It is important we take this responsibility seriously and convey its importance to others. Families are blessed when they know that you value their children and view this ministry as vital. We are much more than child care!

SOCIAL MEDIA (FACEBOOK/TWITTER/INSTAGRAM)

- You are a leader and a role model in children's lives and need to be mindful how you post and about what you post on social media. **Handling this inappropriately jeopardizes your personal witness and KidzWay ministry.**

2. PICK-UP POLICY

- If a parent has lost their ticket, they must present a photo ID and fill out the necessary form (in pocket by classroom door) to claim their child.
- If a child loses their name badge, we will allow parents to pick them up as long as they show their pick-up tag.
- Siblings who are not in KidzWay will be able to pick up their siblings only if it has been authorized by their parents/guardians.

**Children are not ever to be released, they must be picked up by a parent or someone authorized by their parent/guardian.*

3. ADULTS IN CLASSROOMS: For security purposes, only members of the KidzWay team will be allowed in the classrooms.

(*We run a background check for all adults in our classrooms.)

**The only exception is if a child is new and their parent would like to stay and observe/Volunteer in Training*

What to do-Invite the parent to stay and do your best to introduce the child to other children.

(Note: the “visitor” may not be left to wander but must remain with a KidzWay team member, until they feel their child is comfortable).

If the parent consistently tries to remain in the classroom, encourage them to get connected as a KidzWay team member and refer them to a KidzWay staff member.

Nametags: All KidzWay team members must wear the proper nametag as a means of identifying them as authorized to be in the room.

- If you have forgotten your name badge, a temporary nametag must be used. They are located at the check-in area in each classroom.
- What to do if you see an adult without a name badge?-Politely ask if you can help direct them. You may then direct them to the check-in area or to a KidzWay staff member.

4. SNACK POLICY: Due to food allergies, please use the snacks provided in the classrooms unless otherwise approved.

5. CLOSING PROCEDURES: *Please help us keep our rooms ready to use by...*

- Making sure room is clear from clutter and everything is back where it belongs.
- Placing all left items in the “lost and found”.
- Emptying trash can and replacing with new liner (please tie up trash and place by the door).
- Turning off DVD player/lights.
- Leaving with a heart that is blessed from knowing you have been an instrument of God’s love!

PROCEDURES FOR ALL ROOMS

WELCOMING EACH CHILD

1. It is important for each room to assign a KidzWay team member to greet at the door during programming.

2. This team member is responsible to:

- Greet the children and parents by name (if possible)
- Check to make sure the child is wearing their name tag
- Offer Diaper bag tags to parents in Safari or Circus room
- Label any of the children’s items using item tags to prevent confusion
- Address any concerns a parent may have

FIRST TIME CHILDREN

1. They will have a yellow nametag to help them stand out for you to notice immediately
2. Connect them with an outgoing child as soon as possible
3. Give them an extra KidzCash

CHECK-OUT PROCEDURES

1. There will be a KidzWay team member assigned to check-out children at the door of each classroom during program. This team member is responsible to...
 - Greet the parents by name. If you don’t know it – ASK.
 - Check to make sure child’s tag number matches the parent ticket number.
 - If it is their last stop, collect their name badge and ticket!!!
 - Tell family 1 positive thing regarding their child that morning.
 - ◊ If it was a challenging morning and needs further discussion, let a KidzWay director know for a Monday phone call.
 - ◊ Sunday Praise – Monday Call