



# Policies and Procedures

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Dear KidsZone.tv Team Member:

What an awesome opportunity we have to serve God! We believe that we were placed here at this time in HIStory for a specific purpose.

We consider it an honor to stand beside you in the work that God has called us to be a part of. It is our desire that God will richly bless you for your obedience and faithfulness to His call and that together we will change the lives of children to build up a Godly generation! God has equipped each of us with specific gifts and we are so thankful that you are willing to use those gifts in KidsZone.tv.

We are confident that God has a person to fill every spot in KidsZone.tv. We are honored if that is you! As you begin to catch the vision of KidsZone.tv, please help us grow. If you know of someone who would be blessed by being a part of this dynamic ministry, please send them our way! Remember:

**"KidsZone.tv Ministries want to partner with you, the volunteers and parents, to help children embrace a growing relationship with Jesus Christ."**

Be confident, God is working in the lives of children. Be assured, you can make a difference in the life of a child. Be blessed, your life will be changed, your mind renewed, your box widened and your heart filled through this calling as we serve together.

Gratefully,

The KidsZone.tv Team

# Welcome

Welcome to the ministry of KidsZone.tv! We are so excited that you have chosen to be obedient to the Lord's call on your life to serve in such an awesome and important area. This manual will give you insight on policies, procedures, and safety issues currently in place in KidsZone.tv, as well as responsibilities and expectations of KidsZone.tv Team Members.

The KidsZone.tv mission statement is to partner with you, the volunteers and parents, to help children embrace a growing relationship with Jesus Christ. We accomplish in 3 truths what we want every child to know by the time they leave our ministry.

1. I can trust God no matter what

(By showing kids that the Bible is the source of wisdom and truth)

2. I need to make the wise choice

(By showing kids how what they learn applies to their daily lives)

3. I should treat others the way I want to be treated.

(By showing kids that relationships with small group leaders and friends matter)

These statements determine who we are, what we do, and where we are going.

The KidsZone.tv team submits every decision made to the authority of the Word of God, the leadership of Cedar Ridge Christian Church, and the KidsZone.tv mission statement.

## Why Team Member?

In KidsZone.tv, we realize that it takes each and every person to successfully communicate our message to the KidsZone.tv kids every weekend. With that in mind, we ask that you view your role as a member of the team. If the catcher does not show up, it is hard for the pitcher to get his job done. If the sound man does not show up, no one can hear the message. Through Team Members taking ownership of these roles and callings, we are seeing a product of excellence throughout the KidsZone.tv areas. The synergy created and maintained through this attitude is contagious!





# Core Values

We are an independent body of believers under the lordship of Jesus Christ and the authority of the Bible.

\* 1 Corinthians 15:27-28 \* Revelation 22:13

We believe in a triune God: Father, Son, and Holy Spirit.

\* Matthew 11:27 \* Acts 1:2,8

We believe that the Bible is the inspired, inerrant Word of God.

\* John 1:1 \* 2 Timothy 3:16-17

We believe that Jesus Christ was born of a virgin. We further believe that Christ was crucified, died, and rose on the third day.

\* Matthew 1:18-19 \* 1 Corinthians 15:20-26

We believe that the divinity of Christ is the fundamental truth of Christianity, our faith.

\* John 3:35-36 \* Matthew 11:27

We believe that we have been charged by Jesus Christ with a Great Commission to carry the Word of God to a lost and dying world.

\* Mark 13:1 \* Matthew 28:19-20

We believe that Jesus will one day return to earth and reign forever as King of kings and Lord of lords.

\* 1 Thessalonians 4:13-18 \* Acts 1:6-7

We practice the ordinance of baptism by immersion in accordance with the example of Jesus Christ.

\* Matthew 3:15-17 \* Luke 3:21-22

We practice the ordinance of communion on a weekly basis. We believe that the opportunity to participate in this ordinance is an expression of God's love for His children.

\* Luke 22:17-20 \* Matthew 26:26-28

We believe in the unity of believers based on the authority of Christ and God's Holy Scriptures.

