

Section I | Keystone Mission, Vision, and Values

Part One: Keystone Mission

Part Two: Keystone Vision

Part Three: Keystone Values

Babies & Toddlers

Part One: Keystone Mission

Jesus said, "...Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the days." (Matthew 28:19-20, NLT)

Part Two: Keystone Vision

Leading everyone to experience a passionate life in Christ!

Part Three: Keystone Values

Keystone's seven values describe WHO WE ARE and WHO WE STRIVE TO BE as a church. As we carry out the great mission and vision God has called us to, together we must create a culture that reflects the values God has made clear. With every touch, every conversation, every act of service, every move we make, we commit to carry out this great vision and these values as we love God and love others at Keystone Church.

1. Jesus Changes Lives

Life change begins in a relationship with Jesus. We love seeing lives changed so much you might say we are addicted to life change! We are passionate! As a result, we steadfastly commit to help people encounter God, receive the gift of salvation and experience the purpose and freedom Jesus promises for those who put their trust in Him. (John 3:16)

2. The Bible Is our Truth

The Bible is God's voice. In a world full of opinions, we choose to find our truth in God's Word, the Bible. We believe the Bible is the authoritative, supernatural revelation of God Himself and God's gift to guide those who love and seek Him. The Bible reveals God's design for His Creation and shows us the way to live life beyond what we could ask or imagine. (Psalm 119:11)

3. We Sing Loud

Anytime we gather together, God gives us unforgettable experiences as we praise and worship Him. God created worship and praise as an opportunity to connect intimately with Him. We sing loud because of what God has done, what God is doing and what we believe God will do in our lives as we stay close to Him! (Psalm 47:1)

4. We're in This Together

You matter to God. You matter to us. We weren't meant to live this life alone. God created the Church to be a family and we want this place to feel like home. Like any healthy family grows in size, the church was created to grow. As we grow larger our passion is that it's not about our size, it's about our spirit. We're in this together! (John 17)

5. We Always Bring our Best

God calls us to love Him and to love others. One of the ways we love well is to BRING OUR BEST. Jesus brought His BEST for us! We are driven to bring our best for Him and others. As a result, we value hard work, creativity, beautiful spaces, and doing everything we do with EXCELLENCE. (Colossians 3:23, 1 Corinthians 10:31)

6. We Are Serious About Having Fun

God is the creator and author of FUN. We believe God is a blast and the church should be too! We recognize that every good gift comes from God. We seek to enjoy God and His gifts His way as we create FUN environments that point us to the God who loves life! (Song of Songs, James 1:4, Psalm 34:8)

7. Passion Drives Us

Passion is not something that has to be pulled out of us. Rather, passion pours out! As God has loved us, we will love. As God has served us, we will serve. As God has generously given to us, we will generously give. We love God and His Church with PASSION. We embrace the mission from Jesus with PASSION. (Matthew 22:37-40)

Section 2 | Team Ministry Standards

Part One: General Expectations and Behaviors

Part Two: Age, Gender and Background Check Requirements

Part Three: Team Characteristics

Part Four: Team Position Descriptions

We are the Keystone Family. We are people who answer God's call to love God, love people, and serve God's Church. As Jesus served us, we serve others as we lead everyone to experience a passionate life in Christ!

Part One: General Expectations and Behaviors

Serving and Attending the Worship Experience

All Servant Leaders will commit to regularly attending the in-person weekend worship experience at Keystone. For teams that require Servant Leaders to be in position for an entire service, these Servant Leaders serve at a separate service from the one they attend in the Auditorium.

Servant Leader Safety Considerations

While serving, always make an effort to maintain safety for yourself and those who are serving with you. This means avoiding situations where a person's integrity could be called into question. Never enter a closed-door room with a child (who is not your own) without another unrelated adult present, nor a closed-door room with only one other Servant Leader of the opposite gender.

Weekly Communication and Preparation

Being prepared and communicating with our team helps us bring our best as we serve God and others. Each Servant Leader is asked to communicate regularly with their team's leadership via Planning Center Online. Schedule requests will be sent weekly via email and the Planning Center Services app, and will include any applicable arrival times. Within the Planning Center Services app, weekly lesson documents will also be available to download and review. Please promptly respond to the schedule requests (by choosing Accept or Decline) when they are sent each week.

Dress Code

Each Servant Leader will receive a Keystone Kids lanyard that should be worn at all times in the kids area of the campus. (In the Baby Suite, a magnetic badge will be worn instead.) A modest dress code is required. A helpful question to ask oneself is, "Can I bend over and sit on the floor without revealing anything?"

Arrival and Departure

The arrival time for Servant Leaders is normally 45 minutes before the service start time, or immediately after the service they attend. This time may vary based on the type of service or position. Specific arrival times will be listed in Planning Center.

