



**POLICY & PROCEDURE MANUAL**  
**HARVEST BIBLE CHAPEL ROCHESTER**

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## WELCOME TO *HARVEST KIDS!*

We are excited to have you as part of the team to serve Christ in our children's ministry, *Harvest Kids*. It is our prayer that your presence will not only benefit the children you are serving, but that you will grow deeper in your own relationship with Jesus Christ because of your commitment to serve Him in this way.

Our vision of growing kids up into Christ (Ephesians 4:15) who passionately follow Him for a lifetime. This is accomplished by pursuing the mission of Harvest Bible Chapel in an environment that is age appropriate for kids. Instead of simply filling the children's minds with information, our focus is on targeting the heart for transformation. Our desire is to teach the children of *Harvest Kids* to **know** Jesus, **show** Jesus, and **grow** in Jesus.

Parents entrust the safety of their children to us as a church and to you as a volunteer. We are committed to the protection and safety of all the children in our care and in doing so, we also strive to protect our volunteers.

*Harvest Kids* depends on leaders like you who commit to being an active and engaging presence in the lives of our kids. Knowing the contents of this manual will help equip and lead you by providing a general knowledge of the *Harvest Kids* environment, expectations, and guidelines to keep everyone safe and growing in Christ!

Please contact me if you have any questions about what has been communicated in this manual ([cpersons@harvestrochester.org](mailto:cpersons@harvestrochester.org)).

We are excited to see God work in and through us as we surrender more and more to Him.

You are loved,

*Chris Persons*

Pastor of Discipleship  
Harvest Bible Chapel Rochester  
(507)226-8500  
[cpersons@harvestrochester.org](mailto:cpersons@harvestrochester.org)

## WHAT IS EXPECTED OF ME AS A VOLUNTEER

1. Love God with all your heart (Matthew 22: 37)
2. Love People -- including parents, children, and other volunteers as yourself (Matthew 22:39)
3. Regularly attend worship services and support the vision of the church (Hebrews 10:25)
4. Display maturity, wisdom, fruit of the spirit, and a desire to grow in your faith (Galatians 5:25)
5. Attend trainings when offered and seek out ways to learn more (Ephesians 4:12)
6. When serving, arrive on time and check in with your classroom coordinator
7. When you are unable to work for Christ on a week you are scheduled for, work with your coordinator to determine what should be done in the best interest of the *Harvest Kids* ministry
8. Set up a Planning Center Online (PCO) account and then respond quickly to the PCO email invitations as you receive them from your coordinator
9. Understand and carry out *Harvest Kids*' policies and procedures to the best of your ability each week

## CHILDREN'S SAFETY POLICIES & PROCEDURES

### Volunteer Screening – Requirements to Serve in *Harvest Kids*

In order to ensure the safety of both the children and the protection of our volunteers, we have a **3-step screening process** required for each of our volunteers to complete:

1. ***Harvest Kids* Application** - an application can be obtained on PCO or at the check-in table  
To get started with Planning Center Online, request access from the Children's Director.
2. **A Criminal Background Check** – this can be completed at our expense by going to <https://ministryopportunities.org/harvestrochester>
3. Reading and agreeing to this **Policy and Procedure Manual** and signing the signature page to be kept on file at Harvest Bible Chapel Rochester

### Appropriate Volunteer to Child Ratio

1. **A volunteer should *never* be alone with a child.**
2. Two volunteers must be present before allowing children to be signed into a classroom.
3. **Volunteer to Child Ratio:**

We have established a minimum volunteer to child ratio to maintain safety and to provide an optimal learning environment:

<b>Nursery</b> (Newborn – 2 ½ years old)	= 1 volunteer : 4 children
<b>Preschool Classes</b> (2 ½ years - kindergarten)	= 1 volunteer : 6 children
<b>Gradeschool Classes</b> (kindergarten – 5 <sup>th</sup> grade)	= 1 volunteer : 8 children

If a situation occurs where the volunteer/child ratios are exceeded, please notify your classroom coordinator or a member of our security team and they will address the situation if necessary. These ratios are meant to be a guideline for creating a healthy environment and are not set in stone. Please trust your leaders to make the best decision for everyone involved.

