

Crossway Member Serve Team

POLICY & PROCEDURE MANUAL



CROSSWAY BIBLE CHURCH



Lost People Saved
Saved People Matured
Matured People Multiplied
...All To The Glory of God.

Dear Crossway Volunteer,

Thank you for serving in the ministries of Crossway Bible Church!

At Crossway, we believe that all children are made in God's image and justly deserve to be protected and provided for by their caretakers and those working alongside them. We are zealous to see the church be the safest place on earth for the vulnerable.

Thus, we take our responsibility to shepherd children and minors very seriously. These guidelines are intended to facilitate a safe and nurturing environment in which minors of any age can grow in relationship with Jesus Christ.

The pages of this manual provide a general overview of procedures and guidelines for those serving with children or alongside minors at Crossway Bible Church. Our policies are intended to create a safe environment for minors, protecting children, you, and the mission of Crossway Bible Church. The following procedures have been adopted and will be diligently enforced.

Volunteers and staff members are expected to follow these policies and procedures both inside and outside of ministry programming.

After you have **carefully read this policy manual**, please **sign and return the agreement form via Adobe Sign**.

Sincerely,

Josh de Koning, Senior Pastor

Shamus Drake, Pastor of Family Discipleship



**The Evangelical Council
For Abuse Prevention**



**Ministry
Safe**

Our Purpose: To glorify God through the fulfillment of the great commission.

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Overview of Crossway Bible Church's Safety System

Because we desire to protect all minors involved in our ministries, Crossway Bible Church requires all volunteers serving minors or alongside minors to complete **FOUR SAFETY STEPS** *before* ministry work or volunteer placement begins.

STEP ONE: Sexual Abuse Awareness Training

Crossway Bible Church policies and procedures require that volunteers avoid abusive behavior of any kind. Volunteers are required to report any policy violations to a supervisor, to the Pastor of Family Discipleship, or to a member of the Crossway Bible Church Child Safety Team.

Volunteers should have a basic understanding of the characteristics of sexual abusers and their behaviors in 'grooming' a minor for sexual abuse. **Grooming** is the process used by an abuser to select a child, win the child's trust (and the trust of the child's parent/guardian or 'gatekeeper'), manipulate the child into sexual activity, and keep the child from disclosing the abuse.

To equip volunteers with information necessary to recognize abuser characteristics and grooming behavior, Crossway Bible Church requires all volunteers to complete sexual abuse awareness training. This training will be renewed every **3** years.

STEP TWO: Screening Process

Those serving with children are required to complete Crossway Bible Church's Screening Process, which includes:

- a Safety Application;
- a Code of Conduct;
- an in-person Screening Interview; and
- References to be Checked.

Exceptions to the in-person interview requirement may be appropriate when all the interview goals have been met by other means, such as through the applicant's long-standing involvement with Crossway, his/her close relationship with the interviewer or other leadership, or through other verification of the applicant's suitability for service and clear understanding of expectations and Crossway's policies and procedures. Any exceptions are recorded in worker files.

The screening process itself can take up to two months to complete and ensures an appropriate waiting period before prospective volunteers are cleared to work with children.

STEP THREE: Policies & Procedures

Volunteers are required to **review** the policies contained in this manual and **sign the policy & procedure acknowledgement form (digitally if possible)** indicating that he or she has read and understood the material and agrees to comply with policy requirements.

STEP FOUR: Criminal Background Check

All those working or volunteering with or alongside minors must undergo a criminal background check. Depending upon the ministry position, differing levels or intensity of criminal background check may be required. The following criminal convictions or established actions (which may vary depending on where the offense occurred) are automatically disqualifying:

- Child abuse, sexual or otherwise;
- Abduction, murder, or manslaughter;
- Incest;

- Sexual assault;
- Any offense listed as disqualifying in the legal jurisdiction;
- Domestic abuse or assault;
- A problematic pattern of pornography use

Crossway's policies prohibit sex offenders from working with or alongside children in programming at Crossway. Any known sex offenders must disclose this to the church elders, safety and security team, and/or Child Safety Team. Original arrest and litigation documentation may be required.

All workers must notify the Child Safety Team or Ministry Team Leader concerning a potential change in their qualification to work with Children.

At the current time, Crossway Bible Church does not allow registered sex offenders to attend onsite programming when we have programming for minors at the same time.

10 Commandments of Policies/Procedures:

1. You Shall Vigilantly Protect the Vulnerable! The church should be the safest place on earth for the most vulnerable among us, our kids. Know our P&Ps and make them yours.
2. You Are a Mandatory Reporter - If you have a reasonable suspicion of abuse or neglect, you must report it. If You SEE Something, SAY Something! Crossway Bible Church has ZERO TOLERANCE for abuse of any kind.
3. You Shall Wear Your Lanyard (when in the Crossway Kids space during programming)!
4. You Shall Never Be Solo - Never less than two adults with kids! In students, it takes at least three people, never pairs!
5. You Shall Guard the Gate! - You Shall Check Security Stickers!
6. You Shall Be The Grown-Up! Remind, Regroup, and Remove in Kids ministry, proper care with older minors.
7. You Shall be Clean! Wellness / Sickness, and cleaning up after ministry time in Crossway Kids.
8. You Shall Be Present! This includes showing up 15 minutes before your scheduled service with kids and responsibly using devices while serving (with kids or alongside minors). Engaging with parents as often as possible.
9. You Shall be dependable! Unless you call in, be reliable by honoring your commitment to work.
10. You Shall Ask for Help! Communicate, Communicate, Communicate with your ministry supervisor or the Child Safety Team when you have questions or concerns!

Definitions

Child: A person who is under eighteen years old, and sometimes also known as a “minor.” The plural is “children.”

Member Volunteer: An adult or minor approved by Crossway Bible Church to work directly with children or alongside minors. A worker is someone who has both access to children and minors and authority in the perception of a child or minor.

Child Neglect: A parent or guardian is responsible for providing safe and adequate food, clothing, shelter, protection, medical care, and supervision for a child, or arranging to have someone else provide these needs. Texas law defines neglect as the failure to meet this responsibility for a minor under one’s care.

Child Physical Abuse: Physical abuse (see definition below) to a child resulting in significant harm or the threat of significant harm

Child Sexual Abuse: Sexual abuse (see definition below) harmful to a child’s mental, emotional, or physical welfare, including conduct that constitutes the offense of continuous sexual abuse of young child or disabled individual, indecency with a child, sexual assault, or aggravated sexual assault.