All Servant Leaders should immediately check in with their team’s leadership when they arrive and will be dismissed by their team’s leadership at the end of the service. Below is a sample timeline of what your experience may look like during a normal service while serving on this team.

45 minutes prior to service	Servant Leader arrival; check in and drop off kids ages birth to 6th grade if needed.
30 minutes prior to service	Join the Team Huddle led by Staff or Preschool Leadership.
25 minutes prior to service	Servant Leaders are in place, and all classrooms are open and ready to receive kids. Drop off care begins.
Service begins	
15 minutes after service begins	Doors into the secure kids areas are closed.
60 minutes after service	Kids area doors are opened, and all classrooms prepare for pick up.
End of service	Servant Leaders facilitate pick up for all kids in the room, and will be dismissed by the Room Leader.

Cell Phone Usage

Cell phones are to be used for assigned ministry use only. Under no circumstances should photos of children be taken or posted on social media. Please keep your cell phone hidden while you are in position and serving on behalf of the team.

Transferring or Stepping Down

Keystone Kids asks for a two-weekend notice from Servant Leaders who are planning to step down or transfer to another serving team. If you are interested in serving with a different ministry area, Keystone Kids Staff will help make this process as smooth as possible by connecting with the leadership of that ministry to get the process started.

Part Two: Age, Gender and Background Check Requirements

Servant Leaders in the classrooms for babies and toddlers must be at least 16 years of age. Only women are permitted to serve in these classrooms. Background checks are required for all adult Servant Leaders in the Keystone Kids ministry.

Part Three: Babies & Toddlers Team Characteristics

As Servant Leaders, we commit to carry out our church's vision and values through clearly defined standards that are specific to the role each Key Team contributes to the overall experience at Keystone. In our classrooms for babies and toddlers, we desire to provide safe and loving care for the children and parents we are blessed to serve.

1. **Friendly.** Communicate with a warm and friendly attitude to each parent and child through your words, actions, and body language.

- Make eye contact with parents and children.
- Smile and welcome each kid by name.
- Clearly communicate. Answer questions and explain the care provided.
- Cultivate a healthy culture of serving (i.e., avoid things like gossip, negativity and disunity among Servant Leaders).

2. **Safe.** Create a safe environment that reflects God's love and heart for all children in our care.

- Arrive on time to create a safe environment.
- At drop off, check that all personal belongings (i.e., diaper bags, car seats, etc.) are labeled with the child's name tag sticker.
- Follow all drop off and pick up procedures as guided by your Room Leader.
- Be knowledgeable of classroom procedures, especially those related to child allergies and cleaning

3. **Nurturing.** Our classrooms are nurturing spaces with leaders who lovingly demonstrate care for children and their parents.

- Follow Keystone's standards for caring for crying or emotional children. Ask for assistance from other Servant Leaders if needed.
- Be sensitive to the feelings of a first-time or anxious parent, or children who may be feeling nervous about entering a new classroom.
- Keep clean spaces and clean faces! Every child's diaper should be changed, their face should be wiped clean, and the classroom should be tidy during drop off and pick up times.

4. **Confident.** Convey a confident attitude as we bring our best to glorify the Lord, care for children, and comfort parents.

- Maintain a calm attitude. Bring peace to all you do.
- Prepare. Be knowledgeable of all lesson goals and classroom procedures.
- In an effort to build trust, communicate with parents with a confident attitude and a smile. Use these types of phrases to portray confidence when communicating with parents.
 - "We are so glad you are here."
 - "We've got this! Enjoy the service!"
 - "We're so happy to care for Jack today."
 - "Little Emma will have a great time while you enjoy worship."
- If you are asked an unusual question, seek help from a Room Leader or Team Leader.

5. Teach. Even with the youngest children of Keystone Church, we want to share God’s truth through fun, friendly, and creative teachings.

- Pray, and ask God to prepare your heart and those you are going to lead.
- Prepare for the lesson by reading God’s Word and understanding the biblical concepts that are going to be taught.
- Use the provided resources to teach God’s truth to kids in ways that are appropriate for every child’s age.
- Lead with a happy and positive attitude. Smile and keep an upbeat and energetic posture.

6. Anticipate Needs. Commit to serving with excellence by anticipating the needs of parents and children while you are serving.

- Think ahead about things each child may need during the service (i.e., their feeding or nap schedule).
- Be proactive when communicating with parents. Remind them about information they may need to know (i.e., “Don’t forget to hold on to your pick up tag!”).
- Near the end of service before parents begin arriving, gather each child’s belongings together for easier pick up. Look around for small items (like cups or personal toys) that may be throughout the room.

