

Section I | Keystone Mission, Vision, and Values

Part One: Keystone Mission

Part Two: Keystone Vision

Part Three: Keystone Values

Preschool (Two's & Three's)

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 (Two's & Three's) Ministry Standards

Part One: General Expectations and Behaviors

Part Two: Age and Background Check Requirements

Part Three: Team Characteristics

Part Four: Team Position Descriptions

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

Part One: General Expectations and Behaviors

Serving and Attending the Worship Experience

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

Servant Leader Safety Considerations

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

Weekly Communication and Preparation

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

Dress Code

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

Arrival and Departure

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

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

45 minutes prior to service	Servant Leader arrival; check in and drop off kids ages birth to 6th grade if needed.
30 minutes prior to service	Join the Team Huddle led by Staff or 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 begins	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 in the classrooms for two- and three-year-olds must be at least 7th grade or older. Kids in 4th through 6th grades who are interested in serving in these classrooms may apply to serve on the Stu Crew. Background checks are required for all adult Servant Leaders in the Keystone Kids ministry.

Part Three: Preschool (Two's & Three's) Team Characteristics

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

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

- Come with a happy heart and be prepared for interactive play.
- Create fun environments through imaginative play, engaging on kids' levels, reading books with them, and encouraging group play.
- Utilize the games, technology, dynamic room environment, and interactive activities to create a fun experience.
- Bring fun to all you do. Do your best to make every element of the service fun for every child!

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.
- Be knowledgeable of classroom procedures, especially those related to child allergies and cleaning.

3. Engaging. When leading and directing children, interact with a warm, positive, and fun attitude.

- Engage with parents in a friendly manner. Make eye contact. Servant Leaders should smile and introduce themselves.
- Smile and welcome the child by name. Get on the child’s level by bending or kneeling down to introduce yourself.
- Clearly communicate. Answer questions and explain the care provided.

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

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

5. Teach. In every classroom, 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.
- Prepare for the lesson by reading God’s Word and understanding the biblical concepts that are going to be taught.
- Use the provided resources to teach God’s truth to kids in ways that are appropriate for every child’s age.
- Lead with a happy and positive attitude. Smile and keep an upbeat and energetic posture.

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

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

Part Four: Preschool (Two’s & Three’s) Position Descriptions

Room Leader

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

Servant Leader

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

Stu Crew

Kids in 5th and 6th grades who are interested in serving may be invited to serve as the Stu Crew in select preschool classrooms. Following the direction of their Room Leader, the Stu Crew helps create a fun and exciting experience for every kid in the classroom.

Section 3 | Preschool (Two's & Three's) 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, he or she should make sure that all in-room technology (i.e., lights, TV's, Playlister, music) is working correctly. If something is not working, ask for assistance from a Team Leader.

Drop Off Procedures

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

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

Personal Belongings

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

Part Two: in-Service Procedures

Facilitating the Lesson

Servant Leaders in classrooms are responsible for teaching a specific group of children the truth of the Bible. These leaders are the primary point of relationship and connection for kids in their groups.

- Upon arrival, set up any opening activities and supplies needed for the lesson plan.
- Servant Leaders will facilitate the Bible lesson and worship experience for the children. Preparation is key. Videos and/or small group guides will be available on the Planning Center Services app prior to the experience.
- Lead the children through all elements of the lesson (i.e., the small group experience, memory verse, craft, small group, prayer, pick up activity).
- The Room Leader is responsible for delegating each part of the service among those who are serving. All Servant Leaders will be involved in keeping children engaged and participating as much as possible.

Crying or Upset Child

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

- Check whether the child brought a blanket or toy.
- Walk around with the child in the room.
- Rock the child in a rocking chair.
- Give the child a new toy.
- Let the child be held by another Servant Leader.

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

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>

DO	DON'T
<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>
<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

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 child is upset and they brought their own snack, the Room Leader can make the decision about giving the snack to them in a way that is not obvious to the other kids in the room.

Diaper Changing

While many children in these classrooms are beginning to potty train, diaper changing can still occur. Only adult females are permitted to change diapers. Every child's diaper must be changed at least one time per each service (with the exception of babies who quickly fall asleep; parents should be informed of this at pick up). Diaper changes will begin 45 minutes into service to ensure all babies 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 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. If the parent has questions, redirect to a Preschool Team Leader or Service Coordinator.

During service, take extra care as much as possible. Ask the child regularly if they need to use the restroom, but do not force them to go. If the child asks to use the restroom, all normal procedures should be followed.

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. The door to these restrooms should remain open in case the child needs assistance. Adults should never enter the restroom alone. If a child has an accident and needs assistance, ask for help from another adult Servant Leader in the classroom or use the in-room radio to contact a Team Leader who will step in to assist during this process. Students 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. 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. Make a note in the classroom binder, and inform parents at pick up.

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. An adult classroom Servant Leader or Room Leader will greet the parents at the door, where they will take the parent pick up tag and check that it matches the name tag on the child's back. The child will then be given to the parents, along with any bags or other belongings. Servant Leaders should not keep either the parent pick up tag or the child's name tag.

Room Reset

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

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

Part Three: Other Procedures

Seeking Help

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

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

Lost Parent Pick Up Tag

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

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

Preschool Family Restroom

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

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.

The Funatics team 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.

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.