## **Restroom Guidelines: “You + 2” Policy**

1. It is HBC’s policy to **never have a child alone (1:1) with a volunteer!** Our biggest objective with this bathroom policy is the protection for the children as well as the volunteer.
2. If a child needs to go to the bathroom outside of the scheduled classroom bathroom break, be sure to follow the **“You + 2” policy!**
  - Your options in this situation:
  - A. Take 2 children with you
  - B. Take another adult with you if you have 2 other adult leaders to leave in the classroom
  - C. If there are not enough adults to have 2 in the classroom, then the whole class can take a trip to the bathroom
  - D. Ask a security member to assist you as another adult in the bathroom
3. Males should never go into the female bathroom; however an adult female may assist in the men’s bathroom for toddler/preschool age children if no other male volunteers are present.
4. No volunteer should be in a stall with a child with the door shut. If a child needs assistance, an adult, female volunteer can assist as long as the stall door is left open.

# EMERGENCY SITUATIONS POLICY & PROCEDURES

*\*\*\*In any emergency situation, please follow any instructions given by the security team or the Children's Director!*

## Injury

1. Always report any injury to the parent--this includes split lips, small abrasions, pinched fingers, etc. Most of these minor injuries can be treated with some common sense, a band-aid, and some loving reassurance. There are first aid kits located in every classroom cart. An "Incident Report" must be filled out for even minor injuries (obtain this from a children's coordinator or a security team member).
2. Serious injury involving seizure, head injury, eye injury, broken bones, loss of consciousness, excessive bleeding, allergic reactions, etc. should be treated as follows:
  - a. Keep calm! Remove other children from the immediate area.
  - b. Locate someone with medical training to assist (look for the blue sticker on the name tag).
  - c. Appoint someone to call 911.
  - d. Use protective equipment (i.e. gloves from the first aid kit).
  - e. Appoint another volunteer to notify security to locate the child's parents.
  - f. Ask other volunteers to gather in prayer over the situation and the injured child.
  - g. All volunteers involved in the emergency must complete an "Incident Report" immediately after the emergency is resolved.

## Illness

1. If a child becomes ill notify security to contact parents immediately.
2. Isolate the child from the rest of the children until the parents come pick up the child.
3. Try to clean up any bodily fluids as quickly as possible (using gloves and disinfectant) and throw out contaminated items in a separate garbage bag to be removed as soon as clean up is complete.

## Missing Child

If a child runs out of the classroom or is removed by an unauthorized person immediately notify a member of our security team to ask for assistance and page the parents.

## Evacuation

In the case of a fire or bomb threat follow the evacuation route displayed in the classroom (by the door) and adhere to the following guidelines:

**Specific For Nursery:** A volunteer may carry two infants but not more than two. The pack and play may be used to transport more children at once.

3 Options:

Option A: If 2 men are available, have them carry the pack'n'plays up the steps and out door 1

Option B: Wheel the children in the pack'n'plays down to door 2

Option C: Wheel down to the steps by Woodshop Room and exit through door 13

**Specific for Toddlers & Preschoolers:** Line up all children and have them hold the handles on the emergency rope as they exit the building.

2 Options:

Option A: Exit up the steps to Door 13

Option B: Exit up the steps through the lobby front doors

**Specific for those in the Worship Room:**

2 Options:

Option A: Exit at door 2

Option B: Exit up the steps through the lobby front doors

**Guidelines For everyone:** Have the children line up and grab the check-in clipboard.

Place one volunteer at the front of the line and one at the back of the line.

***Do not release any child to a parent or any other person until all children are in the "safe zone" and accounted for.*** (Invite a parent to accompany the group to the safe zone). Once all the children are accounted for, release the children to their parents following our usual check-out procedure.

**Gathering Place for ALL:** Meet and remain by the Kellogg Middle School sign until all children have been properly checked out by their parents. (use discretion/common sense if this needs to change to a different location).

\*If a child is unaccounted for, notify a security person immediately to go look for the child.