Part Four: Babies & Toddlers Position Descriptions

Room Leader

Room Leaders have a passion to lead Servant Leaders as the team creates an environment where kids can be impacted by Christ. They will cast vision of expectations for the experience and will offer support to all Servant Leaders on the team during the service. They arrive early to set up their rooms and help ensure that everything flows smoothly and efficiently. They also encourage, pray for, and connect with their teams regularly outside of the serving experiences.

Servant Leader

Servant Leaders are passionate about leading children to experience life found in Jesus. They are fully engaged with the age groups and areas they are serving with. They come prepared to lead children and connect with them during all aspects of the experience.

Section 3 | Babies & Toddlers Procedures

Part One: Arrival Procedures

Part Two: in-Service Procedures

Part Three: Other Procedures

Part One: Arrival Procedures

Servant Leader Check-in

All Servant Leaders serving on a Keystone Kids team must be wearing a name tag before they may enter the secure kids areas. Servant Leaders should check-in at a Kids Check-In station. A name tag will print, and should be worn visibly at all times.

Immediately upon arrival into the Preschool area, all Servant Leaders should stop at the podium in the Preschool lobby to confirm their serving location with a Preschool Team Leader or Service Coordinator. When Servant Leaders arrive at their classrooms, they should then put on their Servant Leader lanyard and prepare for kids to arrive.

Technology Setup Upon Arrival

When the Room Leader arrives in the room, she should make sure that all in-room technology (i.e., lights, TV's, Playlister, music) is working correctly. If something is not working, ask for assistance from a Team Leader.

Drop Off Procedures

Parents must check in their child at the Kids Check-In area. They will receive two child name tag stickers at check-in. One sticker should be placed on the child and one sticker should be given to the Servant Leader inside the classroom. Additional child name tag stickers can be printed to attach to any bags. Parents will also receive a parent pick up tag at check-in.

Parents may walk their child to the classroom on the child's name tag where a Servant Leader will greet them. The Servant Leader will assist the child in entering the room and take any of the child's bags from the parents. Servant Leaders should place the second name tag on the classroom roster binder, and make notes of any relevant additional information from the parents (i.e., feeding or nap schedule). Parents will not enter the room with the child.

Stroller and Car Seat Storage

All strollers and car seats will be stored in the hallway. No strollers or car seats will be kept inside the rooms. Children will need to be taken out of their car seat and given to a Servant Leader serving in that area. Once the child is picked up, parents may get their car seat or stroller from the designated area.

Personal Belongings

Children may enter with a small diaper bag or backpack. Make notes in the classroom binder of any personal belongings, and store the items in the area that corresponds with the child. Make sure the child's name is on their bag, and ask a Team Leader to print an extra name tag sticker if needed. Anything taken out of the bag during service must be returned to the correct bag before the child is picked up.

Part Two: in-Service Procedures

Facilitating the Lesson

Servant Leaders in classrooms are responsible for teaching a specific group of children the truth of the Bible. Even in environments for the youngest children attending Keystone, this Bible lesson time is a key element of the worship experience.

In a nursery environment with babies, facilitating this lesson time may include:

- Reading the weekly or monthly Bible story out loud to the children
- Singing nursery rhymes or worship songs to the children
- Praying over the children

In a classroom environment with toddlers, take note of the following procedures when preparing and facilitating this lesson time.

- Upon arrival, set up any opening activities and supplies needed for the lesson plan.
- Lead the children through all elements of the lesson (i.e., the small group experience, memory verse, craft, small group, prayer, pick up activity).

The Room Leader is responsible for delegating each part of the service among those who are serving. All Servant Leaders will be involved in keeping children engaged and participating as much as possible.

Crying or Upset Child

Young children can be upset for many reasons, including a dirty diaper, feeling hungry, or feeling sleepy. Use these suggestions as soothing options for upset children.

- Check the diaper bag for a pacifier, blanket, or toy.
- Walk around with the child in the room.
- Rock the child in a rocking chair.
- Push the child in a stroller. Follow the “Stroller Use During Service” procedure if leaving the classroom.
- Give the child a new toy.
- Let the child be held by another Servant Leader.

If a child becomes inconsolable and cannot be soothed after 15 minutes, alert the Team Leader or Service Coordinator. They may choose to contact the parent via text to come to the classroom.

Snack Procedures

Bottles, sippy cups, and other snacks may be given to children within the following parameters.

- Only food and milk provided by the parent may be given to the child. Any food or milk available for the child, as well as any estimated time frame when the child may need to be fed, should be notated on the classroom roster during drop off.
- Generally, no solid foods will be given to children, unless otherwise requested by the parent for a specific reason.
- Gloves should be worn at all times when preparing and distributing snacks, but are not necessary when preparing bottles.

