

Section I | Keystone Mission, Vision, and Values

Part One: Keystone Mission

Part Two: Keystone Vision

Part Three: Keystone Values

Kindergarten

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. (In certain positions, a different type of identification may be used.) 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 programming begins.
Service begins	
15 minutes after service	Doors into the secure kids areas are closed.
60 minutes after service	Kids area doors are opened, and all classrooms
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 and Background Check Requirements

Servant Leaders serving with children in Kindergarten must be at least 7th grade or older. Background checks are required for all adult Servant Leaders in the Keystone Kids ministry.

Part Three: Kindergarten 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 a person's experience at Keystone.

There is one Kids Theater in the Preschool area, and this environment is designed for kids in Kindergarten. The programming in this theater environment is intentionally different from the programming for younger children in the Preschool area classrooms. Servant Leaders serving in this theater embrace the following standards to help us create this experience.

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.
- At drop off, check that all personal belongings (i.e., backpacks and personal toys) are labeled with the child's name tag sticker.
- Follow all drop-off and pick-up procedures as guided by your Room Leader.
- Have a strategy to help redirect an energetic child. Ask for coaching from your Room Leader to learn best practices with different types of children.
- Be knowledgeable of classroom procedures, especially those related to child allergies and cleaning.

3. **Engaging.** Demonstrate a warm, positive, and fun attitude as you actively engage with kids during the service.

- 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.

4. **Teach.** We share God’s truth through fun, friendly, and creative teachings designed for each phase of a child’s life.

- Pray, and ask God to prepare your heart and those you are going to lead.
- Be prepared on arrival. Read the curriculum before service.
- Teaching in these experiences is gospel centered, always designed to point kids to Jesus Christ and share how they can follow Him.
- Encourage the kids to participate as much as possible during the service. Help them to be engaged in the lesson, in small groups and in worship.
- Lead with a happy and positive attitude. Smile, and keep an upbeat and energetic posture.
- Be willing to receive feedback and be open to change. Maintain a teachable spirit.

5. **Worship.** We worship Jesus with an authentic heart.

- Demonstrate participation in worship by singing, clapping, dancing, lifting your hands, and following the leaders on stage.
- Your posture matters. Be energetic and joyful.
- Encourage and teach children how to worship by leading out from the audience, not just from the stage.
- We communicate what we believe through expression. We faith it instead of faking it. Even when life feels difficult, we lead out from a heart that is committed to God’s word and His plan for us.

Part Four: Kindergarten Position Descriptions

Room Leaders

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.

Small Group Leader

Small Group Leaders will lead a specific group of kids, and are the primary point of relationship and connection for kids in their group. During small group times, these leaders use the provided activities to help kids apply the lesson to their lives. During large group, Small Group Leaders sit with kids in their group and participate with them.

Below are other positions in this environment. These positions may be scheduled and led differently than those above.

Large Group Host

The Large Group Host is responsible for teaching biblical content to all of the kids in the experience. He or she should be creative, high energy, and fun, while intentionally looking for opportunities to teach kids how they can have a relationship with Jesus.

Worship Leader

The Worship Leader will lead worship during the large group time of the experience. This could mean singing, playing an instrument, or both. He or she should be high energy and fun as they lead worship.

Production

The Production Servant Leader will operate all of the technology in the room during large group and small group times.

Section 3 | Kindergarten 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.

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., personal belongings). Parents will not enter the room with the child.

Part Two: in-Service Procedures

Normal Service Flow Overview

While every service is unique and full of new experiences, the weekly service flow in this space is structured to provide consistent opportunities for Servant Leaders to help lead kids to experience a passionate life in Christ. This team is made up of many different Servant Leader positions that work together to create experiences for kids that are consistently fun, safe and creative!

A normal service may follow a similar sequence as listed below.

- Drop off and early small group. Servant Leaders meet kids at the door and immediately help connect each kid to his or her Small Group Leader. These leaders may be leading group activities or allowing the kids to play with some of the stations around the room.
- Large group worship and Bible story. At the scheduled time, all groups will transition to a large group experience. Kids and their Small Group Leaders will sit together near the stage, while the Large Group and Worship Leaders lead through these elements in fun and creative ways.
- Small group time. The provided activities written for after the Bible story help kids learn how to apply the biblical truth they learned about during large group time. These activities may include crafts, games, activity pages, and more! Small Group Leaders use this time to build relationships with kids in their groups.
- Outdoor Playground time. During some services, kids in this experience may get to play for a period of time on the playground outside. Small Group Leaders are encouraged to play with the kids in their groups in order to continue building great relationships.
- Pick up. During this critical time of the service, all Servant Leaders work together to facilitate a pick up process that is safe and organized as parents approach the room at the end of service.

When necessary, the Room Leader will delegate 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 responding well to you.</p>	<p>Force a child to respond to you. This will often cause them to shut down further.</p>
<p>Communicate with parents immediately.</p>	<p>Let the problem build until it's non-repairable.</p>
<p>Praise good behavior. Many children just want attention. If you give good behavior more attention than bad behavior, they will change their method.</p>	<p>Focus on the negative. It will just encourage that behavior.</p>

Restroom Procedures

The Kids Theater in the Preschool area of campus 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, and should remain nearby to prevent other kids from entering. The door to this 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.

Playground Safety Standards

During designated times in service, some classrooms may be permitted to use the outdoor playground. A Team Leader will communicate this to the Servant Leaders in the classrooms. When using the outdoor playground, the following standards should be followed.

- Two adults must be present at all times on the playground.
- Keep eyes on children at all times.
- If a child needs to use the restroom while their class is playing, a Servant Leader will radio to let the Team Leader or Service Coordinator know. Do not take the child inside to use the restroom unless two adults are able to be present in the playground and in the restroom. Kindergarten children may use the Preschool Family Restroom. All normal restroom procedures should be followed.
- Classroom Servant Leaders are responsible for making sure all playground equipment is put away before bringing their class back inside.

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. Stanchions will be placed in a dividing line in the doorway of the theater.

A Servant Leader from inside the theater will greet the parents at the door, where they will ask the child's name and announce it on the microphone. The parents will continue to the end of the stanchion inside the theater, where an adult Servant Leader will be standing to check that the parent pick up tag matches the child's tag. All Servant Leaders should prevent any child from exiting the room without a parent with their matching tag. Servant Leaders should not keep either the parent pick up tag or the child's name tag.

If a Servant Leader sees any child without a name tag during service, they should ask a Team Leader to reprint and give it to the child as soon as possible.

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.
- 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 serving during the next service any 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, or by children (Kindergarten and older) who need to use the restroom while playing on the playground. Younger children on the playground should be taken back to their classroom. All normal restroom procedures should be followed.

Kids Attending Funatics Jr.

Funatics Jr. is a special experience for kids of Servant Leaders who are at church for more than one service on the weekend. It is a unique and creative environment intended to keep the experience fresh and enjoyable for kids attending multiple services. Funatics Jr. is available for children who are between 4-years-old and kindergarten aged. It occurs in a designated classroom during the second service of the day, and is led by Servant Leaders on this team. The Funatics Jr. experience will use different activities and videos than the normal classroom experience.

Children must be checked in to Funatics Jr. during the check-in process and it must be correctly indicated on their tag. After their first service, these kids will be escorted from their age appropriate classroom to the designated Funatics Jr. classroom. Each Room Leader will lead this process to make sure it is done safely, accompanied by at least one other Servant Leader. This move should happen 30 minutes prior to the second service. All parents will pick up their children in the designated Funatics Jr. classroom, following the normal pick up process.

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.