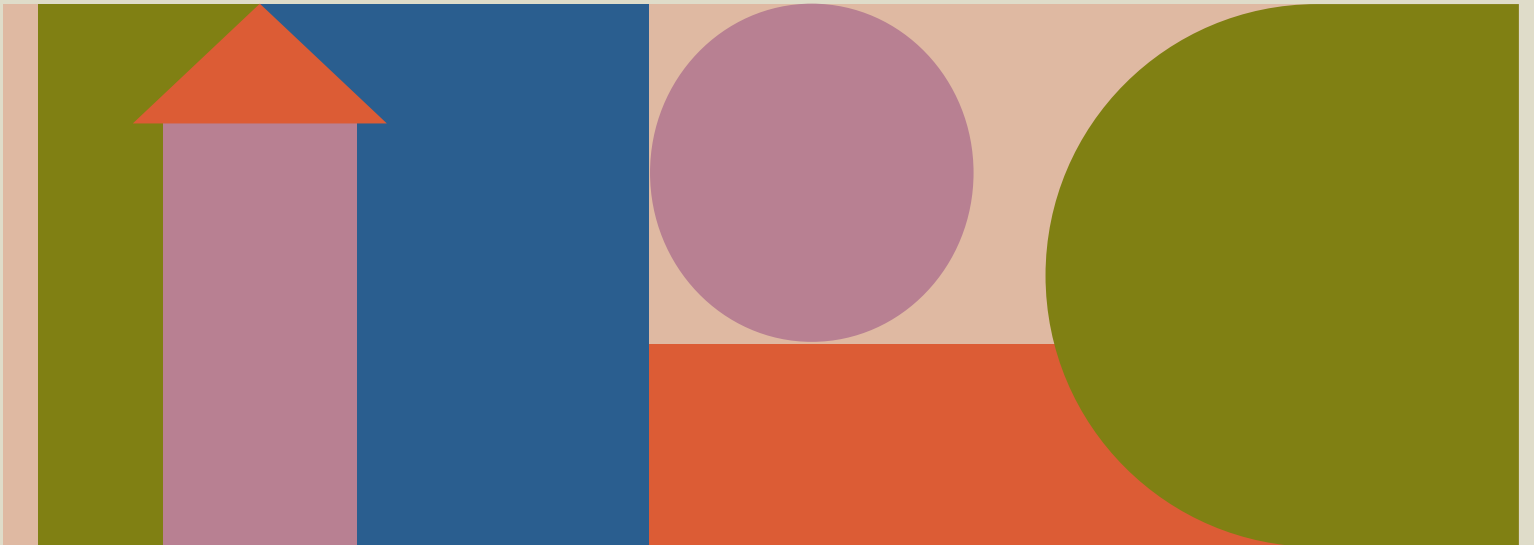# Equip

MANUAL

KIDS CHECK-IN

Section 1 | Keystone Mission, Vision, and Values

Part One: Keystone Mission

Part Two: Keystone Vision

Part Three: Keystone Values

Kids Check-in

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. 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, "Could I bend over or sit on the floor without revealing anything?"

Arrival and Departure

The arrival time for Servant Leaders is normally 60 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. Parents should check in and drop off their children prior to the team huddle. Children ages birth to 6th grade should attend their Keystone Kids programming while their parent is serving.

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.

60 minutes prior to service	Servant Leader arrival for select teams; check in and drop off kids ages birth to 6th grade if needed.
50 minutes prior to service	Join the Team Huddle led by Staff or Keystone Kids Leadership.
45 minutes prior to service	All other Servant Leaders arrive. Kids Check-In stations activate. Kids Check-In Servant Leaders are in place to check in kids who are arriving early.
25 minutes prior to service	All Servant Leaders are in place. Families attending service begin arriving.
Service begins	
15 minutes after service begins	Self Check-In stations automatically deactivate. Servant Leaders who are not serving for the entire service may be dismissed by the Kids Check-In coordinator. Doors into the secure kids areas are closed.
60 minutes after service	Kids Check-In Servant Leaders are in place to facilitate end of service pick up responsibilities, doors to secure areas are opened

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 on the Kids Check-In team must be at least 18 years of age or older. Background checks are required for all adult Servant Leaders in the Keystone Kids ministry.