Emotional Abuse: A pattern of behavior that promotes a destructive sense of fear, obligation, shame, or guilt. May take the form of neglecting, frightening, isolating, belittling, exploiting, blaming, shaming, or threatening a victim, as well as playing mind games or lying. (from Darby Strickland, *Is It Abuse*, p. 345)

Domestic Abuse: Under the Texas Penal Code: for an act to be considered as domestic violence, it “must be an act of violence...against a member of the family, household, or a current or past dating partner.”

External Abuse: Abuse against a child participating in your organization’s program, that occurred or is believed to have occurred outside of your programming and not on your organization’s property.

Financial Abuse: A way of controlling a person by making them economically dependent or exploiting their resources. Financial abuse may be subtle or overt, and its different forms include concealing financial information, limiting a victim’s access to assets, controlling their ability to acquire money, exploiting their resources, or dictating how funds are spent. (from Darby Strickland, *Is It Abuse*, p. 345)

Internal Abuse: Abuse against a child participating in your organization’s program by another participant (adult or child, worker or not) during your programming, or any abuse which took place or is believed to have taken place on your organization’s property.

Physical Abuse: The intentional or reckless use of physical force that may result in bodily injury or physical pain. Physical abuse does not need to cause pain or leave a bruise; it also includes actions that lead to harm—such as preventing a victim from sleeping or refusing them medical care. Physically abusive actions range from throwing things all the way to choking or beating. (from Darby Strickland, *Is It Abuse*, p. 346)

Quarterback – A quarterback is a position that is necessary during any Crossway Kids or childcare programming at Crossway. If you are caring for children under the age of 11 in any Crossway programming, the Quarterback is your direct supervisor who will be available on-site for any event in which you have been assigned to work. The quarterback is your “go-to” person for any questions or problems you may have during the event. The quarterback will visit classrooms often to check on things. If you need to contact the quarterback for any reason during your shift, use the walkie talkie located in the room you are assigned to work in.

Sexual Abuse: Any tricked, forced, manipulated, or coerced sexual activity for the pleasure of the abuser.

Spiritual Abuse: Abuse that occurs when an oppressor establishes control and domination by using Scripture, doctrine, or their “leadership role” as weapons. Spiritual abuse may mask itself as religious practice and may be used to shame or punish.

Child Safety Policy

PURPOSE

Children are a gift from the Lord (Psalm 127:3) and as such, should be nurtured, guided (Proverbs 22:6), and protected (Numbers 32:17). Crossway Bible Church believes that the church should be the safest place on earth for the vulnerable. The following protocols have been established to ensure the safety and well-being of all children who attend the regular functions of Crossway Bible Church.

ABUSE TOLERANCE

Crossway Bible Church has a **zero tolerance for abuse** in ministry programs and ministry activities. It is the responsibility of every worker at Crossway Bible Church to act in the best interest of all children in every program.

In the event a staff member, volunteer, or ministry participant observes any inappropriate behaviors (i.e. policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse or neglect (physical, emotional, or sexual) it is that individual's responsibility to immediately report their observations. Workers and staff members have **no right to privacy** or confidentiality regarding their own violations of child safety protocols. Crossway Bible Church reserves the right to report such violations to members, donors, other employers, or other organizations where the violator may serve.

REPORTING SUSPICIOUS OR INAPPROPRIATE BEHAVIORS

Crossway Bible Church is committed to providing a safe, secure environment for children and their families. To this end, **any allegation of abuse or neglect, or reasonable suspicion of abuse or neglect will be reported, in accordance with this policy and Texas state law, to Child Protective Services, or another appropriate agency.**

Because sexual abusers 'groom' children for abuse, it is possible a staff member or worker may witness behavior intended to 'groom' a child for sexual abuse. Workers are asked to report 'grooming' behavior, policy violations, or any suspicious behaviors to an immediate supervisor, Church Administrator, Pastor of Family Discipleship, Child Safety Coordinator (ChildSafety@CrosswaySA.org), or the Senior Pastor.

ENFORCEMENT OF POLICIES

Crossway Bible Church workers who supervise other workers are charged with the diligent enforcement of all Church policies. Violations of these policies are grounds for immediate dismissal, disciplinary action, or termination of employment. This applies for all workers. Final decisions related to policy violations will be the responsibility of the Senior Pastor and the Elders.

REPORTING VIOLATION OF POLICY OR SUSPICIOUS BEHAVIOR

All questions or concerns related to inappropriate, suspicious, or suspected grooming behavior should be directed to your immediate supervisor, the Pastor of Family Discipleship, the Child Safety Coordinator (ChildSafety@CrosswaySA.org), or the Senior Pastor.

CONSEQUENCES OF VIOLATION

Any person found to have violated this policy may be asked to commit to corrective action or be prohibited from future participation as a staff member or volunteer in all activities and programming involving children or minors at Crossway Bible Church. If the person is an employee, such conduct may also result in termination of employment from Crossway Bible Church.

Any person accused of committing a prohibited act or any act considered by the church to be harmful to a child will be immediately suspended from working with children. This suspension will continue during any investigation by law enforcement or Child Protective agencies.

Failure to report a policy violation is grounds for termination of an employee. Volunteers who fail to report a policy violation may be restricted from participation in any future activities involving children or minors at Crossway Bible Church.

Steps for Reporting Abuse or Suspicions of Abuse

Any adult may report suspected abuse on their own using the information below. It is *also* considered a best practice to make a tandem report (with the individual and the church) if the suspected abuse impacts Crossway Bible Church. If you have any suspicion of abuse or hear about any inappropriate behavior in our church, you may report it to your supervisor or contact the Pastor of Family Discipleship, the Child Safety Coordinator (ChildSafety@CrosswaySA.org), the Senior Pastor, or anyone on the Child Safety Team, and we will make the report in tandem with you.

*Nothing in this language is intended to limit or prohibit any worker from making a report on your own should you think it is necessary. **If you see or hear something, say something!***

Report to Department of Family Protective Services (DFPS)

Texas law states that all persons suspecting that a child has been abused or neglected is a “Mandatory Reporter” and requires that **any person suspecting that a child has been abused or neglected must immediately make a report.**

If there is an emergency, call 911 and then call the **DFPS Texas Abuse Hotline at 1-800-252-5400**. A report can also be done online at:

<https://www.txabusehotline.org/Login/Default.aspx>.

(From the Texas Department of Family and Protective Services)

You are protected by law from liability when you make a report or provide information in good faith during a CPS investigation. However, you are not protected from civil or criminal liability if you report your own abuse or neglect of a child or intentionally file a false report against someone else. (Texas Family Code, Section 261.106). Failure to report suspected child abuse and neglect is a criminal offense (Texas Family Code, Section 261.109).

