

Section I | Keystone Mission, Vision, and Values

Part One: Keystone Mission

Part Two: Keystone Vision

Part Three: Keystone Values

Funatics

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 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. 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 Rev Room Leadership.
25 minutes prior to service	Servant Leaders are in place in the Funatics classroom.
Service begins	
15 minutes after service begins	Doors into the secure kids areas are closed.
60 minutes after service begins	Kids area doors are opened, and the Rev Room areas prepare for pick up.
10 minutes after service has ended	Servant Leaders facilitate the transition of kids from the Funatics classroom to their primary location for the following service.

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 and Background Check Requirements

Servant Leaders in Funatics must be at least 9th grade or older. Background checks are required for all adult Servant Leaders in the Keystone Kids ministry.

Part Three: Funatics 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.

Funatics is a special experience for kids of Servant Leaders who are at church for more than one service. It is a unique and creative environment intended to keep the experience fresh and enjoyable for kids attending multiple services.

I. **Fun.** God is a blast and church should be too!

- Come with a happy heart. Your attitude influences every part of the service. Whether you are leading activities or participating alongside the kids, you are part of creating an enjoyable environment.
- Stay committed to fun. Be creative and intentional.
- No matter what you may be doing, whether you are welcoming a child, engaging with kids in a game, singing with them during worship, listening to or leading the Bible lesson, or connecting with them in a small group, you set the tone to help every aspect of the service be fun!

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.
- Follow all drop-off and pick-up procedures as guided by your Room Leader.
- When serving with older kids, have a next level awareness of what is going on in their lives as they are growing closer to Student ministry age.
 - Listen for conversations between children that are not appropriate.
 - Watch for any adult or person who is not a part of your serving team and is behaving in a suspicious manner.

3. **Coach.** Jesus + P.E. = Funatics

- The goal of Funatics is to come alongside kids in a slightly less structured environment than the primary Keystone Kids experiences. Think of yourself as a coach, who looks for ways to bring out the best in kids whose families are all in at Keystone!
- Manage the room confidently. Bring peace to all you do.
- Facilitate a safe, fun, and interactive environment. Lead team games and activities with energy!
- As much as possible, give kids opportunities to lead games or make decisions about what to do next. Empower them to be leaders!
- Prepare by reading the curriculum before service begins.

4. **Connection.** Help kids get connected to each other and to their leaders in a fun and meaningful way.

- Be relational with the children in your small group.
- When meeting a child for the first time, smile and let the child introduce himself or herself to you (even if you can see his or her name on their tag). Introduce yourself by name and bend down to talk at their eye level.
- Ask the child about his or her hobbies and interests.
- Help connect children to each other. Be aware of a disconnected child standing alone. Connect kids in a group together!
 - Ice-breaker questions: “What’s the funniest thing you saw this week?”
 - Common interests: “What are some things you like to do? What school do you go to? What shows do you like?”
 - Connect the child with someone new.
- Engage with parents in a friendly manner.
- When serving with older kids, help and lead kids through preteen life issues such as friendship, peer pressure and self worth using truths from the Bible.
- Attend Keystone events offered specifically for elementary kids outside of the normal service times. This extends your influence and gives you a voice into their lives in a fun and different environment!

Part Four: Funatics 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 experience. They arrive early to meet their team, and to make sure things are ready for the start of the pre-service experience. 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 find life 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 service experience.

Section 3 | Funatics 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 Rev Room area, all Servant Leaders should connect with their Room Leader, and 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, he or 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 Service Coordinator.

Drop Off Procedures

Parents will check in their child at the Kids Check-In area. If the child is attending multiple services, this should be accurately reflected on their name tag. Parents will receive one child name tag sticker at check-in, which should be placed on the front of the child. Parents will also receive a parent pick up tag at check-in. The parents may walk their child to the Funatics classroom where a Servant Leader will greet them. Parents will not enter the room with the child.

Parents may (if they choose) also allow their child to enter the Rev Room on their own if the child is wearing his or her name tag sticker. Servant Leaders in the Rev Room will be in place to lead these kids to the appropriate area if needed.

