



**CROSSWAY
BIBLE
CHURCH**

POLICY & PROCEDURE MANUAL FOR MINISTRY TO MINORS





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

Dear Crossway Staff and Workers,

Welcome to 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. We are zealous to see the church be the safest place on earth for the vulnerable.

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

The pages of this manual provide a general overview of procedures and guidelines for workers and staff members. Our policies are intended to create a safe environment for children, protecting children, you, and the mission of Crossway Bible Church. The following procedures have been adopted and will be diligently enforced. Workers and staff are expected to follow these policies and procedures during any pre-approved, ministry-sponsored on or off-site activity. Parents are responsible for their own child safety measures when engaging in activities that are not so expressly authorized.

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

Sincerely,

Josh de Koning, Senior Pastor

Ruthanna Prislovsky, Child Safety Coordinator



**The Evangelical Council
For Abuse Prevention**



**Ministry
Safe**

Our Purpose: To glorify God through the fulfillment of the great commission.
Our Team's Mission: *We help families make disciples.*

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Overview of Crossway Bible Church's Safety System

Because we desire to protect all minors involved in our ministry, Crossway Bible Church requires all staff and workers serving with or among minors to complete **FOUR SAFETY STEPS** *before* ministry work or worker placements begin.

STEP ONE: Sexual Abuse Awareness Training

Crossway Bible Church policies and procedures require that staff and workers abstain from abusive behavior of any kind. Staff and workers are required to report any policy violations to appropriate leadership.

Staff and workers 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 minor, win the minor's trust (and the trust of the minor's parent/guardian or 'gatekeeper'), manipulate the minor into sexual activity, and keep the minor from disclosing the abuse.

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

STEP TWO: Screening Process

Staff and workers working or serving with minors are required to complete Crossway Bible Church's Screening Process, which includes:

- an Employment Application (staff only);
- a Safety Application (staff and workers);
- a Code of Conduct (staff and workers);
- an in-person Screening Interview (staff and workers); and
- References to be Checked (staff and workers).

Exceptions to the in-person interview requirement may be appropriate when all of the interview goals have been met by other means, such as 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.

A new, fully screened staff or worker is allowed to attend Crossway Kids or Student programming twice to observe a worker under their direct supervision. The "waiting period" will necessarily include Steps 2 (which only meets monthly) and 3 (which includes a membership meeting with an elder or staff member and rarely happens in less than a week), and the screening process itself, which is rarely less than a month. This process ensures an appropriate waiting period on its own.

STEP THREE: Policies & Procedures

Staff and workers 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. Additionally, all staff and workers must watch the ECAP Training Videos and sign the Training Video Acknowledgment Form.

STEP FOUR: Criminal Background Check

All staff and workers working or volunteering around 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 children. Any known sex offenders must disclose this to appropriate church leadership. Original arrest and litigation documentation may be required. If you become aware of an individual working or volunteering around minors with criminal convictions or established actions which are automatically disqualifying as described above, you must immediately inform appropriate church leadership.

All staff or workers must notify appropriate church leadership concerning a potential change in their qualification to work with minors.

Crossway Bible Church does not allow those whom leadership deem as an unacceptable risk to the safety of children to attend onsite programming that is concurrent with programming for minors. Such would include those who are registered sex offenders, those who have self-disclosed inappropriate interactions with minors, and those who have ignored correction regarding policy and procedure violations.

Definitions

Crossway Students: Minors between 6th through 12th grade who participate in ministry programming.

Crossway Kids: Minors between birth through 5th grade who participate in ministry programming.

Staff: An individual employed by Crossway Bible Church.

Quarterback: Immediate supervisor and day of coordinator for on-site programming involving minors.

Student Worker: A minor aged 13-17 approved by Crossway Bible Church to work directly with children. A student worker may be a volunteer, a staff member, or a paid childcare worker who has successfully completed Crossway Bible Church's child safety screening and training process and has both access to children and authority in the perception of a child.

Worker: An adult approved by Crossway Bible Church to work directly with children. A worker may be a volunteer, a staff member, or a paid childcare worker who has successfully completed Crossway Bible Church's child safety screening and training process and has both access to children and authority in the perception of a child.