\*\*The security team members are responsible for checking all rooms and bathrooms to ensure that the entire floor has been evacuated.

## Lock Down

If there is a dangerous person in the building with the intent to harm (or if one is suspected), we will take all precautions necessary to keep children safe. **The security team members' goal is to eliminate the potential for the dangerous person to gain access to areas where the kids are located.**

**Use common sense when securing and hiding children** (i.e. keep them away from the door and windows, hold the door shut, put tables/carts/etc in front of the door and also in front of the children, etc.).

**Lock-down will remain in effect UNTIL the classroom volunteers receive a phone call from someone on staff or a children's coordinator.**

## **Tornado**

**Our goal is to relocate the children into an interior room without windows.**

**Nursery** – moves to room 111

**Toddler** – moves to room 111

**Preschool** - moves to room 109

**Lower** – moves to room 109

**Upper and Worship** – no need to move as those rooms do not have windows

**For ALL:**

1. Take the clipboard with you if you move rooms
2. Use the walking rope to quickly/efficiently transfer preschoolers
3. Shut doors, turn off lights, and take cover under desks/tables

## **Abuse & Neglect**

Child abuse is a serious crime and Harvest Bible Chapel will take all accusations and/or instances of abuse seriously.

1. **Child Abuse** is defined as either harm or threatened harm to a child's health or welfare by any person responsible for the child's health or well-being. Abuse may occur through non-accidental physical or mental injury, sexual abuse, sexual exploitation, negligence, or maltreatment.  
\**Sexual Abuse* is defined as any kind of sexual advance including a request for sexual favors, engaging in sexually motivated physical contact, or the persuasion and/or coercion of a child, youth, or vulnerable adult to engage in or observe verbal, visual, or physical conduct of a sexual nature.
2. **Neglect** is defined as the failure to meet the basic needs of a child; to abandon; or purposefully ignore.

\*Anyone who has a reasonable suspicion that a child is being abused or neglected must report it to a member of HBC's security team or a children's coordinator immediately.



# CHECK-IN & CHECK-OUT PROCEDURES

## Check-In

1. **First Time Guests:** The check-in greeter will direct the parent to complete a visitor registration sheet and ask them to fill out a hand-written nametag in which the parent will keep half of the tag and the child wears the other half. This will act as the identification tag for check-out. Inform the parent that if they choose to come again to *Harvest Kids*, their child will be entered into the check-in system on the laptop.
2. **Children who have attended *Harvest Kids* more than once** will be in the check-in system on the touch-screen laptops stationed at the check-in tables. Print 2 tags for each child as well as the matching identification tag for the parent to use at check-out. (One nametag is for the child to wear and the other nametag is to adhere to the classroom check-in sheet).
3. **For diaper bags or other personal belongings:** Use a sticker to mark the child's initials on the items.
4. **For children with allergies:** Use an allergy sticker to put on the child by their nametag. Also, when signing children into their classroom, make a note that there are allergies on the check-in sheet.

## Check-Out

1. Parents will bring their identification tag to their children's classroom and present it to the volunteer at the door. They will confirm that the tag matches the child's nametag before the parent takes the child.
2. If the parent does not have an identification tag, the volunteer will direct them to a member of our security team.
3. If another person (other than child's parent/guardian) comes to pick up the child without the matching identification tag, direct them to a member of our security team.

# CLASSROOM PROCEDURES

## General Classroom Expectations for Children

1. **Be Safe – we are here to worship God!**
  - We walk – not run
  - We keep our nametags on
  - We keep our hands and feet to ourselves
2. **Be Kind – love others!**
  - We use kind words and inside voices
  - We take turns and share with our friends
  - We listen when others are talking
3. **Obey the First Time!**
  - We listen closely to instructions
  - We follow instructions carefully
  - We participate cheerfully

## Course of Correction for Disobedience

1. **First Correction** – Use gentle but authoritative verbal correction.
2. **Second Correction** – Again, use a gentle but authoritative verbal correction. Ask the child to sit out of the large group activity with a volunteer for a time-out.
3. **Third Correction** – Notify the *Harvest Kids* security volunteer or children’s coordinator and explain the situation. They will contact the child’s parents to pick up their child.
4. Once a parent arrives, discuss the best way to handle the situation. This could include but not be limited to:
  - a. Allow the child to remain in the room with suggestions from the parent on how to handle the difficult behavior.
  - b. Remove the child from the class for the rest of the day to allow the parents to work with their child.
  - c. Allow the child to remain in the room with the parent present to handle the child’s behavior.