Part Two: in-Service Procedures

Facilitating the Lesson

Servant Leaders in Funatics are responsible for teaching a specific group of kids in their experience. These leaders are the primary point of relationship and connection for kids in their groups.

- Upon arrival, set up any opening activities and supplies needed for the service.
- Servant Leaders will facilitate the Bible lesson and group discussion for the children. Preparation is key. Small group guides will be available on the Planning Center Services app prior to the experience.
- Lead the children through all elements of the lesson as listed in the provided lesson.
- 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.

Caring for an Emotional Child

Servant Leaders should strive to create a safe environment for all children, no matter how a child is feeling when he or she arrives. Servant Leaders should customize their response to each child in a caring and loving way, taking into account the child's age, emotional state, and background as much as possible.

If a child is crying, appears sad, or is suddenly disengaged:

- Get on the child's level, call them by name, and introduce yourself.
- Ask the child how they are feeling, but do not push them to share if they are not comfortable.
- Show the child the different opportunities for fun in the room and tell them about all of the activities that they will get to do during the service.
- Let the child know that you are there for them if they need or want to share anything.
- If the child is sitting by themselves, introduce them to another child or student Servant Leader who can help include them in the room activities.
- If a child is inconsolable, contact leadership.

If a child is acting out in anger:

- Get on the child's level, call them by name, and introduce yourself.
- Keep the child, other children, and all Servant Leaders as safe as possible. If safety becomes an issue, contact leadership.
- Speak in calm tones and avoid accusatory language (i.e., "You are behaving badly").
- Try to find out what is provoking the child to anger and help them to find an appropriate solution. Try to understand what the child is experiencing before providing any correction.
- Help the child understand that feeling angry is okay.

If the child is angry with another child or Servant Leader, try to mediate the situation.

If the situation escalates, contact your leadership.

Correction Do's and don'ts

Keystone Kids sets healthy boundaries for children within the room environment through gentle, non-shaming procedures and parent/guardian partnership. Any additional correction outside of these guidelines is left as the responsibility of the parent/guardian of the child. If the child is unwilling to cooperate within the Keystone Kids boundaries of behavior, radio for a Team Leader or Service Coordinator to discuss the most appropriate way to communicate with the parent.

DO	DON'T
<p>Utilize “Cool Off Time.” Offer the child a space so they can remove themselves from their frustration for a short period. It shows care instead of anger.</p>	<p>Put a child in “time out.” This can be a shaming form of correction for a child if you don’t know their background.</p>
<p>Ask them questions. This helps you gain understanding of a difficult situation. Examples:</p> <ul style="list-style-type: none"> • Can you tell me what happened? (lower preschool) • How was he/she being unfair? (upper preschool) • What makes you think that? (lower elementary) • What are some ways we can fix this? (upper elementary) 	<p>Assume/Accuse. You cannot assume you know the reason a child is doing something. Additionally, accusing a child of having a motive they didn’t have can be very threatening to them. Avoid asking, “Why did you... ?” It can come across as accusatory.</p>
<p>Affirm their hurt. Let them know that you understand they are upset, and help them work through it.</p>	<p>Ignore their feelings. It is not wrong for a child to feel angry, but we can help them develop the skill of self-control.</p>
<p>Offer a replacement for the behavior. Examples:</p> <ul style="list-style-type: none"> • “We can’t bite our friends, God gave us teeth for eating, smiling etc.” • “Let’s jog in place at our seats instead of running around the room!” • “Instead of hitting your friend, how about we tell an adult next time your friend says something unkind?” 	<p>Say, “Don’t do that.” Kids get tired of hearing it and will begin to tune you out.</p>

DO	DON'T
<p>Think, observe, and then react. Think about why they may be acting this way. Is something about the environment upsetting? Is another child provoking poor behavior? Do they need attention? Assessing this beforehand can help guide you to have the correct reaction.</p>	<p>React without thinking. You may inadvertently chastise the child for something that was provoked by another child, or for behavior that is actually a physical or emotional cry for help.</p>
<p>Ask for help. Sometimes children react better to a different face/voice. Don't be afraid to have someone else try and work with the child if they are not</p>	<p>Force a child to respond to you. This will often cause them to shut down further.</p>
<p>Communicate with parents</p>	<p>Let the problem build until it's non-</p>
<p>Praise good behavior. Many children just want attention. If you give good behavior more attention than bad</p>	<p>Focus on the negative. It will just encourage that behavior.</p>

Snack Procedures

Snacks are provided as follows (unless otherwise instructed by a parent).