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 minor's mental, emotional, or physical welfare, including conduct that constitutes the offense of continuous sexual abuse of a minor or disabled individual, indecency with a minor, 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 minor 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 minor participating in your organization's program by another participant (adult or minor, staff 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)

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 minors 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 staff and worker at Crossway Bible Church to act in the best interest of all minors in every program.

In the event an staff, worker, or ministry participant observes any inappropriate behaviors (i.e. policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse, neglect, or grooming behaviors (physical, emotional, or sexual) it is that individual's responsibility to immediately report their observations to immediate supervisor. Workers and staff 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 minors 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.

CAREGIVER PRESENCE DURING CROSSWAY KIDS MINISTRY PROGRAMING

For the safety and well-being of all children, a responsible caregiver must remain on-site during Crossway Kids programming. If a caregiver needs to leave the church premises, they must take their child with them. For special events where parents are not required to stay on-site, a completed medical release and liability form will be necessary for participation.

ENFORCEMENT OF POLICIES

Crossway Bible Church staff and workers who supervise other staff or workers are charged with the diligent enforcement of all Church policies. Violations of these policies are grounds for immediate dismissal, disciplinary action, or reassignment from working with minors for both workers and staff. 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 appropriate church leadership.

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 or worker in all activities and programming involving minors at Crossway Bible Church. If the person is a staff, 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 minor will be immediately suspended from participating in any Crossway event involving minors. 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 a staff member. Workers who fail to report a policy violation may be restricted from participation in any future activities involving 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 found at <http://bit.ly/40eG9Cp>) if the suspected abuse impacts Crossway Family Ministry. If you have any suspicion of abuse or hear about any inappropriate behavior in our church, you may contact 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 staff or 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 minor has been abused or neglected is a “Mandatory Reporter” and requires that any person suspecting that a minor 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 minor or intentionally file a false report against someone else. (Texas Family Code, Section 261.106). Failure to report suspected minor abuse and neglect is a criminal offense (Texas Family Code, Section 261.109).

Report to Crossway Bible Church

Crossway believes that, as Christians, we all have a moral and ethical responsibility to report alleged or potential abuse of children. All staff and volunteers are asked to report ‘grooming’ behavior, policy violations, and any other suspicious behavior. You can find the allegation form at <http://www.crosswaysa.org/child-safety>. 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 if 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 minors and proactively encourages reporting of suspected abuse to the appropriate authorities and eagerly assisting with reporting and consulting with legal counsel as needed.

CHILD SAFETY TEAM

Recognizing the importance of providing and maintaining a safe environment for minors, 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,
- Child Safety Coordinator,
- Student Minister,
- Student Ministry Director(s),
- 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 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 minor's safety and risk management issues.
2. Monitoring all Family Ministry programs for ongoing compliance with safety policies, and maintaining records thereof.
3. Making recommendations to the Crossway Bible Church Elders regarding safety issues.
4. Staying up to date with additional training which includes additional Ministry Safe Training (Skillful Screening).

Crossway Family Ministry Monitoring Plan

Monitoring of staff and workers will include regular (announced and unannounced) visits in each program to provide supervisors the opportunity to observe staff member and worker interaction with minors.

- 1. The Child Safety Coordinator or their Designee** conducts an unscheduled sample observation in at least one of the church's weekly ministries.
- 2. The Child Safety Coordinator** conducts periodic training that addresses 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 Child Safety Coordinator regularly to discuss Crossway Family Ministry, including safety training and procedures.
- 5. Elders** meet with the Child Safety Coordinator once each year to discuss Family Ministry, including safety training and procedures.

BUILDING SAFETY

The Quarterback will be responsible for ensuring that the Crossway Kids and Student Ministry areas are monitored during on-site programming. This will include periodic monitoring of staff, workers, and minors in classrooms.

General Policies and Procedures

No minor will ever be left unattended in the Crossway Kids or Student Ministry Area during events. Staff or workers are prohibited from being alone with an individual minor in any room or building. In the event a staff or worker finds himself/herself alone with a single minor, that staff or worker will take the minor to a room or building occupied by at least one other person, or to a location easily observed by others.

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

One-to-One Interactions with Minors

Staff and workers should never conduct one-to-one, unobserved meetings or interaction with minors while participating in Crossway Kids or Crossway Students. Another trained, screened adult should *always* be present.

