



Volunteer Policies & Procedures For Aurora Kids

Volunteer Requirements

All children's ministry volunteers must be familiar with and follow "the volunteer worker policy" at Aurora Church of the Nazarene. These policies are in place to protect you as the volunteer, the children, and Aurora Church of the Nazarene.

I. Guidelines for Volunteers

- A. All volunteers **must** go through a personal orientation/interview before serving on the Children's Ministries team.
- B. All adult volunteers **must** have a complete and approved background check on file before assuming responsibility and care of the children. A background check includes, but is not limited to, an FBI clearance, a signed Volunteer Policies & Procedures form for Aurora Kidz, an Adult Volunteer Application, completed in full, and reference checks.
- C. All youth volunteers **must** be in 5th grade or higher and they **must** be approved by one of our staff members. Once approved, they **must** have a completed Youth Application, a signed Volunteer Policies & Procedures form for Aurora, and reference checks on file before assuming responsibility and care of the children. Youth serving in ministry are also required to attend at least one youth service during the week. Therefore, the youth application **must** also have a signature of the youth pastor/leader and the youth's parent.
- D. All volunteers **must** register in the Children's Check-in Area by receiving a printed nametag before going to their area of ministry. This nametag must be worn at all times while serving.

II. General Policy Involving Aurora Volunteers

- A. **All volunteer/child interactions must include three people:** two unrelated adults for any size group of children. For example, when you have only one child or more in your classroom, two adults must be present at all times. The one exception being that a child may be one on one with his or her parent or guardian.
- B. Children are never permitted to "roam" around the building or play unattended. If they have arrived early for class, they are to be under their parents' care.
- C. There is to be **no physical/corporal punishment** of any kind for any reason (e.g., spanking, pinching, etc.)
- D. There is to be **no photography or audio taping** of any child by any volunteer without written permission from each child's parent/guardian and must be approved by a Children's Pastor or Administrative Director. This authorization must be kept on file with the Children's Ministry Department.
- E. **No unauthorized persons** (non-applcated, non-tagged) may be present in any children's ministry area. This includes but is not limited to neighbors, friends and relatives.
- F. Parents who wish to stay in the classroom with their child must sign in at the Children's Check-in Area and will be issued a **parent helper tag. (These helpers may only attend to their own child.)**
- G. Each child is to be signed in with a label attached to the child's garment when left in the care of the leaders/volunteers at Aurora. No child may be picked up without confirmation of the security code. **NO EXCEPTIONS!** Ask the parent to return to the Children's Check-in Area where they will be cleared to pick up the child and given a signed "Lost Pick-up Tag" card to return to you. This will serve as their new pick-up tag. **Please make sure to remove the child's nametag as they exit the room.** This identifies that the child has been safely transacted to the parent/guardian. A child seen wandering with a nametag on signifies that they have gotten out and are still under our care and therefore need to be handled as a lost child.
- H. No one under the age of 16 may transact the pick-up or drop-off of any child into any room or area.
- I. No person under the age of 13 is allowed to lift up and hold a child (except to comfort), nor may anyone under the age of 16 volunteer in the nursery.
- J. If an accident or incident occurs, parents are to be notified and an "Ouch Report" is to be completed as soon as possible. Parents should sign the "Ouch Report" and a copy is to be given to them when they pick-up their child. The original copy of the "Ouch Report" is to be turned in to one of the Children's Ministry Staff.
- K. There can be no outside food or drink brought into the classroom for the volunteers (i.e. coffee).

III. Wellness Policy

Any child with any of the following symptoms will not be allowed to participate with the other children. If a child should develop any of these symptoms while in a program, the parent/guardian shall be notified and the child will be picked up in a timely manner.

- A. Fever over 98.6 oral or 99.6 rectal. (*Fever is associated with illness and is not associated with teething.*)
- B. Vomiting in the last 24 hours.

- C. Diarrhea in the last 24 hours.
 - D. Skin rashes or eruptions of unknown origin, including but not limited to: impetigo, measles, chicken pox, etc.
 - E. Persistent coughing associated with respiratory infection, including cold, bronchitis, and so forth.
 - F. Runny nose with a yellow- or green-colored discharge, or congestion associated with a cough or fever.
 - G. Conjunctivitis (pink eye) that may also have a colored discharge or drainage.
 - H. Parasites, any form of lice, mites, or ringworm. These aren't common, but when present are very contagious.
- Please Note:** Medications of any type must be administered by the parent/guardian. **Volunteers may not administer medications to a child.**

IV. Child Abuse Policy

- A. It is our intent to follow state regulations in the reporting of child abuse. Any parental complaints about suspected or alleged mistreatment/abuse of any kind are to be reported to a Children's Pastor or Administrator immediately.
- B. In cases where reporting is deemed necessary, the appropriate staff from Aurora will work closely with the family and any of the helping agencies involved. Our desire is to protect the children and support the family.
- C. Any suspected or alleged child abuse by leaders/volunteers can result in temporary or permanent removal from ministry, pending the outcome of an investigation. This would be done to protect both the child and the leader/volunteer.

VI. Bathroom/Diaper Changing / Nursery Feeding Policy at Aurora

- A. There must be **two adult leaders/volunteers present** at all times during the changing of any child's diaper and when assisting any child in the bathroom.
- B. Never let a child go unsupervised anywhere.
- C. Make sure restrooms also used by adults are empty before allowing a child to enter. If a volunteer needs to enter the restroom with the child(ren), two adults need to be present. In the case of an emergency, a volunteer may send the child(ren) into the restroom and stand at the bathroom door with it propped open (upstairs family bathroom is exception) so they can hear if anyone needs help but still not be alone with the child(ren).
- D. When taking a child to the restroom, provide as much privacy for the child as possible. Volunteers should only enter a restroom/stall when absolutely necessary to assist a child. Keep the restroom/stall door ajar if at all possible (upstairs family bathroom is exception) and be sure another adult is also present (this could include a courtesy patrol member).
- E. There is to be no physical contact with "private parts" of any child, with the exception of diaper changing. All diaper changing will be done in the classroom on the changing table in full view of everyone present, by someone 16 years of age or older. Men are not permitted to change diapers. Diaper changing must be pre-approved by parent.
- F. **No food will be given to an infant in the nursery**, with the exception of a bottle (which must be clearly labeled – tags available at check-in). Parental approval must be requested at drop-off and is subject to availability of nursery staff/ratio to fulfill this request. (Food includes cheerios or teething cookies, etc.)

VII. Off-Premises Policy

- A. Any off premise activity between a volunteer and an unrelated child is not considered part of the Children's Ministry at Aurora Church of the Nazarene, unless approved in writing in advance.

AURORA
Volunteer Policies and Procedures
for Aurora Kidz
January 1 2014

I acknowledge receipt of the Aurora Church of the Nazarene Volunteer Policies and Procedures Form for Aurora Kidz, dated January 1 2014 on the date shown below. I have read and understand each provision in this form. I understand that these policies are in place to protect the children, myself and Aurora Church of the Nazarene. As such, I agree to comply with each provision. I also understand that as an Aurora Children's volunteer, I will be required to sign this or a revised policy on an annual basis.

Signature _____

Print Name _____

Address _____

City _____ State _____ Zip _____

Area of Ministry _____

Today's Date _____

Youth Volunteers (under 18 only)...

Parent's Signature: _____

Print Name: _____