\* Ephesians 4:1-5 \* Acts 2:42-47

# KidsZone.tv

## Team Member Roles

**Team Member:** A KidsZone.tv volunteer that is at least 16 years of age serving in any area of KidsZone.tv.

**Junior Team Member:** A KidsZone.tv volunteer that has completed 5<sup>th</sup> grade and is less than 16 years of age. These Junior Team Members serve with KidsZone kids ages 2 years through 2<sup>nd</sup> grade. (another important note: a Junior Team Member can only serve as the second or subsequent Team Member in any room)

**Point Person:** A KidsZone.tv Team Member who is directly responsible for providing structured leadership in a specific KidsZone.tv experience. This Team Member will welcome new Team Members serving for the first time and assist them in learning how the room functions and what their role will be.

**Experience Captain:** A KidsZone.tv Team Member who assists the KidsZone.tv Staff Member at a particular experience, making sure all Team Members and rooms have everything needed to make their experience successful.

**Behind the Scenes:** A KidsZone.tv Team Member who assists the KidsZone.tv Team on an as-needed basis. This would include assistance in the office during the week, as well as campus-specific assignments.

# Team Member Policies and Procedures

## KidsZone.tv Get to Know You

All Team Members must attend a KidsZone.tv "Get to Know You" prior to serving in a specific KidsZone.tv area. This includes Jr. Team Members, who must bring their parents to the "Get to Know You" as well. Please contact the KidsZone.tv Director on your campus for dates and times.

In addition, all KidsZone.tv Team Members are required to complete the Cedar Ridge Christian Church Volunteer Application and Screening Release found in your folder. Upon completion, turn in the application to your KidsZone.tv Director.

## Meetings

We honor your time and know that you are busy. Periodically there will be important information to present to the Team Member team as a whole. All KidsZone.tv Team Members are strongly encouraged to attend these occasional meetings that provide fellowship and up-to-date information beneficial for all areas of KidsZone.tv. These meetings will facilitate area-specific training, as well as vision casting sessions and question and answer times that prove to be very valuable to each Team Member's involvement in the KidsZone.tv ministry.

## General Guidelines

As a KidsZone.tv Team Member, there are some strategies that, when put into action, will produce successful outcomes for all involved. Through the ministry of KidsZone.tv, each of us is fulfilling our call of service. Understanding this calling, please keep the following techniques for success in mind:

- When parents are dropping off their children in our care, they are entrusting us to be completely devoted to them. A smile and word of enthusiasm while maintaining our 2 Team Member rule (see Accountability on page 7) ensures that their children are in good hands, allowing full trust.
- We should be careful to always speak words of encouragement, kindness and love, even in difficult situations.
- We are here for the children. Personal visiting should be avoided while you are serving in the KidsZone. Make the KidsZone your primary focus.
- Play with the children. Every child loves this time of interaction with you as a Team Member and there is no substitute for one-on-one interaction. Please exercise appropriate play at all times.

### Inappropriate Behaviors

- Rough housing
  - Wrestling with or tickling kids on the floor
  - Kids 6 years or older, sitting on a Team Member's or Jr. Team Member's lap
  - Kids older than 3 being held straddled on the hip
  - Piggy back rides at any age
  - Horsey rides at any age
  - Swinging a child by the arms
  - Team Members or Jr. Team Members playing "hide and seek" with the kids
  - Disciplining kids using harsh words or a loud voice
  - Pointing or shaking of hands or fingers or any sort of negative physical touch at all
  - Pats on the bottom to kids older than 2
- Listen to the children. God has a blessing waiting for each of us if we will take the time to listen.

- Remember that when parents are returning to pick up their children, be positive and encouraging.
- For check out, every child's name tag number should match the number on the parent's card. ( make sure to look every time even if you know the parents.)

## Attire

Please wear appropriate attire while serving in KidsZone.tv. Keep in mind that in most of the KidsZone.tv areas, you will sit on the floor to interact with the children through learning and play. Please make sure your clothing is appropriate for the age-specific area in which you are serving.

## Attendance

Understanding that it takes many KidsZone.tv Team Members to successfully produce each of our experiences, your attendance, punctuality and involvement is crucial. Your commitment to KidsZone.tv is a blessing. Consistency of Team Members serving in KidsZone.tv is very important for the children to receive our very best.

If you are scheduled in one of our KidsZone.tv areas, **PLEASE ARRIVE NO LATER THAN 20 MINUTES PRIOR** to your experience time and check in at KidsZone.tv Guest Services/Team Member check in upon your arrival. If you are unable to attend your scheduled experience, please give as much advance notice as possible. In the event of a last minute emergency, communication is still appreciated.