Discretion

In lesser issues, leaders are expected to keep the trust of the minor. 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 leaders and, ultimately, the parents. Staff and workers are not to “keep secrets” with minors. 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 immediate supervisor or appropriate leadership and they will address it with them and their parents.

Home Visitation

If a staff member or worker from Crossway Bible Church does a home visit, it must be coordinated in advance with the parents/guardians, and the parents/guardians must be present in the room at all times. At no time will a staff member or worker be alone with a minor in the home. If the parents must leave for any reason while a staff member or worker is there, then the staff member or worker will leave also.

Injury or Illness

In situations where a minor becomes injured during programming, immediate action needs to occur. In mild cases, such as minor scrapes and bruises, headaches and stomach complaints, staff and workers can utilize basic first aid. For severe incidents, such as head injury, seizures, allergic reactions, etc., notify your immediate supervisor and call 911. All incidents must be reported, appropriate forms completed, and a parent must be notified. The Incident Report is located at the end of this document.

Internet

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

Intoxicants

Staff and workers 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.

Tobacco

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

Nudity

Staff and workers serving with minors should never be nude in the presence of minors in their care. 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 or worker leading the event will submit a plan to the Child Safety Coordinator concerning arrangements for showering or changing clothes.

Media

We are a representative of God to all minors. 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.

Leaders must be cautious of music apps, concerts and artists listened to and discussed while minors are present. Leaders 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? Will it hinder or aid the minor in following Christ?

Parental Contact

Parents or guardians who leave a minor in the care of staff and workers during programming will be contacted if a minor becomes ill, injured, has a severe disciplinary problem, or if they are crying and cannot be consoled while participating. Should parent contact be needed, contact your immediate supervisor so that a parent or guardian can be notified appropriately.

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 programming:

1. Hugging and pats on the back between staff or workers and minors 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 appropriate church leadership.
3. Physical contact should be for the benefit of the minor, and never be based upon the emotional needs of a staff or worker.
4. Physical contact and affection should be given only in observable places or when in the presence of other staff and 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 staff members or 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 minor. A minor's preference not to be touched must be respected.
7. Staff and workers are responsible for protecting minors under their supervision from inappropriate or unwanted touch by others.
8. Minors over the age of three should not sit on the lap of any staff member or worker.

Other Ministry Events Outside of Regular Programming

Public-access events, as well as off-site events (such as Summer & Sports Camps, Vacation Bible Schools, Family Outreach Events, etc.) will be overseen by an adequate ratio of trained & screened adults, just as with other Crossway programming. Such events will be communicated about well in advance (not less than one week) on social media, before or after church services, and/or in small groups.

When Crossway Bible Church holds a public-access event that does not include minors being checked in like they are in Crossway Kids or Student Ministry, parents will be notified that they remain responsible for their children's care.

Crossway is a church of Small Groups. Regular adult Small Group meetings are attended by adult members only. At this time, Crossway Bible Church does not oversee childcare for Small Groups, and thus parents and families remain responsible for the safety, care, and supervision of their minors.

Parental Involvement

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

Sexually Oriented Conversations

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

Sexually Inappropriate Materials

Staff and 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 minors in their care.

Supervision

Staff and workers are responsible for providing adequate supervision for minors, including student workers, in their care.

Verbal or Written Interactions

Verbal and written interactions between staff or workers and minors should be positive and uplifting. Written interactions include social media, online engagement, and any electronic communication. Staff and workers 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 minors.

To this end, staff and workers 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, staff and workers are expected to refrain from swearing in the presence of minors.

Transportation

Staff and workers may occasionally be required to provide transportation for Crossway Kids or Students. The following guidelines must be strictly followed when staff or workers transport minors:

- Crossway Kids and Crossway Students should be transported directly to their destination. Avoid unauthorized stops at non-public places.
- Avoid transportation situations where only one minor is being transported.
- Refrain from physical contact with minors while in vehicles.
- Drivers must not use cell phones while driving church vehicles or vehicles rented by Crossway Bible Church, except in emergencies.
- Drivers under the age of 25 are prohibited from driving Church-owned or rented vehicles.

