

# Section I | Keystone Mission, Vision, and Values

**Part One: Keystone Mission**

**Part Two: Keystone Vision**

**Part Three: Keystone Values**

Preschool Leadership

## 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 | Preschool Leadership 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.

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. Preschool Leadership are in place to provide direction to Servant Leaders as needed.
30 minutes prior to service	Staff or Preschool Leadership lead a huddle for all Servant Leaders in the classroom and theater teams.
25 minutes prior to service	All 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 begins	Doors into the secure kids areas are closed.
60 minutes after service	Kids area doors are opened, and all classroom Servant Leaders prepare for pick up.
End of service	Classroom and theater Servant Leaders facilitate pick up for all kids. Preschool Leadership stays in place to provide direction and assistance as needed.

## 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 Preschool Leadership positions must be 18 years of age or older. Background Checks are required for all adult Servant Leaders in the Keystone Kids ministry.

## Part Three: Preschool Leadership 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. The Preschool area serves all kids ages birth through Kindergarten, and those in leadership of this area lead the way in setting a culture that provides safe and loving care for the children and parents we are blessed to serve.

### I. **Safe.** We look for opportunities to care for kids, families, and Servant Leaders, while maintaining a safe and energetic environment.

- Observe and monitor your assigned area for opportunities to provide helpful leadership, while also coordinating with others in leadership through the Preschool and Kids Check-In areas.
- Help children behave in a safe manner.
- Watch for any adult or person who is not a part of a serving team and is behaving in a suspicious manner.



## 2. **Engaging.** We create exceptional experiences as we actively engage the people we serve with intentional words and actions.

- Welcome guests with a smile. Be friendly. Be a good listener. Show interest by maintaining eye contact.
- Read each situation and seek to appropriately respond.
- Avoid distractions in order to be fully present. Limit personal conversations and phone use.
- Have intentional conversations with parents and kids.
  - “I’m glad you got to hang out with us! How was church today?”
  - “Thank you for allowing us to care for (name of child).”

## 3. **Knowledgeable.** Welcome and assist families in a friendly and confident manner.

- Be prepared with basic information and answers for commonly asked questions (i.e., layout of campus, ages of the different children’s classrooms and theaters).
- Be knowledgeable with next step information for new families. Information about upcoming opportunities will be available via the Keystone app, website, and social media (i.e., how to sign up for Keystone Unlocked class, upcoming children and family events, how to sign up for Kid Faith and baptism).
- Be familiar with all applicable ministry area procedures, and step into situations as needed when there is needed coordination between different ministry areas.

## 4. **Professional.** We bring our best with personal presence, conversations, and attitudes while we assist families throughout their experience at Keystone.

- Have your hands free as much as possible. Don’t hold your coffee or your phone. Be attentive.
- Have positive energy and professional presence, with warm and friendly facial expressions. Smile and be approachable.
- Wear modest and suitable clothing choices.
- Arrive on time and wear your lanyard or name badge.

## Part Four: Preschool Leadership Position Descriptions

### Preschool Service Coordinator

Preschool Service Coordinators lead the way in carrying forward the mission and vision of Keystone in our Preschool area during a designated service time. Preschool Service Coordinators are the designated point of leadership, alongside staff, in this area of the campus. They will communicate regularly with staff and the Kids Check-In and Rev Room Service Coordinators during weekend services and outside of the weekend, and will provide leadership to and communication with the Team Leaders and Room Leaders for all Preschool teams. At drop off and pick up times, Service Coordinators are in place to welcome parents in the Preschool lobby, and to provide assistance and direction for families who have unusual situations. They also encourage, pray for, and connect with the other Kids ministry Service Coordinators and with the preschool Team Leaders and Room Leaders regularly outside of the serving experiences.

### Preschool Team Leader

Preschool Team Leaders are passionate about equipping and supporting Servant Leaders who lead in our preschool ministry. At each service, Team Leaders will support a designated group of classrooms in the Preschool area of the campus and will communicate primarily with the Room Leaders in these classrooms. They are in place to recruit and equip Room Leaders, as well as to support Servant Leaders with children who have unusual situations or challenging behaviors. They also encourage, pray for, and connect with their Room Leaders regularly outside of the serving experiences.

