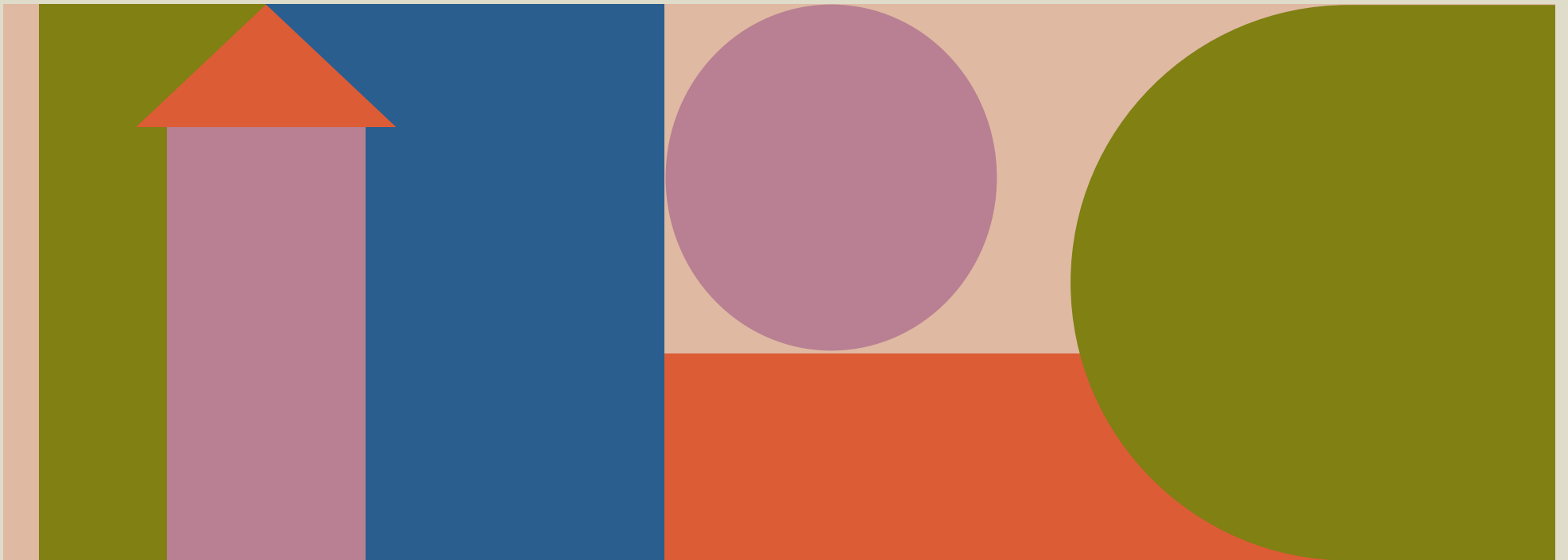


Equip

MANUAL



REV ROOM HOST

Section I | Keystone Mission, Vision, and Values

Part One: Keystone Mission

Part Two: Keystone Vision

Part Three: Keystone Values

Rev Room Host

Part One: Keystone Mission

Jesus said, "...Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the days." (Matthew 28:19-20, NLT)

Part Two: Keystone Vision

Leading everyone to experience a passionate life in Christ!

Part Three: Keystone Values

Keystone's seven values describe WHO WE ARE and WHO WE STRIVE TO BE as a church. As we carry out the great mission and vision God has called us to, together we must create a culture that reflects the values God has made clear. With every touch, every conversation, every act of service, every move we make, we commit to carry out this great vision and these values as we love God and love others at Keystone Church.