Identification (wear your lanyard)

Only authorized workers and staff may be on-site in areas where Crossway Kids or Student Ministry programming is happening. All staff and workers must wear their lanyard to identify themselves as authorized adults. If someone asks to observe or "look around," they must wear a Visitor Badge and follow the visitor policy. Do not allow unauthorized individuals to look around during programming without accompaniment. If you have any questions or concerns about this policy, contact your immediate supervisor.

Visitor Policy

At times, parents, guardians and a number of other adults may request access to Crossway ministry areas during ministry times. Visitors must check-in before being admitted so they can:

1. Sign a visitor's agreement form.
2. Be checked in to the visitor's log (in the black check-in desk).
3. Receive a "Visitor" lanyard.
4. Be paired up with a trained, screened adult worker.

For some visitors, 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 Child Safety Coordinator if you think such is the case.

Crossway Kids Ministry

WORKER-TO-CHILD RATIOS

Crossway Bible Church is committed to providing adequate supervision in Crossway Kids. The following are our worker-to-child **target** ratios:

Room	Workers and/or Student Helpers	Children
Infants & Walkers	2-3	8
2s – 3s	2-3	15
Pre-K/Kinder	2-3	20
Elementary	2-3	22

If a worker is “out of ratio,” it is his or her responsibility to immediately notify their immediate supervisor. Supervisors will make diligent efforts to find substitute workers to comply with our worker-to-minor target ratios. Properly trained and screened student helpers count as workers for ratio purposes.

Pictures & Videos

Please do not take, post, send, or email pictures of Crossway Kids for any reason at any time.

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, or the child’s parent or legal guardian, will undertake the clothes changing of a child 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.

Diapering Guidelines – Infants Thru Kinder

1. Only **females**, 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 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 the care of Crossway Kids will be recorded on the whiteboard (“Baby Seth has a medicine in the bag for rash.”)

6. Wash hands before and after a diaper change.

Diapering Guidelines – Special Needs

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

Toilet Training and Protocols – Infants Thru Kinder

1. No child will be forced to be toilet trained.
2. Only **females**, 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 the bathroom the door will be left partially open.
4. Only toilet-trained children will ever be left unattended in the bathroom.
5. Parents/guardians should be consulted on each child's progress in the toilet training process before leaving the child with workers 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 trained/screened worker should be present, when possible.

Bathroom Protocols – 1st Thru 5th Grade

1. No worker or staff member of any age should enter or occupy the bathroom while 1st through 5th grade children are using it.
2. Bathrooms designated for 1st through 5th grade are for Crossway Kids' use only during programming. Adults must use restrooms outside the Crossway Kids ministry areas.
3. All restrooms in Crossway Kids areas are single-use and will be utilized during ministry programming.
4. If a child requires assistance, the trained and screened adult should provide verbal guidance to help the child complete their activities from outside the closed door. Parents will be notified if the child needs further assistance.
5. Any assistance with the straightening or fastening of garments should be done in the presence of another trained/screened adult.
6. Be aware if a student repeatedly asks to use the restroom and stays there for unusual periods of time. Report this behavior to a supervisor if it occurs.

Check-In and Check-Out

At any time that a child has been entrusted to staff members, workers, or workers, the Church incurs responsibility for the safety and welfare of the child. Staff members and 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 service. 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 worker 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 for Infants and Walkers.” Write them on the whiteboard (nursery) or clipboard. 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.

Check-Out Procedure

Crossway Kids staff members or workers 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.
- In the event that staff members or workers are uncertain of the propriety of releasing a child, they should immediately locate or contact their immediate supervisor.
- 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.
- Work together to sanitize the room and any toys used after pick-up. Tie up the trash and leave it in the trash can.

Communication

Each room is equipped with a radio tuned to the same frequency as the Quarterback and Safety & Security Team. Radios are to remain on and remain at a volume loud enough to hear in the event of any important safety communication. In the event that you need outside help or coverage to maintain the two-adult policy:

1. Turn on your radio,
2. Hold down the top talk button (labeled “H” for “High Volume”),
3. Say, “[Your Name] for Quarterback”
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 & Security 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 staff members and 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, staff members and workers should observe the following guidelines:

Teachers 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.