Report to Crossway Bible Church

Send a report of any policy violation or any reasonable suspicion of abuse or neglect to the Child Safety Coordinator (ChildSafety@CrosswaySA.org). *Every adult in Texas is a mandatory reporter, and an internal report is not a substitute for reporting to DFPS as indicated above.*

Response Plan

Crossway Bible Church has a leadership-approved Response Plan that will be used to take the appropriate action on behalf of the church when a report of abuse occurs. The Response Plan is implemented and accessed by the Crisis Response Team in the event of any reported incident involving suspicions of abuse or allegations of abuse. At every stage of the investigative process, Crossway Bible Church will work on a need-to-know basis, keeping the circle as tight as possible in order to preserve the privacy of the victim(s), the accused, and their families.

Crossway Bible Church Child Safety Team

CHILD SAFETY COORDINATOR (CSC)

The Child Safety Coordinator recognizes the importance of providing and maintaining a safe environment for children and proactively encourages reporting of suspected abuse to the appropriate authorities, eagerly assisting as necessary with reporting and consulting with legal counsel as needed.

CHILD SAFETY TEAM

Recognizing the importance of providing and maintaining a safe environment for children, Crossway Bible Church has appointed a Child Safety Team.

TEAM MISSION

The purpose of the Child Safety Team is to enable Crossway Bible Church to safeguard participants against emotional, physical or sexual abuse while carrying out approved ministry activities.

COMPOSITION

The Child Safety Team may be comprised of the following members:

- Senior Pastor,
- Pastor of Family Discipleship,
- Student Ministry Director,
- Child Safety Coordinator,
- ECAP Team and/or Child Safety Team Members, and
- Any designee(s) of the elder board.

MEETINGS

Crossway requires the Child Safety Team to meet on an annual basis to review policies, procedures and compliance. The Child Safety Team will also meet on an emergency basis upon the recommendation of a member or following the report of any incident or allegation.

The Pastor of Family Discipleship and the Child Safety Coordinator will facilitate the Child Safety Team meetings.

RESPONSIBILITIES

The Child Safety Team will be charged with the following duties:

1. Applying existing Crossway Bible Church policies and procedures related to children's safety and risk management issues.
2. Monitoring all ministry programs for ongoing compliance with safety policies, and maintaining records thereof.
3. Making recommendations to the Crossway Bible Church Elders regarding safety issues.

Crossway Kids Ministry Staff Monitoring Plan

Monitoring of workers will include regular (announced and unannounced) visits in each program to provide supervisors the opportunity to observe a worker's interaction with children or minors.

1. The Pastor of Family Discipleship or Designee conducts an unscheduled sample observation in at least one of the church's weekly ministries.

2. The Pastor of Family Discipleship conducts periodic verbal performance evaluations that address participation in risk management training and adherence to risk management procedures.

3. The Senior Pastor conducts an unscheduled observation of Crossway Family Ministry regularly.

4. The Senior Pastor meets with the Pastor of Family Discipleship regularly to discuss Crossway Family Ministry, including safety training and procedures.

5. Elders meet with the Pastor of Family Discipleship once each year to discuss Family Ministry, including safety training and procedures.

BUILDING SAFETY

The Church Administrator (or assigned supervisor in his or her absence) will be responsible for ensuring that all kids' areas are monitored during church events. This will include periodic monitoring of workers, and minors in ministry programming.

No child or minor will ever be left unattended at any time. Crossway Family Ministry staff members, childcare workers, and volunteers are prohibited from being alone with an individual child in any room or building.

In the event a staff member or volunteer finds himself/herself alone with a single child, that staff member or volunteer will take the child to a room or building occupied by others, or to a location easily observed by others (at least one more person, gotta have three!). (Example: if a child is the last in a class to be picked up by a parent/guardian, move to an adjoining room where other staff members or volunteers are present.) (Another Example: If a middle school or high school minor serving alongside you on a ministry team desires additional conversation or counsel with an adult after official programming has concluded, move to an adjoining room where other people are present, or into a public space.)

Any two minors together in an unseen or less easily viewed area should be redirected to another (more open) area. Again, with minors, they have to be in groups of at least *three*.

After every programming event, Crossway Bible Church workers must ensure every room and restroom is checked prior to leaving.

Policies Relating to Children - under age 11

WORKER-TO-CHILD RATIOS CHILDCARE PROGRAMMING

Crossway Bible Church is committed to providing adequate supervision in all Children's programs. The following are the worker-to-child **target ratios** that we strive to uphold:

Room	Workers and/or Minor Helpers	Children
Infants & Walkers	2-3	8
2s – 3s	2-3	12
Pre-K/Kinder	2-3	18
Elementary	2-3	20

If a worker is 'out of ratio,' it is his or her responsibility to promptly notify their immediate supervisor or the Pastor of Family Discipleship. Supervisors will make diligent efforts to find substitute workers to comply with our worker-to-children target ratios. Properly trained and screened minor helpers count as workers for ratio purposes.

Bathroom Supervision, Diapering, and Assistance Guidelines

Change of Clothing Protocol - All Classes

1. When a child has an accident that requires a change of clothing, parents must be notified immediately.
2. Only **female** workers, 16 and over, or the child's parent or legal guardian, will undertake the clothes changing of children of either gender.
3. Such accidents should be handled by reassuring the child and completing the changing of diapers or underwear and clothing as soon as practicable, giving time for the parent(s) to arrive first, being mindful of the child's state.
4. Extra clothing and diapers are available in the children's storage closet if the child does not have a change of clothes.

Infants and Walkers Classes

Because nursery children require complete assistance with their bathroom activities, all workers will observe the following policies:

Diapering Guidelines

1. Only **female** workers, 16 and over, or the child's parent or legal guardian, will undertake the diapering of children of either gender.
2. Changing of diapers should be done in plain sight of other nursery workers.
3. Children should be changed on changing stations only.
4. Children will never be left unattended on changing tables.
5. Any special instructions given by parents/guardians leaving children in nursery will be recorded on the nursery whiteboard ("Baby Seth has a medicine in the bag for rash.")
6. Wash hands before and after a diaper change.

2s-3s and Pre-K/Kinder Classes Toilet Training and Bathroom Protocols

1. No child will be forced to be toilet trained..
2. Only **female** workers, 16 and over, or the child's parent or legal guardian will participate in toilet training efforts with children of either gender.
3. When children are taken into bathrooms the door will be left partially open.
4. Only toilet-trained children will ever be left unattended in bathrooms.
5. Parents/guardians should be consulted on each child's progress in the toilet training process before leaving the child with volunteers or staff members. Any special instructions given by parent/guardian as they drop off their children will be recorded on the "sticker page" (e.g. "Georgia can use the toilet, but she needs to be reminded – ask her if she needs to go.").
6. Children should be *verbally* assisted where possible. Only help if a child indicates needing help. If physical assistance is necessary, another staff member or volunteer should be present, when possible.