1. Jesus Changes Lives

Life change begins in a relationship with Jesus. We love seeing lives changed so much you might say we are addicted to life change! We are passionate! As a result, we steadfastly commit to help people encounter God, receive the gift of salvation and experience the purpose and freedom Jesus promises for those who put their trust in Him. (John 3:16)

2. The Bible Is our Truth

The Bible is God's voice. In a world full of opinions, we choose to find our truth in God's Word, the Bible. We believe the Bible is the authoritative, supernatural revelation of God Himself and God's gift to guide those who love and seek Him. The Bible reveals God's design for His Creation and shows us the way to live life beyond what we could ask or imagine. (Psalm 119:11)

3. We Sing Loud

Anytime we gather together, God gives us unforgettable experiences as we praise and worship Him. God created worship and praise as an opportunity to connect intimately with Him. We sing loud because of what God has done, what God is doing and what we believe God will do in our lives as we stay close to Him! (Psalm 47:1)

4. We're in This Together

You matter to God. You matter to us. We weren't meant to live this life alone. God created the Church to be a family and we want this place to feel like home. Like any healthy family grows in size, the church was created to grow. As we grow larger our passion is that it's not about our size, it's about our spirit. We're in this together! (John 17)

5. We Always Bring our Best

God calls us to love Him and to love others. One of the ways we love well is to BRING OUR BEST. Jesus brought His BEST for us! We are driven to bring our best for Him and others. As a result, we value hard work, creativity, beautiful spaces, and doing everything we do with EXCELLENCE. (Colossians 3:23, 1 Corinthians 10:31)

6. We Are Serious About Having Fun

God is the creator and author of FUN. We believe God is a blast and the church should be too! We recognize that every good gift comes from God. We seek to enjoy God and His gifts His way as we create FUN environments that point us to the God who loves life! (Song of Songs, James 1:4, Psalm 34:8)

7. Passion Drives Us

Passion is not something that has to be pulled out of us. Rather, passion pours out! As God has loved us, we will love. As God has served us, we will serve. As God has generously given to us, we will generously give. We love God and His Church with PASSION. We embrace the mission from Jesus with PASSION. (Matthew 22:37-40)

Section 2 | Team Ministry Standards

Part One: General Expectations and Behaviors

Part Two: Age and Background Check Requirements

Part Three: Team Characteristics

Part Four: Team Position Descriptions

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

Part One: General Expectations and Behaviors

Serving and Attending the Worship Experience

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

Servant Leader Safety Considerations

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

Weekly Communication and Preparation

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

Dress Code

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

Arrival and Departure

The arrival time for Servant Leaders is normally 60 minutes before the service start time, or immediately after the service they attend. This time may vary based on the type of service or position. Specific arrival times will be listed in Planning Center.

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; 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	Servant Leaders are in place, ready to connect with all other Servant Leaders and kids who are arriving.
25 minutes prior to service	Doors are open and Servant Leaders begin hosting the Rev Room for drop off.
15 minutes prior to service	Early small group time begins. Groups are meeting throughout the Rev Room.
Service begins	
5 minutes after service begins	Large Group programming begins. All kids are led to follow their Small Group Leaders into the Rev Room Theaters.
15 minutes after service begins	Doors into the secure kids areas are closed.
60 minutes after service begins	Kids area doors are opened, and the Rev Room areas prepare for pick up.
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 on the Rev Room Host Team must be 18 years of age or older. Background Checks are required for all adult Servant Leaders in the Keystone Kids ministry.

Part Three: Rev Room Host 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. This team sets the tone for every kid to have a fun and safe experience from the moment they walk into the Rev Room.

- I. Fun.** From the moment kids and parents walk into the Rev Room, we want them to feel like church is a fun and exciting place made just for them!
 - Come with a happy heart. Your attitude influences every part of the experience. This team is the first impression every kid sees as they arrive, and that means you are part of creating an enjoyable environment
 - Stay committed to fun. Be creative and intentional.
 - Whether you are welcoming a child, hosting them to the correct place, or redirecting them away from somewhere they should not be, you set the tone to help every aspect of the service be fun!

2. **Safe.** We are constantly aware of what is happening around us.