Diaper Changing

Diaper changing will occur in these environments. Only adult females are permitted to change diapers. Every child's diaper must be changed at least one time per service (with the exception of children who quickly fall asleep; parents should be informed of this at pick up). Diaper changes will begin 45 minutes into service to ensure all children have a fresh diaper at the end of service. Use a diaper from the child's personal diaper bag or use appropriate size from the room supplies.

Follow these steps when changing a child's diaper:

1. Put on sanitary gloves and place one to two pieces of wax paper on the changing table.
2. Remove the soiled diaper and clean the baby's bottom thoroughly by wiping front to back and in all creases.
3. Place a clean diaper on the baby.
4. Place an "I've Been Changed" sticker on the front of the diaper.
5. Clean your gloved hands with hand sanitizer.
6. Place the baby appropriately in a bouncer or allow them to play safely on the floor.
7. Place the soiled diaper in a plastic ziplock bag, seal and dispose of it in the trash can. Also throw away the wax paper and gloves.
8. If a child's clothes become soiled, place dirty clothes in a ziplock bag. Put the child in clean clothes. Let parents know that soiled clothes are inside their bags.
9. Use a towel with sanitizing spray and wipe down the changing pad.
10. Clean your hands with hand sanitizer or wash your hands in the sink.
11. Update the child's name tag in the classroom binder to inform parents at pick up.

Stroller Use During Service

Servant Leaders may stroll children in provided strollers, but need to remain within the Preschool area of the campus. Strolling should not begin until at least 15 minutes after the beginning of the service when the secure doors are closed. All children must be returned to their rooms at least 10 minutes before service is scheduled to be completed.

Pick Up Procedures

Ten minutes before the end of service, the doors into the secure kids area will be opened and parents may enter to pick up their child. Preschool leadership will be in this area to remind parents to have their parent pick up tag ready to show. An adult Servant Leader will greet the parents at the classroom door, where they will take the parent pick up tag and check that it matches the name tag on the child. The child will then be given to the parents, along with any bags or other belongings. Servant Leaders should not keep either the parent pick up tag or the child's name tag. If applicable, parents can then retrieve their stroller, carrier, or car seat from the designated area.

Room Reset

At the end of service, all classroom Servant Leaders will assist in resetting and preparing the room for the following service. Complete the following steps.

- Pick up all of the toys and trash from the floor.
- Sanitize everything in the room (i.e., swings, tables, chairs, countertops) with provided cleaning supplies.
- If the trash can is greater than half full, let a Team Leader know.
- Look over the room for any items left behind.
- Communicate with the Servant Leaders who will be serving during the next service any pertinent information needed to provide care for children who are attending another service.

Part Three: Other Procedures

Seeking Help

In the event the Servant Leaders in a classroom or kids theater need assistance with minor child behavior situations, they should alert the Room Leader. If further assistance is needed, the Room Leader should use the in-room radio to contact a Team Leader or Service Coordinator.

If a child is displaying any type of aggressive behavior, or if the situation involves bodily fluid, contact a Team Leader, Service Coordinator or Staff immediately via the in-room radio.

Lost Parent Pick Up Tag

If a Servant Leader becomes aware of a parent who does not have the pick up tag for their child, they will kindly direct the parent to the Kids Check-In desk in the Preschool area of the building. The parent will not be able to leave the classroom with the child, even if the Servant Leader knows the family.

A Kids Check-In team Servant Leader will assist the parent through the lost tag process. The parent will fill out a “Lost Parent Pick Up Tag Verification” form which they will bring back to the classroom in order to pick up their child. The classroom Servant Leader should put the child’s tag on the back of the form, and then allow the child to leave with the parent. The Room Leader will collect all of the forms at the end of service and turn them in at the Kids Check-In desk.

Preschool Family Restroom

The Family Restroom located in the Preschool area of the campus can be used by families and their children before, after, or in between services. During the service, this restroom can be used by Servant Leaders.

Changing Classrooms During Service

In a situation where one or more children need to be moved to a different classroom, the Room Leader should notify the Team Leader to ask for assistance. If this decision is made without a parent present, the Team Leader must notify the parent via text. With the exception of Stu Crew, children may not be moved from the Preschool area of the building to the Rev Room area, or vice versa, for any reason without the parent present.

Nursing Mothers Room

Breastfed babies may be fed in the Nursing Mothers room, which is located next to the nursery inside the secure Preschool area. This area is reserved for moms and nursing babies only. No men or siblings are allowed at any time. If at any point during the service a breastfed baby needs to nurse, the Room Leader or a Team Leader will alert the mother via the Planning Center Check-Ins app.

Children Not To Be Photographed

If a child enters the classroom with a colored sticker on their name tag, this means their parent has asked for their child not to be photographed. Please help protect this child's privacy by alerting any Photography or Social Media Servant Leaders who enter during service to capture photos or videos.