Part Three: Kids Check-in 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. The Kids Check-In Team is the first impression that sets the tone for every parent and child to have a great Keystone Kids experience.

I. **Friendly**. Communicate a warm and friendly attitude towards parents and their children through words, actions, and body language.

- Make eye contact with parents and children.
- Smile and welcome families as they arrive at the Kids Check-In area.
- Once you have printed the name tag, repeat the child's name and location (i.e., "Here is Cody's name tag, he will be in the Raccoons class.").

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

- Arrive on time. In order to assist other Servant Leader families who arrive early, the scheduled arrival time for this team is well before the start of service.
- Accuracy is crucial. Pay attention to the following details with every family.
    - Is the child's name spelled correctly?
    - Is the child being checked into the age/grade appropriate classroom?
    - If the child is attending multiple services, does their tag accurately reflect this?
    - Are the child's allergies noted on their name tag?
    - Is the parent's phone number accurate?
- Kids Check-In Servant Leaders act as gatekeepers into the secure kids areas. Be aware of any adult or person who is not part of your serving team and is behaving in a suspicious manner.

3. **Proficient**. Help families quickly check in and drop off their children.

- Be knowledgeable of all Kids Check-In procedures.
- Clearly communicate, and be ready to answer any parent's questions or know where to find the information they may need.
- Be confident with the software used. Be a constant learner by practicing with the software during slow times. Ask for help operating the software from your Service Leader.

4. **Helpful.** Be prepared with basic information and answers for commonly asked questions regarding the Keystone Kids ministry.

- Work together to provide solutions to unexpected needs.
- Be proactive. Anticipate needs families may have while checking in their children. Below are some examples of how you may be able to do this.
  - Clearly state which classroom or location each child is being checked into.
  - Explain what to do with each tag that is printed.
  - Inquire if the child has an allergy or relevant medical information.
  - Remind parents to take their pick up tag.
  - If someone seems uncertain at a Self Check-In station, step in and offer assistance before they ask.

Part Four: Kids Check-in Position Descriptions

Kids Check-in Coordinator

Kids Check-In Coordinators lead the way in carrying forward the mission and vision of Keystone through the entire Kids Check-In process during a designated service time. Kids Check-In Service Coordinators are the designated point of leadership, alongside staff, in the check-in area of the campus. They will communicate regularly with staff and the Preschool and Elementary Service Coordinators during weekend services and outside of the weekend, and will share relevant information with the Kids Check-In team. In order to lead, coach, and inspect the Kids Check-In team during their designated service, Kids Check-In Coordinators have a thorough knowledge of how to use the Planning Center's Check-Ins app in every station mode. They also encourage, pray for, and connect with the other Kids ministry Service Coordinators and with the Kids Check-In Servant Leaders regularly outside of the serving experiences.

Registration Host

A Registration Host will host and operate a Registration station (an iPad running in manned station mode) to add and check in new families. He or she will also troubleshoot unique check in challenges for guests and regular attenders. The Registration Host will have a thorough knowledge of how to use the Planning Center's Check-Ins app. These Servant Leaders will be in place during the entire service to assist families who arrive at unusual times, and will also attend a second separate service for personal worship.

Self Check-in Host

A Self Check-In Host will assist in the area around a group of Self Check-In stations (iPads running in self station mode) for weekend Kids Check-In. They provide and facilitate a friendly and convenient experience for guests and regular attenders choosing the self check-in process. They will know how to use the Planning Center's Check-Ins app when operating Self Check-In Stations, and can also troubleshoot basic hardware issues. The Self Check-In Host also engages with families as they arrive and check in.

Experience Host

An Experience Host walks through the entire registration and drop off process with first-time families, by standing on the front side of the check-in desk and hosting them to the theaters and classrooms where the kids may be dropped off. They also engage with families who are waiting in line through conversation, and by directing them to the next available Check-In station. They provide a warm and contagious hospitable spirit.