- We look for opportunities to step in and care for kids, families, and other Servant Leaders, while also maintaining a safe and energetic environment.
- Observe and monitor your assigned area for opportunities to host a family to the correct place, or to help a kid feel welcomed.
- Help children behave in a safe manner. Refer to the “Corrections Do’s and Don’ts” procedure in this manual.
- Watch for any adult or person who is not a part of your serving team and is behaving in a suspicious manner.

3. **Engaging.** 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.
- In order to be fully present, avoid distractions, 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).”

4. **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.

Part Three: Rev Room Host Position Descriptions

Rev Room Host Team Leader

The Rev Room Host Team Leader has a passion to lead Servant Leaders as the team creates an environment where kids can be impacted by Christ. He or she 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 help ensure that the environment is ready for kids to arrive. They also encourage, pray for, and connect with their team regularly outside of the serving experiences.

Rev Room Host

The Rev Room Host Servant Leader is responsible for setting the tone for church to be a fun and exciting place for every kid, while also maintaining safety and care during the service. He or she will support the Small Group Leaders by helping kids get to the correct places during services, and will assist all parents who need to enter this area.

Section 3 | Rev Room Host Procedures

Part One: Arrival Procedures

Part Two: in-Service Procedures

Part Three: Other Procedures

Part One: Arrival Procedures

Servant Leader Check-in

All Servant Leaders serving on a Keystone Kids team must be wearing a name tag before they may enter the secure kids areas. Servant Leaders should check-in at a Kids Check-In station. A name tag will print, and should be worn visibly at all times.

Immediately upon arrival into the Rev Room area, all Servant Leaders should connect with their Team Leader, and 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 a child name tag sticker at check-in, which should be placed on the child. Parents will also receive a parent pick up tag at check-in. Parents may walk their child to the appropriate Rev Room Theater or classroom, where they will be greeted by a Servant Leader who will lead the child into the room. Parents will not enter the room with the child. Parents may (if they choose) also allow their child to enter the Rev Room on their own if the child is wearing his or her name tag sticker.

During child drop off at the beginning of services, Rev Room Hosts will stay in the Rev Room to supervise. Before service, small groups may be meeting in the Rev Room and parents will be walking their children to the theaters. During this time, Rev Room Hosts should observe and be ready to step in and assist families who need help. The Rev Room Host team may also need to lead parents who are lingering out of this space after service start time (i.e., “We are so glad to care for Tommy while you attend worship and the message.”), and may also need to lead kids to the correct area by looking at the location printed on their name tag (i.e., Rev Room Theater One, Funatics).

Part Two: in-Service Procedures

In-Service Responsibilities

The Rev Room Host team is responsible for maintaining safety and care during the service in the Rev Room area, and will assist parents who enter this area before, during and after services. Some responsibilities include:

- Supervising and assisting kids before, during and after services.
- Monitoring the restroom area.
- Escorting families through the Rev Room area.

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, the parents will not enter the kids area. Instead, the Kids Check-In Servant Leader should alert the Rev Room Service Coordinator or a Rev Room Host to accompany the child to the correct environment.

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 the Rev Room Service Coordinator or a Rev Room Host for assistance in taking the child out of their class. This person will escort the child back through the glass doors where the Kids Check-In Coordinator will make sure that the parent tag matches the child's name tag.

Caring for an Emotional Child

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

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

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

If a child is acting out in anger:

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

Correction Do's and don'ts

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

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

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

Small Groups Meeting in the Rev Room Area

At the start and near the end of service, elementary programming may include Small Group time. Certain groups (at the direction of Staff and the Room Leader in each theater) will break off into areas within the Rev Room for these times. Utility carts with supplies are available inside each theater for each Small Group Leader.