School-Age Children

1. No volunteer OF ANY AGE should enter or occupy a bathroom while school-aged children are using it.
2. Use of any multi-toilet restrooms must be clear of other adults when school-age children go to the restroom.
3. If a staff member or volunteer must go to the restroom to check on an individual child, he or she should seek out another worker (or the check-in/floater person) to accompany him/her. If another worker is not available to accompany, he/she should go to the exterior bathroom door, knock, and ask if the child needs assistance.
4. If the child requires assistance, the worker should leave the exterior bathroom door open when entering the bathroom area and try to *verbally* assist the child in completing their activities, while the child remains behind the door of the bathroom stall.
5. Any assistance with the straightening or fastening of garments should be done in the presence of another staff member or volunteer.
6. Be aware if a minor repeatedly asks to use the restroom and stays there for unusual periods of time. Report this behavior to a supervisor if it occurs.

Special Needs

Parents/guardians will offer instruction to staff members or volunteers to change the diapers of special needs individuals. After the age of **4**, parents or legal guardians will change all special needs individuals.

Children's Check-In and Check-Out

At any time that a child has been entrusted to Crossway Bible Church staff members or volunteers, the Church incurs responsibility for the safety and welfare of the child. Workers must act to ensure the appropriate supervision and safety of children in their charge.

Check-In Procedure

- **Be ready to receive children 15 minutes prior to the beginning of the event.** Children are not to be in any of the classrooms without TWO adult servants present. For the protection of our ministry partners as well as our children, a servant should never be alone with children they are supervising, in or out of the classroom.
- **Stand at the door, smiling and welcome the child with his/her name.** Make sure each child has his/her name tag sticker.
- If the child does not have a name tag sticker, send him/her to Check-In.
- Ask parents or guardians for any "Special Instructions." Write them on the whiteboard (nursery) or clipboard (walkers-5th grade). Make sure to label the child's personal items (i.e. sippy cup, diaper bag, etc.) if not already labeled.
- Only the child is to enter the classroom. DO NOT allow other siblings or adults to enter the room, as this adds to the congestion of the doorway and tension within the room.

Check-Out Procedure

Staff members or volunteers are responsible for releasing children in their care only to parents, legal guardians, or other persons designated by parents or legal guardians at the close of services or activities.

When parents or guardians pick up their child, one of the adult teachers should:

- Stand by the door and dismiss the children one at a time, using his/her name.
- Check the child's name tag for proper identification of the person picking up the child by **matching the child with their guardian's security number.**
 - **DO NOT allow a child to be dismissed to anyone who does not have the matching security number.** It is imperative that the only person a child is released to is the person who has a name tag sticker and security number that corresponds to the child's.
 - If a parent or guardian does not have the proper security sticker, they must show their driver's license, and it must match the parent name on the sticker. If that name does not match, please send him/her to Check-In/Floater.
 - **In the event that a worker is uncertain of the propriety of releasing a child, they should immediately locate or contact their immediate supervisor or the Pastor of Family Discipleship before releasing the child.**
- Send all personal items with the child and remind the parent or guardian to take the child's art and materials from the door. Do not allow parents/guardians or siblings to enter the room during dismissal time. This will help maintain the safety of the room, keep order, and facilitate a speedy dismissal.
- All workers should work together to sanitize the room during pick-up.

It is presumed a person who drops off a child has authority to pick up that child.

Communication

Each room is equipped with a walkie talkie tuned to the same frequency as the Quarterback (your supervisor). If you need outside help or coverage to maintain the two-adult policy:

1. Turn on your walkie talkie,
2. Hold down the top talk button (labeled "H" for "High Volume"),
3. Say, "[Your Name] for Supervisor" for QB,
4. Wait for a Response,
5. Once you hear a response, ask for the help you need. They will be eager to help you.

If you don't hear a response, the Safety Team might jump on to help you (they are on the same frequency as well). If you receive no response, send a Student Helper for help. If you don't have a Student Helper, call out from your door to see who might be able to help nearby.

Discipline

It is our policy that workers are prohibited from using physical discipline in any manner for behavioral management of children. **No form of physical discipline is acceptable.** This prohibition includes spanking, slapping, pinching, hitting, biting, or any other physical force as retaliation or correction for inappropriate behaviors by children. **Children are to be disciplined using time-outs and other non-physical methods of behavior management.** In employing this procedure, workers should observe the following guidelines:

Volunteer leaders should clearly define the rules for their classroom and their expectations verbally and list them on a chart or on the board. Be sure to praise positive behavior. If a child is acting disobediently or disturbing the classroom, you must seek to change the behavior.

1) REMIND - Speak to the child before physically intervening. Get eye level, use his/her name and look into his/her eyes. With younger children some physical redirection may be necessary (for example, removing a toy from the hands of a child that is hitting another).

BE CLEAR - Inform the child of the inappropriate behavior and share the desired classroom behavior.

BE FIRM - Let the child know the consequences of wrong behavior and what will happen if continued. **If you had to stop class, you must share the incident with the parent or guardian.**

2) REGROUP - If the behavior does not cease, remove or direct the child away from the group to a corner of the room where the group is meeting (avoid being alone with the child). Provide the child with a chair to sit in or a "spot" to sit on (using a pillow, blanket, carpet square, etc.) until their time-out is complete.

BE CLEAR - Provide the child with a simple, understandable reason for the time-out, and provide the child with a clear explanation of your expectations. ("Jamie, you didn't stop hitting Chris when I asked you to, so you need to sit quietly in the blue chair for three minutes.") In addition, be verbally reassuring, as being removed from the group will likely upset the child. Do not physically hold a child in time-out.

BE REASONABLE - Follow the rule of thumb that a time-out is effective if it lasts about one minute for every year of the child's life (for example: 3 years old = 3 minutes).

BE PATIENT - Monitor the child through the entire time-out without giving your undivided attention. For longer time-outs give intermittent praise to reassure the child and keep them on task. ("Jamie, you're doing a great job of sitting quietly – just 2 more minutes.")

BE ENCOURAGING - Praise the child once he or she has completed the time-out and tell them that their reward is being able to rejoin the group. Remind them that repeating their initial behavior will result in further time-out. Follow this with praise.