## **Section 3 | Preschool Leadership 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 classroom 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, personal belongings, etc.). 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. Classroom Servant Leaders should make notes in the binder of any personal belongings, and store the items in the area that corresponds with the child. They should make sure the child's name is on their bag, and may 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

### In-Service Responsibilities

The Preschool Service Coordinator keeps an eye on the overall experience and helps support Team Leaders and Room Leaders in the Preschool area. This person acts as the liaison between the Preschool teams and all other Keystone Kids teams and Staff. Some responsibilities include:

- Encouraging and supporting Team and Room Leaders as they lead their specific team, and communicating with these leaders outside of the weekend to provide care and coaching.
- Hosting families who are new to Keystone as they enter the Preschool Lobby. This could mean assisting parents to their child's classroom (as listed on the child's name tag) and looking for other opportunities to help families have a great drop off experience.
- Partnering with parents if it becomes necessary to contact them about their child during or after service.
- Communicating with Staff and other Keystone Kids Service Coordinators during services when needed.

The Preschool Team Leader keeps an eye on the overall experience, and helps support families as they drop off their children in specific classrooms. They also support the Servant Leaders in each classroom during service. Some responsibilities include:

- Being present and available in the hallway during the service to assist classroom Servant Leaders if a need arises.
- Ensuring with Room Leaders that classrooms and Servant Leaders are ready to begin receiving kids before services begin, and helping Room Leaders to equip Servant Leaders who are new.
- Encouraging and supporting Room Leaders as they lead their specific classrooms, and communicating with these leaders outside of the weekend to provide care and coaching.

## Normal Service Flow Overview

While every service is unique and full of new experiences, the weekly service flow in the preschool experiences is structured to provide consistent opportunities for Servant Leaders to help lead kids to experience a passionate life in Christ. Servant Leaders in classrooms are responsible for teaching a specific group of children the truth of the Bible. These leaders are the primary point of relationship and connection for kids in their groups.

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

- Drop off and early small group. Room Leaders meet kids at the door and immediately help connect each kid to a Servant Leader who may be leading group activities or allowing the kids to play with some of the stations around the room.
- Memory verse, worship and Bible story. At the scheduled time, all kids will transition to a large group experience where a Servant Leader will use the provided lesson and videos to lead worship and teach the memory verse and Bible story. In the Kids Theater for kids in kindergarten, this large group time happens on stage with production support.
- Small group time. The provided activities written for after the Bible story help kids learn how to apply the biblical truth they learned. These activities may include crafts, games, activity pages, and more! Servant Leaders use this time to build relationships with kids in their groups.

- Outdoor Playground time. During some services, certain classrooms for kids ages 2 and up may get to play for a period of time on the playground outside. Preschool Service Coordinators and/or Team Leaders will be responsible for choosing which classrooms use the playground each week, and for communicating a timeframe with Room Leaders before the service begins.
- 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, each 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. In order to maintain vision and culture in these environments, Preschool Service Coordinators and Team Leaders should regularly inspect these experiences and provide helpful feedback and coaching to the Room Leaders.

## **Late Arrivals and Early Pickups**

If a family arrives to check in their child more than fifteen minutes after service start time, a Kids Check-In Servant Leader will assist them. In most cases, someone in Preschool Leadership should accompany the parent and child to the correct environment after they have been checked in.

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, a Kids Check-In Servant Leader will ask 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 Service Coordinator or Team Leader to accompany the parent to the classroom to pick up their child, following all normal pick up procedures. Preschool Leadership should stay with this parent until they have picked up their child and left the secure Preschool area.

## 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.

Babies and toddlers 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 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
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.	Put a child in “time out.” This can be a shaming form of correction for a child if you don’t know their background.
Ask them questions. This helps you gain understanding of a difficult situation. Examples: <ul style="list-style-type: none"> <li>• Can you tell me what happened? (lower preschool)</li> <li>• How was he/she being unfair? (upper preschool)</li> </ul>	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.
Affirm their hurt. Let them know that you understand they are upset, and help them work through it.	Ignore their feelings. It is not wrong for a child to feel angry, but we can help them develop the skill of self-control.

DO	DON'T
<p>Offer a replacement for the behavior. Examples:</p> <ul style="list-style-type: none"> <li>• “We can’t bite our friends, God gave us teeth for eating, smiling etc.”</li> <li>• “Let’s jog in place at our seats instead of running around the room!”</li> <li>• “Instead of hitting your friend, how about we tell an adult next time your friend says something unkind?”</li> </ul>	<p>Say, “Don’t do that.” Kids get tired of hearing it and will begin to tune you out.</p>
<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>

## Snack Procedures

Bottles, sippy cups, and other snacks may be given to babies and toddlers 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.