## **Team Member Check In**

Team Member check-in is the communication hub for all KidsZone.tv Team Members. Here, you will check in and pick up your name tag, as well as receive up-to-date information relevant to KidsZone.tv. For safety reasons, no one will be allowed into a KidsZone.tv room without proper identification.

After receiving your name tag, please go immediately to your designated area so Team Members from the previous experience are able to leave. Please do not leave your designated area until the next crew of Team Members arrives for the next experience.

Please remember to communicate questions, concerns, comments, problems, etc., through email. In addition, please make us aware of any name, address, telephone, or email updates. We appreciate your input so much!

## **Food and Drink**

Because of food allergies, please refrain from having any food or drink in the KidsZone.tv rooms while you are serving. This is especially important with hot beverages, as they are extremely dangerous.

## **Accountability**

For safety and accountability purposes, we must always have two (2) adult Team Members in every experience room. As children are not to be accepted until this requirement is met, the Team Member should immediately notify the Experience Captain, Point Person or KidsZone.tv Staff Member if a child is presented before that time. This is as much for your protection as it is for the KidsZone kids. In addition, do not leave another Team Member alone with KidsZone kids at any time. Call on your Experience Captain or a KidsZone.tv Staff Member if needs arise during your experience.

## KidsZone.tv Check-In Procedures

When a child is brought to your room to check in, greet the family with a smile and welcome them to KidsZone.tv. If the child does not have a name tag, please direct them to KidsZone.tv Guest Services.

Each child's name tag should have the child's name and family number. Please verify that the child is entering the correct room. If not, please lovingly redirect them to their appropriate room. Our curriculum is structured to teach Bible stories and the truth of Jesus on an age-appropriate level; therefore, it is very important that each child attend his/her appropriate room. This is also for the safety of the children. The Experience Captain or KidsZone.tv Staff Member should be contacted if a parent requests that their child attend a different experience room.

## Parent/Guest Pass

No one other than Team Members or children are allowed in a KidsZone.tv room without prior approval from your Experience Captain, Point Person or KidsZone.tv Staff Member. Please direct the guest to your Experience Captain or KidsZone.tv Staff Member and they will assist with getting the appropriate pass.

We know that there are all sorts of opportunities and challenges that come when adults want to visit, observe, participate or hang out in KidsZone.tv ministry. Pay careful attention to the described policies related to adults in KidsZone.tv. Safety is a core value and these policies play very specifically to that value. All staff and Team Members must be very familiar with these policies so that when they see a non-Team Member adult in a KidsZone.tv room, they understand what to expect. Here are the ways in which we handle various situations with adult visitors:

- A parent whose child is having difficulty entering or acclimating to a KidsZone.tv room - In some cases, we would ask the parent to stay with their child for a few minutes in the room to help the child adjust. The parent would be issued a Parent Pass from Guest Services. This person is not allowed to lead in the experience, change

diapers, take kids on a potty run or perform any other function similar to a Team Member. Once the child is acclimated, the parent is invited to attend the adult service, and when they exit the room, the parent will return the Parent Pass to a Team Member.

- A parent who would like to come in and hang out so that they can familiarize themselves with the KidsZone.tv ministry will be allowed to observe with a Parent Pass. This must be led graciously and delicately. We want the message to be one of safety, not of distrust. We also recognize that by allowing a parent to observe, we are able to then visit with them about serving. They are always welcome to observe from the tv or windows as well.
- A visitor from another church who is here to learn more about KidsZone.tv ministry will be directed to a KidsZone.tv staff member. The staff member will have the visitor fill out a form and give the visitor a Guest Pass badge to wear. The visitor is allowed to look into KidsZone.tv rooms through the windows. A staff person can also take the visitor into rooms.
- In the case of a current Team Member inviting a friend to experience serving in KidsZone.tv as a recruiting effort, we ask that the friend fill out a Cedar Ridge Volunteer Application prior to their visit. The KidsZone.tv Director or KidsZone.tv staff member who is responsible for new Team Member meet up will express to new and current Team Members that inviting friends to come experience KidsZone.tv as a "guest" in the hopes that the friend will begin serving in KidsZone.tv is encouraged. We recognize it as a valuable part of developing solid teams of friends who serve together and are passionate about leading kids. Because it is so important, we want to protect anyone coming to experience KidsZone.tv in this capacity, and completing the Cedar Ridge Volunteer Application is part of that process. It is NOT a commitment on the part of the guest to begin

serving in KidsZone.tv, simply a step in safety consistent with our core values.