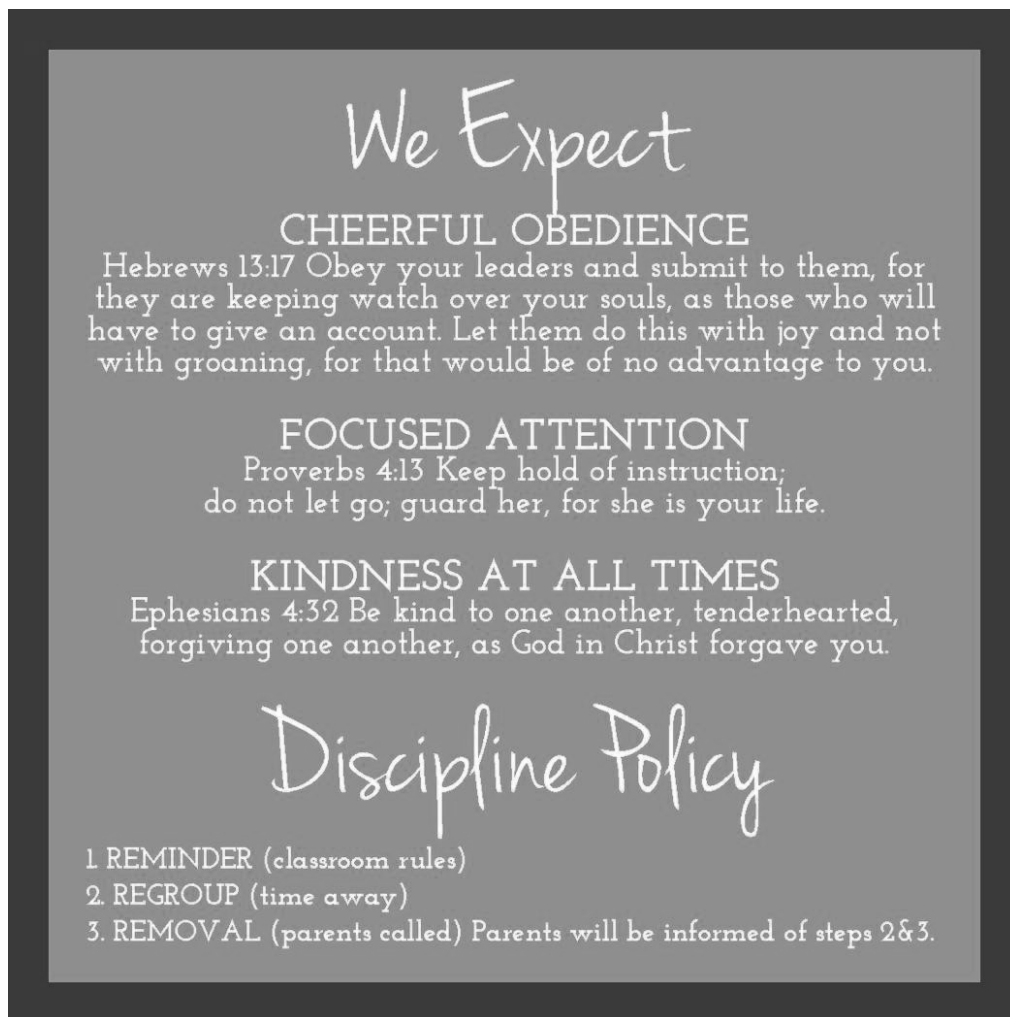
DON'T FORGET - **You must share this incident with the parent or guardian.**

3) REMOVE - Uncontrollable or unusual behavior should be reported immediately to parent or guardian and the Pastor of Family Discipleship. If the *Remind, Regroup, Remove* process is not working with a child, and he/she continues to be a problem several weeks in a row, let the Pastor of Family Discipleship know. It will be up to them or an elder to talk with the parents or guardians and if necessary, remove a child from the class.

BE CONSISTENT and **AVOID THREATS** - This helps your class know the boundaries, and that you are serious.

Sign

This sign is in each room to remind each other about our expectations and as a visual helper for teachers to go over rules:



Bullying

Verbal, physical, or emotional bullying is not acceptable at any time. At the first sign of bullying in any form, act decisively, and inform your ministry supervisor. There is no “harmless put-down” where bullying is concerned.

1. *First Offense:* Issue a warning to the child and a general reminder to the group that this kind of interaction is wrong. Try not to embarrass or chastise.
2. *Second Offense:* Pull the offending child(ren) from the group (in a seen or supervised location) and discuss the inappropriate interaction or behavior. Set clear parameters and behavioral goals. Let the child know that the next step is communication with a ministry leader and the child’s parents. Notify an immediate supervisor of ANY signs of bullying or verbal abuse.

Privately, but with another adult present, confirm that a child who was the target of the bullying behaviors is not in danger of continued harassment and is physically and emotionally stable. DO NOT SINGLE A CHILD OUT IN FRONT OF THE GROUP ... be discreet.

3. *Third Offense:* Send the child to a pastor or ministry supervisor for a phone call (or communication onsite) with his or her parent(s) and possible removal from the activity or event. An incident report will be filled out when this step is required.

Health and Emergency Procedures

Cleaning, Sanitizing, and Disinfecting

We often use the terms cleaning, sanitizing, and disinfecting almost interchangeably. They are not the same thing.

Cleaning is what is necessary when something is soiled or dirty. It can be done with detergent of some kind and water. It is the most common method of removing some germs from the surfaces in our classrooms.

Sanitizing is a method of decontamination that reduces germs on inanimate surfaces to a level considered safe by public health codes and regulations. In our classrooms, that’s a solution of 200 ppm Chlorine Bleach OR Purell® Professional Surface Disinfectant. Sanitize: *all non-porous surfaces, including toys that can be put in children’s mouths.*

Disinfecting is a method of decontamination that destroys or inactivates germs on an inanimate object. Disinfection is appropriate for use on hard, non-porous contact surfaces such as diaper changing tables, counter tops, door and cabinet handles, and toilets and other bathroom surfaces. In our classrooms, we do that with Purell® Professional Surface Disinfectant. Disinfect: *diaper changing stations, floors, door handles, counter tops, and bathrooms.*

Emergency

If any emergency occurs within the facility (electric sparks, loss of power, pipes bursting, fire), immediately remove the children from the danger. If necessary, call 911. Notify the Quarterback.

In case of fire, follow the posted evacuation route to safety outside through the exit nearest you. Grab roster sheets on your way out (but nothing else). Stay together as a group. Parents/guardians will find you.

Above all, **do not panic**. The children are counting on you for their safety. Be sure to check the child’s name tag sticker when parent/guardian arrives.