- All snack ingredients will be available for parents who ask to see them. Only snacks that are provided in the Funatics closet should be given.
- Gloves should be worn at all times when preparing and distributing snacks.
- Be sure Servant Leaders are aware of all food allergies in the classroom. Follow the food allergy process for that child.

Restroom Procedures

The Funatics classroom has an in-room single person restroom that is available for these children. Kids should ask a Servant Leader before using the restroom. A female Servant Leader should make sure the restroom is vacant before the child enters. The door to the restroom should remain closed. If assistance is needed inside the restroom, two female adults must be present. Student Servant Leaders are not to provide any restroom assistance.

Pick Up and End of Service Transition

In most cases, elementary kids will be escorted from the Funatics classroom to their age appropriate kids theater for their second service on campus. The Funatics Room Leader will facilitate this process to make sure it is done safely. This move should happen 20 minutes prior to their second service start time. At least two Servant Leaders should lead the children from the Funatics classroom to the appropriate kids theaters.

For any child not attending a service after the Funatics experience, parents will pick up their child directly in the Funatics classroom. If any kids have not been picked up from Funatics 20 minutes prior to the following service, a Funatics Servant Leader should alert the Elementary Service Coordinator who may make a decision to text the parent. If a parent's serve role requires them to be in position for the entire period of time between services, his or her child should be checked in to the theater experience at the following service and picked up from there.

Room Reset

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

- Pick up all of the toys and trash from the floor.
- Sanitize everything in the room equipment (i.e., games, tables, chairs) with provided cleaning supplies.
- Look over the room for any items left behind.

Part Three: Other Procedures

Seeking Help

In the event the Servant Leaders in a classroom or Rev Room 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 Service Coordinator.

If a child is displaying any type of aggressive behavior, or if the situation involves bodily fluid, contact a 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 mobile Kids Check-In station inside the Rev Room. The parent will not be able to leave the theater 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 theater in order to pick up their child. The theater 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.

Transferring Stu Crew From Rev Room to Preschool Areas

Kids in 4th, 5th, and 6th grades who have been invited to be part of the Stu Crew are able to serve in select Preschool classrooms. During normal weekend services, these kids will attend their experience during the first service and serve during the second service. No kids are permitted to leave the Rev Room without a parent or without being accompanied by Servant Leaders, including those who are part of the Stu Crew.

Funatics Servant Leaders are primarily responsible for facilitating this transfer. After the first service, the Funatics team will move the kids attending Funatics to their normal experience for the second service. Then, the Funatics team will gather the kids who are serving as Stu Crew. These names will be printed on a weekly roster from Planning Center, and will include only those kids whose parents confirmed for them to serve. Only kids who have been confirmed to serve by their parent in Planning Center will be listed on this weekly roster, and only these kids are permitted to be moved.

After the Stu Crew has been gathered, the Funatics Room Leader and at least one additional Servant Leader will walk the group to the Preschool Lobby. From there, a Preschool Team Leader or Service Coordinator will check in each kid, will confirm which classroom each kid is serving in, and allow them to make their way to the classroom. After the service each Stu Crew kid will be dismissed by their Room Leader. Stu Crew kids do not need to be escorted back to the Rev Room following service.

Kids Restrooms Before and After Service

In the Rev Room area of the campus before and after services, the kids restroom is available for kids who have a parent with them. If the child has already been dropped off in a classroom or theater, or if they have not yet been picked up after service, Servant Leaders should not allow kids to leave the room to go to the restroom until the next service begins or a parent is present.

Parents are never permitted to enter restrooms designated as “Kids Only.” Before and after services, Rev Room Hosts should remain in sight of these restrooms to ensure adults do not enter.

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.