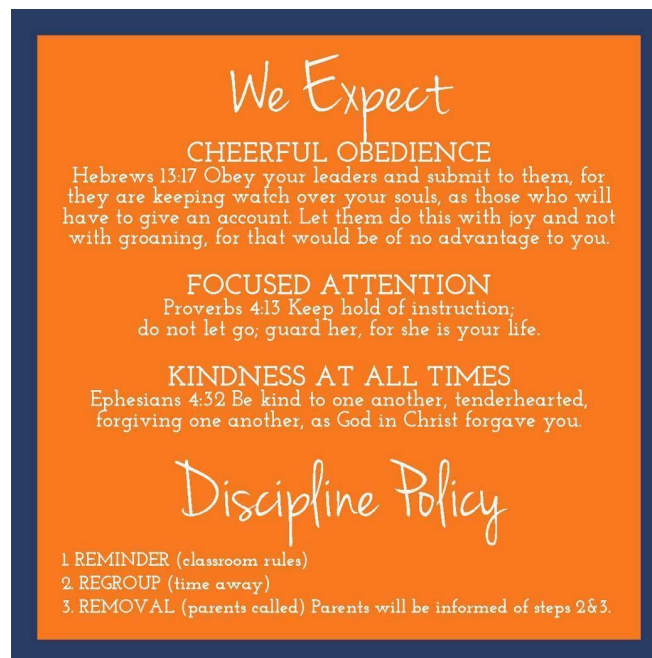
DON’T FORGET - **You must share this incident with the parent or guardian.**

3) REMOVE - Uncontrollable or unusual behavior should be reported immediately to parent or guardian and your immediate supervisor or Quarterback. 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, notify the immediate supervisor or Child Safety Coordinator (ChildSafety@CrosswaySA.org). 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 staff or workers to go over rules:



Bullying

Verbal, physical, or emotional bullying is not acceptable in Crossway Kids Ministry. At the first sign of bullying or verbal abuse, act decisively, and notify an immediate supervisor. Leaders should use discretion on the levels of offense based on the situation. 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.
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 the immediate supervisor or Quarterback 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 Crossway Kids setting.

Sanitizing is a method of decontamination that reduces germs on inanimate surfaces to a level considered safe by public health codes and regulations. In Crossway Kids, 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 surfaces. In Crossway Kids, we do that with Purell® Professional Surface Disinfectant. *Disinfect: diaper changing stations, floors, door handles, and countertops.*

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 your immediate supervisor.

In case of fire, follow the posted evacuation route to safety outside. 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 parents/guardians arrive.

Hand Washing

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

All children, staff, and workers 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*
- *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. After you are done treating the child, fill out an "Incident Report," which is located in the Policy & Procedures binder in each classroom. A first-aid kit is located 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 worker to get the Check In/Floater to alert the parents or guardians.
- (If necessary) call 911.
- Alert your immediate supervisor or Quarterback and (if necessary) call 911.
- All workers involved in the emergency must fill out **incident reports** immediately after the emergency. One of the elders or staff will follow up with the parents or guardians.

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 the 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 it to air dry.
5. Wash hands thoroughly when finished.

*If the soiled area is too large to clean safely with children in the room, alert your immediate supervisor and they will get the Facilities Team.

MEDICATION

A staff member or worker may not administer medication to any child while serving in Crossway Kids.

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

If you have any of the above symptoms, please worship with us via the live stream! You are also welcome to keep your child with you in the adult worship service.

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.
2. **If a child becomes ill in class**, contact your immediate supervisor for parent retrieval, and *be sure to isolate the child from the rest of the children.*

Electronic Devices

Children are not allowed to use a device as their Bible. Electronic devices must not be seen/used during on-site programming. If that is ignored it should be confiscated until the ministry time is over. When working with children, it should, as much as possible, be a “no phone zone,” since we are to be devoting our full attention to “helping make disciples” during that time.

Room Procedures

Before Each Event

Be ready 15 minutes prior to service or childcare event to receive children. One adult should greet children at the door, and the others should tend to the children already in the room. Student Workers are not to check-in or check-out children.

During Each Event

Be intentional about building relationships with the children in your classroom. Help children learn how to give to God by adhering to the offering time in class when applicable. Help children navigate through the Bible by *opening* the Bible whenever appropriate. Model worship behavior during the worship time. Age-appropriate videos, games, and activities may be provided for childcare events. Be intentional about building relationships with the children in your care by participating along with them.