During drop off, at least two Servant Leaders (Room Host, Large Group Host or Room Leader) must always be present at the Rev Room Theater entrances. Most parents and kids will come to these doors to drop off their child, even if groups are meeting throughout the Rev Room area. The Servant Leaders who are stationed at the entrances to the theaters should have a thorough understanding of where each grade's small group is meeting. Small Group Leaders should be ready to welcome any kid who arrives to the group during this time. At the appropriate time, the Rev Room Service Coordinator will announce when it is time for the Small Group Leaders to bring their group back to the theaters for the start of Large Group time.

Near the end of service, all small groups will go back to the same location for a second small group time. Similarly to the beginning of service, the Rev Room Service Coordinator will announce when it is time for the Small Group Leaders to bring their group back to the theater. All groups should be back in their theater when parents begin arriving for pick up.

Kids Restroom Area Supervision

At all times when children are present, the kids restroom area must have adult supervision. The team primarily responsible for this is the Rev Room Host team. One or more Servant Leaders from this team should stay in this area to supervise. When kids are finished using the restroom, the Rev Room Host should encourage them to go back to their theater or small group area.

Restroom Procedures

In the Rev Room area of the campus, the primary restrooms available for kids are multi-stall. If a child needs to use the restroom during service, he or she must ask a Small Group Leader for permission. The Small Group Leader (or another Servant Leader in the theater) should escort the child to the restroom area in the Rev Room. If there is a Rev Room Host in this area, the Small Group Leader may go back to the theater.

A Rev Room Host must stay in the restroom area at all times, but should not usually enter the restroom. While kids are using the restrooms during service, the doors should be propped open. No more than three kids of the same gender should enter the restroom at the same time.

If an adult presence is needed inside the restroom, the Rev Room Host in the area must ask for assistance from another Servant Leader nearby before entering. Only adult female Servant Leaders are permitted to assist inside the girls restrooms. If assistance is needed in the boys restroom, an adult female should stand in the doorway (so that they are able to see inside) and an adult male should enter to assist.

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. Rev Room 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 where their child is located.

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 reprint via the printer in the Rev Room and give it to the child as soon as possible.

During this time, Rev Room Hosts should look for any opportunities to support or assist families or Servant Leaders inside the theaters. Otherwise, this time is a great opportunity to be friendly with kids and parents, and encourage them to come back next week!

Kids Attending Funatics

Funatics 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.

In most cases, elementary aged kids who are on campus for multiple services will attend Funatics during their first service on campus. Children must be checked in to Funatics during the check-in process and it must be correctly indicated on their tag. After the first service, elementary kids will be escorted from the Funatics classroom to their age appropriate kids theater for their second service on campus. The Funatics Room Leader will facilitate this process to make sure it is done safely. This move should happen 20 minutes prior to the second service. At least two Servant Leaders should lead the children from the Funatics classroom to the appropriate kids theaters.

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

Part Three: Other Procedures

Creative Elements in the Rev Room

The Rev Room is an incredible space for special elements that are fun and creative for kids to experience before, during and after services. These elements could include things like interactive technology, games, baptism, a pop-up kids store, giveaways and more! These experiences will primarily be facilitated by the Rev Room Host team.

During services when these elements are scheduled, the Rev Room Host Team Leader will delegate any necessary support responsibilities among the available Rev Room Host Servant Leaders.

Lost Parent Pick Up Tag

If a Servant Leader becomes aware of a parent who does not have the pick up tag for their child, they will kindly direct the parent to the mobile Kids Check-In station inside the Rev Room. The parent will not be able to leave the 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 or theater in order to pick up their child. The Servant Leader inside the classroom or theater 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.

Transferring Stu Crew From Rev Room to Preschool Areas

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

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

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

Kids Restrooms Before and After Service

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

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

Children Not To Be Photographed

Parents who do not wish for photos to be taken of their child need to communicate this with a Kids Check-In Servant Leader. If a Rev Room Host Servant Leader is made aware of this request, put a colored sticker (available at every Check-In station) on the child’s name tag and ask a Kids Check-In Servant Leader to make this note in the Check-Ins app. Encourage the parent to ask for this sticker every week when checking their child in.