Section 3 | Kids Check-in Procedures

Part One: Servant Leader Arrival and Preparation

Part Two: Facilitating the Kids Check-in Experience

Part Three: During Services

Part Four: Lost Parent Pick Up Tag

Part One: Servant Leader Arrival and Preparation

Types of Check-in Stations

During normal weekend worship experiences, there are two different types of Kids Check-In stations.

- **Registration Stations.** These stations are designed primarily for registering families and children who have never attended a Keystone Kids experience. These stations can also be used to check in regular attenders, add guests to a family's household, or correct inaccurate information. These stations are centrally located at the desks on both the Preschool and Rev Room sides of the East Lobby, and are operated by Registration Hosts.

- **Self Check-In Stations.** These stations are designed to be self-operated by families who are regular attenders at Keystone. These stations have no ability to edit information within the Planning Center Check-Ins database. These stations are located on the side walls in front of the Preschool and Rev Room areas of the East Lobby, and are hosted by Self Check-In Hosts.

Servant Leader Check-in

All Servant Leaders serving on a Keystone Kids team must be wearing a name tag while they are serving. Servant Leaders should check-in at a Kids Check-In station. A name tag will print, and should be worn visibly at all times.

Check-in Area Preparation

Upon arrival, the Kids Check-In Coordinator will ensure each check-in area is hosted. All Servant Leaders who are operating one or more Check-In stations (i.e., Registration Hosts and Self Check-In Hosts) should print a test label on each device, and verify that the stations are set to the correct settings. Use the provided cleaning supplies to wipe down all surfaces, and remove any unneeded items from the check-in desks.

Other Team Positions and Responsibilities

In addition to those Servant Leaders who are operating or hosting Check-In stations, other Servant Leaders on the team will be responsible for creating an engaging experience for all families and children who are checking into a worship service at Keystone.

The Kids Check-In Coordinator is the leader of the team at a specific service. This person will regularly engage with their team and inspect all parts of the Kids Check-In process. This person will float between the Preschool and Rev Room check-in areas, assisting Servant Leaders and helping to troubleshoot any problems that may arise.

All Experience Hosts will not be assigned to operate a station. Instead, these Servant Leaders are in place to connect with families and help children feel welcome and comfortable. When available, these hosts will walk with new families while they are registered for the first time and while they drop off their children. Experience Hosts may also help facilitate lines and traffic flow (i.e., "This station does not have a line.") during check-in.

Part Two: Facilitating the Kids Check-in Experience

Kids Check-in Timing

At all regularly scheduled worship experiences, arrival time for Kids Check-In Servant Leaders will be one hour prior to service. Check-In stations will automatically activate at scheduled times, as listed below.

- 45 minutes before service start time: all Check-In stations activate, Servant Leaders are in place
- 15 minutes after service start time: Self Check-In stations automatically deactivate, all further Kids Check-In activity must happen at a Registration station, doors to secure areas are closed
- 10 minutes before service end time: Kids Check-In Servant Leaders are in place to facilitate end of service pick up responsibilities, doors to secure areas are opened

The Kids Check-In Coordinator and all Servant Leaders who are scheduled as Registration Hosts should be prepared to stay in position for the entire service. When the Check-In stations deactivate 15 minutes after service start time, Self Check-In Hosts and Experience Hosts should assist with cleaning the Check-In area and devices, and will then be dismissed by the Kids Check-In Coordinator.

Labels for Children and Parents

When a child is checked in, one or more labels will print automatically. These labels include the child's name, location, service or services they are attending, and any medical or allergy information the parent has shared. Kids Check-In Servant Leaders should assist in communicating to all families the purposes of these labels.

In most cases, the labels that will print for each child are described below.