## KidsZone.tv Curriculum

Each week we are entrusted with not only the care but the instruction of children. Our goal is to build a foundation of Biblical truth within their lives.

KidsZone.tv curriculum is provided for all of our KidsZone.tv experiences for children ages 2 and above. Please make a point to review the curriculum prior to your experience so you are well prepared to fulfill your role. The curriculum is designed so that you have everything you need for your experience. Let loose, have fun, sing loud, act something out. Go BIG or go home! Model appropriate behavior and let the KidsZone.tv kids see your excitement!

At the end of the experience, please return all curriculum, craft supplies, etc., to their appropriate bins or tables so they will be ready and available for the Team Members at the next experience.

## Restroom Procedures

To ensure that we are always above reproach, there are specific guidelines for restroom procedures. If a child has special requirements (i.e., special needs, physically handicapped, etc.), contact the Experience Captain or KidsZone.tv Staff Member.

Following is the age breakdown and appropriate KidsZone.tv restroom procedures:

**Birth through 2 year olds** - When changing a diaper, you must use the diaper changing stations at all times. Do not change any child's diaper on the floor. Please utilize safety restraints and make sure all needed supplies are within reach prior to changing a diaper. **NEVER LEAVE A CHILD UNATTENDED ON A CHANGING TABLE.** There are gloves at

each diaper changing station that must be worn when changing a diaper. After you have changed the child's diaper, place the wet or soiled diaper in the plastic bag provided and throw it away. Spray the changing table with disinfectant and wipe clean after one minute.

**2 year olds (out of diapers) through 5 year olds** - If a bathroom is provided within the room, the restroom door must remain ajar or the top of the half door must remain open. Remain outside the door to assist the child if needed. If a bathroom is not provided in the room, one adult Team Member and one Experience Captain (or KidsZone.tv Staff) must escort the child to the restroom. Again, the restroom door must remain ajar or the top of the half door must remain open. **At no time should a Jr. Team Member escort a child to the restroom or should any child be left unattended for any reason.**

**6 year olds and above** - If a bathroom is not provided in the room, one adult Team Member or one Experience Captain (or KidsZone.tv Staff) must escort the child to the restroom. The Adults at the security table can help with this. **At no time should a Jr. Team Member escort a child to the restroom or should any child be left unattended for any reason.** If you are using a common restroom, be sure that there are no adults in the restroom prior to the child entering the restroom. Additionally, do not allow any adults to enter the restroom until your KidsZone.tv kids are out.

## Discipline

Proverbs 15:1 says "A gentle answer turns away wrath, but a harsh word stirs up anger." With that in mind, if there is a discipline problem with a child, meet the child at eye level and lovingly redirect the child to another activity. If necessary, the child may be removed from the situation and put in time out within the room away from the other children. The recommended time for placing a child in time out is one minute per year of age. If that fails, please contact the Experience Captain or KidsZone.tv Staff Member. Never place yourself or any child in a dangerous or uncomfortable situation. Physical discipline or harsh words are never an option.

## Parent Paging System

If a parent is needed any time during the experience, please communicate with your Experience Captain or KidsZone.tv Staff Member. Our policy in KidsZone.tv is to make 3 attempts with 3 different people to calm the child before we interrupt the adult worship.

If the parent has requested to be contacted within a specific amount of time by telling guest services (birth through 24 months), we will contact that parent as directed.

## Needs During Experience

If there is something you need during your experience, please contact the Experience Captain or KidsZone.tv Staff Member. Our desire is that you have everything you need for your experience to be successful, and for accountability and safety purposes, never leave a fellow Team Member alone with KidsZone.tv kids if a need arises. Examples would be discipline issues, illness of a child, supplies needed, etc.

## KidsZone.tv Check-Out Procedures

Upon check out, a child is absolutely not allowed to go with anyone that does not have a family card that matches the number on the child's name tag without adhering to the following procedures.

**Birth through 5<sup>th</sup> grade** - If a parent does not have a family card that matches the child's name tag, Please walk the parent to the nearest check-in desk and that person will take care of it. If a parent does not want to do that, a KidsZone.tv Staff Member on duty should be contacted. The Staff Member will then contact a security officer on duty for assistance.