For all other Preschool classrooms during regularly scheduled services, snacks will not be given to children in these classrooms unless they are attending multiple services. In the event a parent asks for the child to be given a snack or the child asks for a snack multiple times in a single service, ask a Team Leader for assistance.

If a Team Leader determines that a child (not in the Funatics Jr. experience) should be given a snack, the following standards should be observed.

- Check Planning Center or the classroom roster to see if the child has any allergy concerns. If there are any questions related to an allergy, the Team Leader should text the parent.
- Children 1 year of age and up can be offered Cheerios or Graham Crackers.
- Gloves should be worn at all times when preparing and distributing snacks.
- Encourage the child to eat their snack quickly, and then move back to the regular programming as soon as possible.

## Diaper Changing

Diaper changing can occur in classrooms for ages birth through 3 years old. 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.

## Potty Training Children

In order to care for all children in the safest manner possible, all children who are in the process of potty training should attend services at Keystone while wearing a pull-up, until the child is fully potty trained. This policy assists children who are still in the early stages of potty training.

If a parent makes Servant Leaders aware that their child is potty training, find out whether the child is wearing a pull-up. If the child is not wearing a pull-up, ask the parent to bring the child to church in a pull-up next time. Classroom Servant Leaders should redirect parents who have concerns about this policy to a Preschool Team Leader or Service Coordinator. If a parent approaches with these concerns, Preschool leadership should use their best judgment to both empathize with the parent while also maintaining the above standard. If further conversation with the parent is needed, make a note for Staff to follow up.

## **Restroom Procedures**

One female adult is required to supervise the restroom area inside the classroom while children are using these restrooms. The Servant Leader should make sure the restroom is vacant before the child enters, and should remain outside the restroom to wait for the child. In preschool classrooms, the door to these restrooms should remain open in case the child needs assistance. In the Kids Theater, 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.

## **Restroom Accident Procedures**

If a restroom accident occurs during the service and the child's clothes are soiled, please follow these steps.

1. Classroom Servant Leaders should radio for a Team Leader to come in and assist.
2. Put on gloves located in the storage cabinet.
3. Check whether the child brought an extra set of clothes in a bag or backpack. If dry clothes are not provided in their bag, use the extra clothes in the cabinet.
4. Put soiled clothes in a ziplock bag and place it in the child's bag.
5. The Classroom Servant Leader should make a note in the classroom binder, and 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.

## **Moving Children Through the Hallway During Service**

Always use the multi-color rope when taking children from their classroom into the hallway. They should all hold onto the rope as they walk through the hallway. Servant Leaders should count heads as the children line up and count again when the group arrives at their destination.

## 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, take note of the following standards.

- 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 on the playground and in the restroom. Children this age should be taken back to their classroom to use the 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.

At the nursery and all Preschool classrooms, an adult Servant Leader will greet the parents at the door, where they will take the parent pick up tag and check that it matches the child tag on the child's back. The child will then be given to the parents, along with any bags or other belongings.

At the Kindergarten theater, stanchions will be placed in a dividing line in the doorway of the theater. Parents will enter on the left and exit on the right side of these stanchions. A Servant Leader will greet the parents at the door, where they will ask the child's name and announce it on the microphone. The parent will continue to the end of the stanchion inside the room, where an adult Servant Leader will be standing to check that the parent pick up tag matches the child's name tag. Once this has been verified, the parent and child may exit the room. All Servant Leaders should prevent children from exiting the room without a parent.

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

## Part Three: Other Procedures

### Seeking Help

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

If a situation has escalated to the point of seeking help in these ways, Preschool Leadership should use their best judgment to care for the child who is acting out and all other children in the environment. When caring for kids who are actively resisting leadership via inappropriate language or aggressive behavior, at least two adults must always be present. Ask for direction from Staff for further follow up with the child's parents.

### Contacting Parents

If at any point a parent needs to be contacted during or after the service related to an incident involving their child, Staff or Preschool Service Coordinators will have these conversations. Some situations where a parent conversation would need to take place may include:

- If a child is inconsolable and Servant Leaders are not able to lead the child for more than fifteen minutes
- If a child becomes aggressive and an incident has occurred

## 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.

If, while facilitating this process, the Servant Leader sees there is any person listed as “Not Authorized” for pickup, alert Staff immediately. This may mean there is a sensitive custody situation within this child’s family. See more information in the Keystone Kids Safety Guidelines section.

## 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.

## 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.



## **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.

In most cases, preschool kids who are on campus for multiple services will attend Funatics Jr. during their second service on campus. 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.

## **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.

## **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.