Hand Washing

Reminding and helping the children properly wash their hands regularly is a part of our regular routine in the classroom. The following is adapted from the CDC recommendations regarding hand washing:

All children, staff, and volunteers should engage in hand hygiene at the following times:

- *Arrival to the church facility and after breaks*
- *Before and after preparing food or drinks*
- *Before and after eating or handling food, or feeding children*
- *Before and after administering medication or medical ointment*
- *Before and after diapering*
- *After using the toilet or helping a child use the bathroom*
- *After coming in contact with bodily fluid*
- *After handling garbage*

Washing Hands:

- *Wash hands with soap and water for at least 20 seconds. If hands are not visibly dirty, alcohol-based hand sanitizers with at least 60% alcohol can be used if soap and water are not available.*
- *Supervise children when they use hand sanitizer to prevent ingestion.*
- *Assist children in handwashing, including infants who cannot wash hands alone.*
- *Wash hands after helping a child wash their hands.*

Injury

Always report to the parent or guardian any injury, even if it is minor. This may include split lips, small scrapes, pinched fingers, etc. Typically, the injury can be treated with a little loving attention, or band-aid. Fill out an "incident report," which is in the "Childcare Worker & Member Serve Teams Policies & Procedures" binder (found near the entrance of each classroom), after you are done treating the child.

A first-aid kit is in your classroom and at the check-in counter.

Serious injury involving seizure, head injury, eye injury, broken bones, loss of consciousness, excessive bleeding, allergic reaction, etc. should be treated as follows:

- *Keep calm.*
- *Keep the child as calm as possible and remove other children from the area.*
- *Do not move the child. Send another servant to get the Check In/Floater to alert the parent/s or guardian/s.*
- *(If necessary) call 911.*
- *Alert the Pastor of Family Discipleship.*
- *All servants involved in the emergency must fill out **incident reports** immediately after the emergency. One of the elders or staff will follow up with the parent/s or guardian/s.*

Procedure for Clean-Up of Bodily Waste or Fluids

1. Always wear clean rubber gloves, which can be found in the Kids supply closet.
2. Keep soiled area free from children while it is being cleaned.
3. Put all contaminated, disposable cleaning equipment (paper towels, gloves) in a garbage bag to be tied shut after clean-up is finished.
4. Wipe equipment with disinfectant wipes and allow to air dry.
5. Wash hands thoroughly when finished.

**If soiled area is too large to clean safely with children in the room, alert the Pastor of Family Discipleship and he will get the Facilities Team.*

WELLNESS

We cannot accept a child (nor can you serve) if he/she has had the following **symptoms** in the last 24 hours:

- **Shortness of breath or difficulty breathing**
- **Chills**
- **Cough**
- **Repeated shaking with chills**
- **Muscle Pain**
- **Nausea, vomiting, or feeling unwell**
- **Use of antibiotics for 24 hours or less**
- **Any symptom of usual childhood diseases such as measles, chicken pox, HFMD, etc.**
- **Headache**
- **Sore Throat**
- **New loss of taste or smell**
- **Diarrhea**
- **Contagious skin rash**
- **Lice or pinworms**
- **Colored runny nose**
- **Pink Eye or discharge**

Considerations:

1. Do not admit an obviously sick child. A child with green discharge from the nose, a troubling cough, and/or indications of a fever should not be allowed in the classroom. Check with the parent or guardian during the sign-in process to make sure the child is well enough to attend. Contact the supervisor in charge with any questions.
2. **If a child becomes ill in class**, send your student helper to the Check In/ Floater to retrieve the parent or guardian, and *be sure to isolate the child from the rest of the children*. If you do not have a student helper, use the walkie talkie in the room to contact your supervisor for assistance.

Electronic Devices

Children are not allowed to use electronic devices during an event. If it appears that they are using any device, then ask them to put it away. Electronic devices must not be seen/used during any event. If your direction is ignored, you may confiscate it until the child is picked up.

Internet

Internet usage should be above reproach and nothing lewd or offensive should be viewed.

Intoxicants

Volunteers are prohibited from the use, possession, or being under the influence of alcohol or any illegal drug while in any church facility, while traveling with children, or while working with or supervising children during any Crossway Bible Church program or activity.

Media

We are a representative of God to our kids. We need to be cautious of conversations or recommendations regarding movies, music, and other media. Conversations had before, during, and after class may/will validate the material in the minds of children.

Volunteers must be cautious of radio stations, concerts and artists listened to and discussed while kids are present.

Volunteers must be cautious of all websites and video games viewed, played or discussed while kids are present.

Ask yourself: will recommending/discussing this media help or hurt a child? Will it hinder or aid a child in following Christ?

Medication

A staff member or volunteer may not administer medication to any child while working or serving at Crossway.

Nudity

Volunteers should never be nude in the presence of children in their care. In the event there is a situation that may call for or contemplate the possibility of nudity (i.e. changing clothes, etc.), please summon the quarterback or your direct supervisor by using the walkie talking in the room.

One-to-One Interactions with Children

Volunteers should never conduct one-to-one, unobserved meetings or interactions with children. Another trained, screened adult should *always* be present.

Home Visitation

Home visitation by a volunteer is not permitted.

Parental Contact

Parents or guardians who leave a child in the care of staff members or volunteers during church events will be contacted if a child becomes ill, injured, has a severe disciplinary problem, or if they are crying and cannot be consoled. Use the walkie talkie located in the room you are assigned to work in to summon your supervisor who will notify parents to retrieve their child using proper channels.

Parental Involvement

Parents and guardians have an open invitation to observe as visitors all programs and activities in which their child is involved. However, parents or guardians who desire to participate in or have continuous, ongoing contact with their child's program will be required to complete Crossway's volunteer application and screening process. Parents will additionally be encouraged to attend all programming discussing ministry safety policies and procedures as observers.

Physical Contact

Crossway Bible Church is committed to protecting children in its care. To this end, Crossway Bible Church has implemented a 'physical contact policy' that promotes a positive, nurturing environment while protecting children. The following guidelines are to be carefully followed by those working in all Crossway Bible Church ministry programs:

1. Hugging, pats on the back and other forms of appropriate physical affection between volunteers and children are important for children's development and are generally suitable in the church setting.
2. Inappropriate touching and inappropriate displays of affection are forbidden. Any inappropriate physical contact, touching or displays of affection should be immediately reported to the quarterback/immediate supervisor.
3. Physical contact should be for the benefit of the child, and never be based upon the emotional needs of a worker or volunteer.