These procedures are crucial for the security of KidsZone.tv kids. If a questionable situation arises, please contact the KidsZone.tv Staff Member immediately. We understand that this is a sensitive issue and the KidsZone.tv Staff Member is trained to handle this situation.

## **After Your Experience**

Please locate the clear plastic disinfectant bottle in your room (birth through 5 year olds). Lightly spray all toys and play surfaces with disinfectant and then wipe off (follow directions on the disinfectant's label.) Make sure that the children are not nearby when spraying the solution.

Be courteous to those serving after you. Return all curriculum, craft supplies, etc., to their appropriate bins or tables so they will be ready and available for the Team Members at the next experience.

## **Parent Information**

If parents have any questions regarding KidsZone.tv or if they would like more information, please direct them to a KidsZone.tv Point Person or Staff Member.

## **Emergencies**

Please contact the Experience Captain or KidsZone.tv Staff Member if you have an emergency of any kind.

## **Injuries**

Please contact the Experience Captain or KidsZone.tv Staff Member if a child is injured in any way. An Incident Report will be completed on all injuries. Please be observant as the KidsZone.tv Staff Member will ask you for specific details regarding the incident.

### Birth to 5<sup>th</sup> grade

- You will receive a list of all children checked into your class.
- The child's name should be marked out by the Team Member if they are checked out before the experience ends so that an accurate record is kept of children in the room.
- In the event of evacuation, the check-in sheet should be picked up by a Team Member and taken to the designated assembly area with the children.
- Team Members should calmly but quickly organize the children for evacuation. It is very important that the Team Members closely follow the instructions given by the Experience Captain or Cedar Ridge Christian Church Staff Members. The reaction of the children and parents will be a reflection of the behavior and composure of the Team Member.
- Team Members and children should be lined up and counted before leaving the building, once they are out of the building, and again when they arrive at the designated assembly area. Infants should be placed in the pack-and-play cribs for transportation.
- Experience Captains must ensure that check-in sheets were picked up and all persons are evacuated. Doors should be closed after each room has been checked.
- Extra caution should be used once parents arrive to pick up their children at the designated assembly area. Check-out procedures **must** be strictly enforced during this time. A family card or a driver's license must be presented. Record should be kept of which parent picked up the child, in case there is a question later on, by writing the parent's name on the check-in sheet next to the child's name.

## **KidsZone.tv Terminology**

**Never Let Them See You Sweat** - At all times during the experience, we must embrace the fact that we are "on" and represent KidsZone.tv and Cedar Ridge Christian Church. Remember, personal panic could result in group panic. Never let them see you sweat!

**Big Church** - The adult weekend worship experience.

**Central Support** - The leadership and support team of Cedar Ridge Christian Church which provides vision, direction, and programming to be facilitated at the campus level, as well as the support to do so with excellence.

**Team Member Check In** - An area where Team Members check in and receive their name tag. This is the main point of communication between the KidsZone.tv team and Team Members. This is also where new parents check-in their children.

**Experience Room (i.e., Big City, Elevate, Elevate jr.)** - Word used to describe each individual classroom and it's time (for example, The Big City Room at the 9:30 experience is one of our many KidsZone.tv experiences). This is modeled after "big church" as it relates to KidsZone.tv.

**KidsZone.tv Guest Services** - A designated area for new guests and for any KidsZone.tv families who have changes to make to their family information.

**KidsZone.tv Self Check In** - Centralized computer system utilized to check in all KidsZone.tv families.

### **Words not heard in KidsZone.tv:**

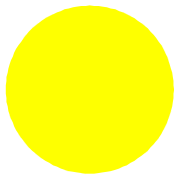
Classrooms                      Babysitting  
Sunday School (1st-5th)

# To Be Continued...

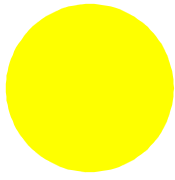
Understanding that no manual is all-inclusive, our hope is that this one has been beneficial to you as a KidsZone.tv Team Member. Remember, every week we have the blessing of speaking into the lives of hundreds of children. Through your smile, words, and heart, these KidsZone.tv kids can come to know Jesus in a real way sparing them countless wasted years and untapped spiritual potential.

Thank you for being obedient to this call. If we can answer any further questions, address any concerns or help develop new ideas, please do not hesitate to contact your KidsZone.tv Director. We consider it an honor to stand beside each of you in KidsZone.tv.





## NOTES



## NOTES