- For children infants up to kindergarten, checking into any preschool location: two Child Name Tags will print, one to be placed on the child's front or back and one to be given to the child's classroom teacher
- For children in grades 1-6: one Child Name Tag will print and should be placed on the child's front or back
- For every household: one Parent Pick Up tag will print and be given to the parent (this pick up tag cannot be reprinted; if a parent loses their pick up tag, they must complete the "Lost Parent Pick Up Tag" process as described below)

Additional name tag labels can be reprinted (i.e., for bags or personal belongings). For some children, a birthday label may also print if the child has recently or will in the near future celebrate their birthday. This birthday label can be placed wherever the child prefers as long as it does not cover their primary name tag.

Families Who Are New to Keystone

If a family is new to Keystone, they may arrive at the Kids Check-In area on their own or hosted by a VIP Team Servant Leader. If possible, a Kids Check-In Experience Host should meet the new family and walk with them to an available Registration station.

At this station, the Experience Host will introduce the family to the Registration Host, who will give the family a Keystone Kids registration card to fill out. While a parent is completing this card, the Experience Host will engage the children or other adults in the family in conversation as much as possible.

After the registration card is completed by the parent, the Registration Host will quickly and accurately enter key information into the Planning Center Check-Ins app. Household information (i.e., address, email, etc.) on the registration card may be entered into the check-ins database at a later time. Critical information that must be entered before the child or children are checked in includes:

- Child Name
- Child Grade
- Child Birthday
- Parent Name
- Parent Phone Number
- Child Allergies or Special Needs

After the information is entered, the Registration Host should verify with the parent that all children in the family are appearing on screen correctly and will be checked into their appropriate location. Then, complete the check-in on screen to print all appropriate labels and place the card in the storage container under the desk.

Children should not be checked into a location that does not match their age or grade. If a parent asks for a child to attend a class that is not designed for their age group, ask a Kids Check-In Coordinator or Staff for assistance.

After the labels have printed, the Experience Host will assist the family in distributing the labels to the family, and explain the purpose of each. Then, this Servant Leader should offer to walk with the family to all locations where their children will be dropped off. Remind the parent to keep their Parent Pick Up tag until the end of service. After all children have been dropped off, invite the rest of the family to make their way to service in the Auditorium. The Experience Host should then go back to the Kids Check-In area to greet and assist other families.

Families Who Are Regular Attenders

Families who have attended or who regularly attend a Keystone Kids experience may, if they choose, use a Self Check-In station to complete the check-in process. The Self Check-In stations are user-friendly and limited in their ability to manipulate any information.

While families are checking themselves in, a Self Check-In Host will be responsible for assisting with anything they may need. The Self Check-In Host will provide friendly conversation and a welcoming presence as parents use the iPad to check in their kids. Self Check-In Hosts will remind parents where to place the name tag on their child and to take their parent pick up tag. If the family's information has any inaccurate or missing information, the Self Check-In Host should redirect the family to a Registration station.

Additionally, families who are regular attenders may also be checked in at a Registration station if they prefer. Every check-in station can check in household children of all ages.

Families Attending With Guests

If a family who has attended Keystone before attends with one or more guests, they should check in at a Registration Station. If a family brings a child who is not in their household to church (i.e., a friend spent the night and came to church the next day), the Registration Host should tap the "Add Visitor" button in the Planning Center Check-Ins app. This allows the guest child to be checked in with the family, but will not permanently add the guest child to the family's household. One household adult will be listed as the contact person on the guest child's name tag.

If a family attends with a separate family whom they have invited to church (i.e., a guest parent and his or her children are attending), the Registration Host should follow the "Families Who Are New to Keystone" procedure above.

Children Attempting To Check in Without a Parent

Children 6th grade and younger may not check themselves in without a parent present. If a child approaches to do this, Servant Leaders should direct the child to come back with a parent. If the child does not know where their parent is (i.e., the parent sent the child to check in on their own), alert a Kids Check-In Coordinator.

Children Not To Be Photographed

Parents who do not wish for photos to be taken of their child need to communicate this with a Kids Check-In Servant Leader. When requesting this for the first time, a Registration Host should notate this in the "Medical Notes" section of the child's profile in the Check-Ins app. When the name tag prints, the Registration Host should then add a colored sticker to the tag. Inform the parent that this sticker alerts the Photography and Social Media teams not to take photos or video of the child. Self Check-In Hosts can also make parents aware of these stickers located at the Self Check-In area, and should encourage the parent to add this sticker to their child's name tag each week, even when checking in at a self check-in station.