4. Physical contact and affection should be given only in observable places or when in the presence of other children or workers. It is much less likely that touch will be inappropriate or misinterpreted when physical contact is open to observation.
5. Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of workers must foster trust at all times. Personal conduct must be above reproach.
6. Do not force physical contact, touch or affection on a reluctant child. A child's preference not to be touched must be respected.
7. Workers are responsible for protecting children under their supervision from inappropriate or unwanted touch by others.
7. Any inappropriate behavior or suspected abuse must be reported immediately to the quarterback/immediate supervisor.

Pictures & Videos

Please DO NOT take/post/send/email pictures of children for any reason or at any time.

Room Procedures

Before Each Event

Please arrive 15-20 minutes prior to the beginning of an event. Please be in the room you have been assigned to work in and ready to receive children 15 minutes prior to event start time. Children are not to be in any of the classrooms without TWO adult workers present. For the protection of our ministry partners as well as our children, a servant should never be alone with children they are supervising, in or out of the classroom. One adult should greet children at the door, and the others should tend to the children already in the room. Student Helpers are not to check-in or check-out children.

During Each Event

Age-appropriate videos, games, and activities will be provided for each event. Be intentional about building relationships with the children in your care by participating along with them.

Snacks will also be provided. Pay careful attention to name tags to be aware of any food allergy. If an alternate snack is needed, please contact the quarterback or your supervisor.

After Each Event

Work together with other workers in your room by wiping toys, etc. and place all supplies into appropriate containers. Put all trash in the garbage can for the Facilities Team to dispose of. Make sure everything in the room is put back exactly the way it was found.

Security in Kids Spaces

In the Crossway Bible Church facility, children up to eleven years old are to be: 1) in their appropriate classroom, 2) under authorized supervision, or 3) with their parent/guardian.

Children should remain in the classroom in which they were checked-in by parents unless going to or from the bathroom.

Authorization is required for any other adults to be in the children's area (except for parents dropping off/picking up their child). If you notice a non-worker or non-staff member in the area during programming, ask if they need assistance and redirect them accordingly. If they are authorized to be in the space, they should have on a lanyard identifying them as a screened/trained individual. If you have any questions or concerns, contact your supervisor.

Always keep general security at the forefront of your mind. Be observant. If you see something, say something.

Servant Identification (wear your lanyard)

Only authorized workers are allowed in the classrooms. **All adults in the classroom are required to wear a lanyard or name tag sticker to identify them as a trained/screened worker authorized to care for children.**

If someone asks to observe or “look around,” he/she needs to wear a *Visitor Badge* and be accompanied by a trained/screened adult worker. **Do not allow unauthorized individuals into the classroom.** If you have any questions or concerns regarding this policy, contact your supervisor.

Anytime you are in the Crossway Kids area during programming, other than to drop off or pick up your own child/children, please wear your lanyard that identifies you as a screened/trained individual.

Sexually Oriented Conversations

Workers are prohibited from engaging in any sexually oriented conversations with children and are not permitted to discuss any inappropriate or explicit information about their own personal relationships, dating, or sexual activities with any child in the program.

Sexually Inappropriate Materials

Workers are prohibited from possessing (or transmitting to a minor) any sexually inappropriate materials (magazines, cards, images, videos, films, etc.) on church property or in the presence of children in their care.

Supervision

Volunteers serving with our kids are expected to provide adequate supervision for children in their care while working in church programs. Workers who are minors must also be supervised by an adult worker that is present.

Tobacco Use

Crossway Bible Church requires workers to abstain from the use or possession of tobacco products in church facilities, or while in the presence of children or their parents or guardians, during Crossway Bible Church activities or programs.

Verbal or Written Interactions

Verbal and written interactions between volunteers and children should be positive and uplifting. Written interactions include social media, online engagement, and any electronic communication. Volunteers should strive to keep verbal or written interactions encouraging, constructive, and mindful of their mission of aiding parents and guardians in the spiritual growth and development of children.

To this end, volunteers should not talk to children in a way that is or could be construed by a reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, volunteers are expected to refrain from swearing in the presence of children.

Visitor Policy

At times, parents, guardians, the media team, the facilities team, and a number of other adults may request access to facilities during events. Such visitors must either be fully screened/trained or be cleared by the quarterback/your supervisor and must do the following:

- Sign a visitor's agreement form.
- Be checked in on the visitor's log.
- Receive a "Visitor" lanyard.
- Be paired up with a trained/screened adult worker.

For some visitors (ministry teams such as Safety and Media, etc), the regularity with which they will need access could mean that they should strongly consider going through the Child Protection Process so they don't need accompaniment during ministry time. Ask the Pastor of Family Discipleship or Child Safety Coordinator if you think such is the case.

Crossway Bible Church Event - Incident Report for Kids

Date: _____ Time: _____

Child's Name: _____ Worker's Name: _____

Classroom: _____

Description of the Incident:

Witnesses:

Treatment Provided (if any):

Disciplinary Action Taken (if any):

Parent or Guardian/Responsible Party Notified:

Worker's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

Parent/Guardian's Signature: _____ Date: _____

Policies Relating to Minors - ages 11-18

Discipline

It is our policy that volunteers are prohibited from using physical discipline in any manner for behavioral management of minors. **No form of physical discipline is acceptable.** This prohibition includes spanking, slapping, pinching, hitting, biting, or any other physical force as retaliation or correction for inappropriate behaviors by minors.

If a minor is unruly or fails to comply with verbal warnings or instructions from staff/volunteers, that minor will be asked to leave (if not endangered by doing so) or the minor's parent will be contacted to pick up the minor. In the event of a fight or physical altercation, workers will verbally redirect minors involved and will try to avoid physical intervention. Uncontrollable or unusual behavior should be reported immediately to your supervisor or team leader.

Bullying

Verbal, physical, or emotional "hazing" or bullying is not acceptable in Crossway Bible Church ministry. At the first sign of bullying in any form, act decisively, and inform your ministry supervisor. There is no "harmless put-down" where bullying is concerned. If you have concerns, let your ministry supervisor know.

Discretion

In smaller issues, workers are expected to keep the trust of the minors. However, **the health and well-being of the minor takes priority over confidentiality.** Situations such as abuse, suicide, drug/alcohol use, sexual promiscuity, and eating disorders must be brought to the attention of your supervisor and, ultimately, the minor's parents. Workers are not to "keep secrets" with minors who they minister alongside. In sin issues, our goal is to have them take it to their parents, and your role will be to facilitate this. If they refuse to talk to their parents, then please involve your ministry team supervisor, who will address it with them and their parents.

Internet

Internet usage should be above reproach and nothing lewd or offensive should be viewed.