When a snack is provided, pay careful attention to name tags to be aware of any food allergy. If an alternate snack is needed, please contact the Quarterback.

After Each Event

Clean the 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 Crossway Kids Space

In the Crossway Bible Church facility, Crossway Kids are to be: 1) in their appropriate classroom, 2) under authorized supervision, or 3) with their parent/guardian. Because Crossway Kids corresponds with the adult worship service, during that time they should be in their approved classrooms. Authorization is required to be in the Crossway Kids' area during ministry time.

If you notice a non-staff member in the area during the service, ask if they need assistance and redirect them accordingly. If you have any questions contact the Quarterback. Keep general security at the forefront of your mind at all times. Be observant. If you see something, say something.

Ministry areas must be well-lit at all times, and lights should remain on during all ministry programming.

Crossway Student Ministry

WORKER-TO-STUDENT RATIOS

Crossway Bible Church is committed to providing adequate supervision in all Crossway Student Ministry programs. The following are our worker-to-student **target ratios**:

For groups up to and including **10** students, there will be at least **1** staff member or worker supervising. For groups ranging from **11 to 29** students, there will be at least **2** staff members or workers supervising. For groups larger than **30** students, there will be at least **3** staff members or workers supervising.

If a worker is “out of ratio” it is his or her responsibility to immediately notify their immediate supervisor. Supervisors will make diligent efforts to find substitute workers to comply with our worker-to-student target ratios.

Pictures & Videos

Staff and workers are permitted to take photos of students only when the photos are appropriate and permission has been obtained from the student. Photos must reflect Crossway Bibles values and mission, portraying students in a positive and respectful manner. Prohibited content includes, but is not limited to, photos that are suggestive, invasive of privacy, or otherwise inappropriate. If a staff member or worker witnesses or suspects inappropriate photography, they must report it immediately to their supervisor or Child Safety Coordinator (ChildSafety@CrosswaySA.org). Violations of this policy may result in disciplinary action, up to and including termination of worker status or employment.

Discipline

It is our policy that staff members and workers are prohibited from using physical discipline in any manner for behavioral management of students. **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 students.

If a student is unruly or fails to comply with verbal warnings or instructions from staff/workers, that student will be asked to leave (if not endangered by doing so) or the student’s parent will be contacted to pick up the student. In the event of a fight or physical altercation, staff members will verbally redirect students involved and will try to avoid physical intervention. Uncontrollable or unusual behavior should be reported immediately to parents and the Student Ministry Director.

Bullying

Verbal, physical, or emotional “hazing” or bullying is not acceptable in Crossway Student Ministry. At the first sign of bullying or verbal abuse, act decisively, and notify an immediate supervisor. Leaders should use discretion on the levels of offense based on the situation. There is no “harmless put-down” where bullying is concerned.

1. First Offense: Issue a warning to the student 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 student(s) from the group (in a seen or supervised location) and discuss the inappropriate interaction or behavior. Set clear parameters and behavioral goals. Let the student know that the next step is communication with a ministry leader and the student's parents.
 - Privately, but with another adult present, confirm that a student who was the target of the bullying behaviors is not in danger of continued harassment and is physically and emotionally stable. AVOID SINGLING A STUDENT OUT IN FRONT OF THE GROUP... be discreet.
3. Third Offense: Send the student 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.

Electronic Devices

A student is allowed to use a device as their Bible during the Big Teach time, but paper-and-ink Bibles are preferred. However, if it appears that they are using it otherwise, or if it is distracting those around them, then ask them to put it away. Electronic devices must not be a distraction during small group time. If that is ignored it should be confiscated until the ministry time is over.

One-to-One Interactions with Students

Crossway Bible Church recognizes that meeting the emotional needs of students may occasionally require staff members and workers to minister to them on an individual basis, while keeping in mind the "rule of three." Staff Members and workers should observe the following guidelines when interacting with students:

INDIVIDUAL MEETINGS

Staff members and workers should conduct one-to-one meetings with an individual student at a time when others are present and where interactions can be easily observed.

The Opposite Gender

There is to be no dating of a student under any circumstances. Failure to comply will result in immediate dismissal.

A Student Ministry Leader's primary ministry focus is students of the same gender, in particular, those youth assigned to their small group.