Part Three: During Services

Securing the Kids Check-in Area

Fifteen minutes after the scheduled service start time, all Self Check-In stations will automatically deactivate and any further Kids Check-In activity must happen at a Registration station. At this time, the doors into the Preschool and Rev Room areas of the campus should be closed and all Self Check-In Hosts and Experience Hosts may be dismissed.

The Kids Check-In Coordinator and all Registration Hosts should be prepared to stay for the duration of service to provide help to anyone who arrives at an unusual time and to and prevent anyone from entering the glass doors into the secure space unaccompanied. If anyone approaches the check-in area with a difficult or unusual situation, the Kids Check-In Coordinator will address it or should use the radio to alert the Preschool or Rev Room Leadership teams and/or the Safety team.

Late Arrivals

If a family arrives to check in their child more than fifteen minutes after service has started, the Kids Check-In Coordinator or a Registration Host will assist them at a Registration station. In most cases, after the child has been checked in, a Servant Leader should escort the child to their classroom or theater experience. An exception to this can be made if the parent asks to walk with their child, however the parent must be accompanied by someone from the Preschool or Rev Room Leadership teams. In this situation, ask for assistance from someone from these teams.

Early Pick Up

If a family arrives to pick up their child more than ten minutes before service has ended, the family should not enter the secure kids area. Instead, the Kids Check-In Coordinator or Registration Host will ask for the name and room of the child, and verify this information in the Planning Center Check-Ins app with the parent's pick up tag. The Kids Check-In Servant Leader will ask a Preschool or Rev Room Service Coordinator for assistance in taking the child out of their class. At least two Servant Leaders will escort the child back through the glass doors where the Kids Check-In Coordinator will make sure the parent tag matches the child's name tag.

Part Four: Lost Parent Pick Up Tag

Responsibilities of Classroom and Theater Servant Leaders

Servant Leaders in classrooms and theaters are primarily responsible for facilitating the pick up process for all children. If a parent approaches the classroom or theater and does not have a pick up tag, a Servant Leader will instruct the parent to approach the lost parent pick up tag area (described below) for assistance.

Kids Check-In Servant Leaders will be responsible for facilitating all processes related to lost parent pick up tags.

Lost Parent Pick Up Tag Locations

Ten minutes before the end of service, Kids Check-In Servant Leaders will move into position to facilitate all end of service pick up responsibilities, including lost parent pick up tag verifications. In the Preschool area of the campus, the lost tag verification process will be completed at the Registration desk. In the Rev Room area of the campus, this process will be completed at the Registration desk or at a mobile Check-in station located inside the Rev Room. The Kids Check-In Coordinator will be responsible for making sure at least one Servant Leader is available at each of these locations at the end of service to help assist parents in the lost tag verification process.

Facilitating the Verification Process

If a parent approaches the lost parent pick up tag area (on their own, or at the direction of a classroom or theater Servant Leader) and says they have lost their parent pick up tag, a Registration Host will guide the parent to fill out the "Lost Parent Pick Up Tag Verification" form.

The parent must provide a valid government issued ID or driver's license to show their identity. The Registration Host will then look up the family in the Planning Center Check-Ins app and verify that the child is part of the family and already checked in. They will also verify a secondary piece of information with the parent (i.e., a phone number, date of birth, address, email). If this all matches, the Registration Host will sign off on the form and hand it to the parent. The parent can take this to the room to pick up their child in place of their parent tag.

In the event that the information does not match, or if the Registration Host feels uncomfortable by the situation, use the radio to ask for assistance from Staff or leadership. If, while facilitating this process, the Servant Leader sees there is any person listed as "Not Authorized" for pickup, alert Staff immediately. This may indicate there is a sensitive custody situation within this child's family. Please say, "Let me get someone to help us." See more information in the Keystone Kids Safety Guidelines section.