Intoxicants

Volunteers are prohibited from the use, possession, or being under the influence of alcohol or any illegal drug while in any church facility, while traveling with minors, or while working with or supervising minors.

Media

We are each a representative of God to our minors. We need to be cautious of conversations or recommendations regarding movies, music, and other media. Conversations may/will validate the material in the minds of minors.

Volunteers must be cautious of radio stations, concerts, and artists listened to and discussed while minors are present.

Volunteers must be cautious of all web sites and video games viewed, played, or discussed while minors are present.

Ask yourself: will recommending/discussing this media help or hurt the minor/s? Will it hinder or aid the minor/s in following Christ?

Nudity

Workers serving at Crossway Bible Church should never be nude in the presence of minors. In the event there is a situation that may call for or contemplate the possibility of nudity (i.e. changing clothes during a pool party, weekend or overnight retreat, etc.), the staff member or volunteer leading the event will communicate a plan to the Pastor of Family Discipleship and/or the Child Safety Coordinator concerning arrangements for showering, changing clothes, etc....

One-to-One Interactions with Minors

Crossway Bible Church recognizes that meeting the emotional needs of minors may occasionally require volunteers to minister to them on an individual basis, while keeping in mind the “rule of three.” Volunteers should observe the following guidelines when interacting with minors:

INDIVIDUAL MEETINGS

Volunteers should conduct one-to-one meetings with an individual minor at a time *when others are present and where interactions can be easily observed*. Another trained/screened adult or minor must *always* be present.

Home Visitation

At no time will a volunteer be alone with a minor in the home. If Parents must leave for any reason while a volunteer is there, then the volunteer will leave also.

The Opposite Gender

The Child Safety Team reserves the right to recommend placement on another team in the case of a legal adult dating a legal minor.

All volunteers are expected to dress in a modest fashion and set a godly example for minors. Please remember to keep in check that clothing is neither too low, too short, nor too tight.

Avoid complimenting a person of the opposite gender’s appearance; instead just comment on the character or conduct of the individual.

Parental Contact

Never contradict a parent or undermine their authority. Be careful, as minors will selectively leave out the other side of the story 99% of the time. In some sensitive cases, you might find it necessary to notify your supervisor and have them contact the family. When unsure, always err on the side of open communication with your ministry supervisor.

Parental Involvement

Parents have an open invitation to observe all programs and activities in which their minor is involved. However, parents who desire to participate in or have continuous, ongoing contact with their minor’s program will be required to complete Crossway’s Child Protection training/screening process.

Physical Contact

Crossway Bible Church is committed to protecting minors in its care. To this end, Crossway Bible Church has implemented a ‘physical contact policy’ that promotes a positive, nurturing environment while protecting minors. The following guidelines are to be carefully followed by those working in all Crossway Bible Church ministry programs:

1. Hugging, pats on the back and other forms of appropriate physical affection between same-gender workers and minors are important for minors' development and are generally suitable in the church setting. Out of an abundance of caution, avoid hugging minors of the opposite gender.
2. Inappropriate touching and inappropriate displays of affection are forbidden. Any inappropriate physical contact, touching, or displays of affection should be immediately reported to your ministry team supervisor, the Pastor of Family Discipleship, or the Senior Pastor.
3. Physical contact should be for the benefit of the minor, and never be based upon the emotional needs of an adult volunteer.
4. Physical contact and affection should be given only in observable places or when in the presence of other minors or workers. It is much less likely that touch will be inappropriate or misinterpreted when physical contact is open to observation.
5. Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of volunteers serving at Crossway Bible Church must foster trust at all times. Personal conduct must be above reproach.
6. Do not force physical contact, touch, or affection on a reluctant minor. A minor's preference not to be touched must be respected.
7. Volunteers are responsible for protecting minors alongside whom they are serving from inappropriate or unwanted touch by others.
8. Any inappropriate behavior or suspected abuse must be reported immediately to your ministry team supervisor, the Pastor of Family Discipleship, or the Senior Pastor.

Servant Identification (wear your lanyard)

Only authorized volunteers are allowed onsite in areas where Student Ministry is happening. **All adult workers are required to wear their lanyard as a means to identify them as an authorized adult.** If someone asks to observe or "look around," he/she needs to wear a *Visitor Badge* and be accompanied by a trained/screened adult worker. Do not allow unauthorized individuals to just look around during ministry time without accompaniment. If you have any questions or concerns regarding this policy, contact the Pastor of Family Discipleship.

Anytime your ministry team work takes you into the Crossway Kids or Crossway Students areas during programming, other than to drop off or pick up your own child/children, please wear your lanyard that identifies you as a screened/trained individual.

Sexually Oriented Conversations

APPROPRIATE PERSONAL DISCLOSURE WITH A MINOR

Volunteers are not permitted to discuss any inappropriate or explicit information about their own personal relationships, dating, or sexual activities with any minor at Crossway Bible Church.

Given the fallen nature of man, and the highly sexualized nature of our cultural context, many minors are daily fighting a battle for sexual purity; it is expected that from time-to-time discussions may arise regarding issues related to purity, dating, sex, and human sexuality. These discussions should only be had with a minor by a same-gender volunteer. These discussions must occur when and where the interaction can be easily observed (such as in the lobby of the church facility, at a coffee shop, at a sporting event, etc.).

Sexually Inappropriate Materials

Volunteers are prohibited from possessing (or transmitting to any minor) any sexually inappropriate materials (magazines, cards, images, videos, films, etc.) on church property or in the presence of minors, including those in electronic form.

Tobacco

Crossway Bible Church requires volunteers to abstain from the use or possession of tobacco products in church facilities, or while in the presence of minors or their parents, during Crossway Bible Church ministry time.

Transportation

Volunteers may from time to time be in a position to provide transportation for minors. If so, each worker must have a background check that includes a Motor Vehicle Report (MVR). The following guidelines should also be strictly observed when volunteers are involved in the transportation of minors:

1. Minors should be transported directly to their destination. Unauthorized stops to a non-public place should be avoided. Volunteers should avoid transportation circumstances that leave only one minor in transport.
2. Volunteers should avoid physical contact with minors while in vehicles.
3. Be safe and above reproach in the use of cell phones while driving.

Verbal or Written Interactions

Verbal interactions between volunteers and minors should be positive and uplifting. Written interactions include social media, online engagement, and any electronic communication. Volunteers should strive to keep verbal or written interactions encouraging and constructive.

To this end, volunteers should not talk to minors in a way that is or could be construed by a reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, volunteers are expected to refrain from swearing in the presence of minors.