All leaders are expected to dress in a modest fashion and set a godly example for students.

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

Parental Contact

Parents whose student is participating in Crossway Student Ministry activities and programs will be contacted if their student becomes severely ill, injured, or has a severe disciplinary problem while participating in Student Ministry programs.

Student Ministry Leaders are not the primary disciplers of our students. God has placed that responsibility with their parents. We want each student to have an open, transparent and God-glorifying relationship with their parents.

As a student ministry, we want to reinforce and support biblical discipleship in the home. In some cases, the gospel is not being taught or lived out in the home. Even then, we want to build relationships with the students' parents in such a way that they know our desire is to see their students grow in Christlikeness and that we want to partner with them towards that end. Sometimes, we will even get to be a part of bringing healing, reconciliation, and transparency to parent-child relationships!

As a part of the Crossway Family Ministry team, our purpose is to equip families to make disciples of their students. We do that best when we partner with parents—the primary disciple-makers of these students—as we make disciples in this ministry.

Never contradict a parent or undermine their authority. Be careful, as students may selectively leave out the other side of the story. In some sensitive cases, you might find it necessary to notify the Student Ministry Director and have them contact the family. When unsure, always err on the side of open communication.

Sexually Oriented Conversations

APPROPRIATE PERSONAL DISCLOSURE WITH A MINOR

Staff members and workers are not permitted to discuss any inappropriate or explicit information about their own personal relationships, dating or sexual activities with any student in the program.

However, it is expected that from time to time Student Ministry discussions and lessons may address issues related to purity, dating, sex, and human sexuality. These lessons will occur in same-gender group settings, and will convey the church's views on these topics.

MENTORING/DISCIPLESHIP/ACCOUNTABILITY RELATIONSHIPS

Given the fallen nature of man, and the highly sexualized nature of our cultural context, many students are daily fighting a battle for sexual purity. Discipling them well will often require pairing or tripling them up with a student leader or leaders of the same gender in a mentoring/discipleship/accountability relationship. These discipleship-relationships should:

- 1) be approved and acknowledged by at least one of the student's parents,
- 2) be carried out in accordance with the "appropriate personal disclosure with a minor" policy (see first paragraph in this policy under "Sexually-Oriented Conversations"),
- 3) be conducted in accordance with Crossway's Transportation Policy (see policy), and

4) these “meetings” 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.).

Sleeping Arrangements

It is anticipated that certain Student Ministry activities may occasionally require that overnight sleeping arrangements be made for students and staff members and workers (i.e. lock-ins, mission trips, camp, etc.). In the event an activity requires sleeping arrangements, staff members and workers will strictly observe the following rules:

1. The three-person rule must be followed.
2. No student may leave the overnight event unless for a reason stated on the signed permission form.
3. All adult staff and workers must have previously completed Crossway’s screening and training process.
4. Overnight sleeping arrangements must be submitted in writing to and approved by the Student Ministry Director and Child Safety Coordinator prior to the activity.
5. As long as any students are awake, one trip leader must be awake and monitoring students to ensure safe behavior.
6. Leaders should use good judgment regarding media. No R-rated movies are permitted.
7. Appropriately modest sleeping attire must be worn; both tops and bottoms.
8. Boys and girls must sleep in separate rooms, properly supervised by student leaders of the same gender.
9. Staff members and workers will monitor sleeping students by periodically conducting visual bed checks to ensure that sleeping students remain in designated sleeping places. During bed checks, staff members and workers should never physically touch a student.
10. Whenever possible, at least one staff member or worker will sleep in the same room (but not same bed) as students, or in an adjoining room with the door between the rooms kept open.
11. In the event that overnight arrangements do not include standard beds, each staff member, worker, and student will use single sleeping bags or blankets. In these instances, a “one-person-to-one bag or blanket” rule will be observed.

Incident Report

Date: _____ Time: _____

Minor's Name: _____ Worker's Name: _____

Classroom/Place of Incident: _____

Description of the Incident:

Witnesses:

Treatment Provided (if any):

Disciplinary Action Taken (if any):

Parent or Guardian/Responsible Party Notified:

Worker's Signature: _____ Date: _____

Staff Member's Signature: _____ Date: _____

Parent/Guardian's Signature: _____ Date: _____