\*The security team member or coordinator will use discretion on which option is best for the child/parent as well as the classroom.

# NURSERY CLASSROOM PROCEDURES & POLICY

## Specifics for Nursery:

1. **Crying Policy** – If a child is inconsolable for ten minutes or longer the parent should be paged. \*If it is a child that frequently cries, ask the parent for their personal preference.
2. **Diaper Policy** – Only adult (18+) women may change diapers. Never leave a child unattended on a changing table. Wear new disposable gloves for each diaper changed. Sanitize the changing table and hands after each diaper change. Dispose of the diaper in the diaper pail.
3. **Temperature Policy** – Children will have their temperature taken upon check-in to the nursery. If the child's temperature is >100 degrees F, the parents will be notified to pick up their child.

## Before Each Service:

Be ready to serve in your classroom at least 30 minutes prior to the service.

Your coordinator will meet with the volunteers for any special announcements, training, and prayer.

## During the Service:

1. Greet children and parents with the love of Christ and take the child's temperature upon check-in.
2. Make sure that the children's belongings are clearly labeled and put out of reach.
3. Follow the schedule for your room to incorporate story time, coloring, snack, listening to music, and play time.
4. Refer to the check-in sheets for specific instructions from parents or for notes regarding snacks and/or allergies. Change diapers, sanitize toys, and calm crying children as needed, but also make sure that every child's diaper has been changed at least once during the service. It is a good rule of thumb that every child should return to their parent with a clean face and bottom.

## After the 1<sup>st</sup> Service:

1. Follow check-out procedures and only dismiss a child to the person with the matching security tag.
2. Tidy the room and sanitize any toys that have been soiled (there is a vinegar/water spray that is safe and effective to use for this purpose). Any soiled linens should be changed and bagged up for washing. Replace sheets or changing table covers between services – if needed.
3. If we are running low on supplies, please notify a Preschool Coordinator with the needs of the room.

## After the 2<sup>nd</sup> Service:

1. Sanitize any soiled toys with the vinegar/water spray.
2. Set aside any soiled linens to be cleaned during the week.
3. Put all the toys, pack and plays, gate, chairs, cd player, etc. packed as neatly as possible in the rolling carts.
4. Rearrange the classroom back to its original set-up as indicated by the photos hung on the rolling cart for your convenience.
5. Bring the tables, rocking chairs, and rolling carts down to the Woodshop room for storage during the week.
6. Set soiled linens by the black file tote in the hallway at the end of the stairs for the coordinators to wash during the week.
7. Check in with the other classrooms to help them pack up their rooms if your room is finished.

# TODDLER/PRESCHOOL CLASSROOMS PROCEDURES & POLICY

## **Specifics for Toddler/Preschool Rooms:**

1. **Crying Policy** – If a child is inconsolable for ten minutes or longer the parent should be paged.  
\*If it is a child that frequently cries, ask the parent for their personal preference.
1. **Diaper Policy** – We do not change diapers in the toddler/preschool rooms. Page the parent if the child needs a diaper change.
2. **Bathroom Policy** – We will follow the same “You + 2” bathroom policy as outlined on page 5
3. **Sick Child Policy**– If a child has green or yellow snot, becomes ill during the service, or feels feverish to touch, please page the parent to pick up their child so we can prevent others from becoming ill.
4. **Behavior Policy**- Refer to the Classroom Expectations section on page 10 to remind children what is expected of them during the service. Page parents when necessary or inform them of any issues during check-out time.

## **Before Each Service:**

Be ready to serve in your classroom at least 30 minutes prior to the service.

Your coordinator will meet with the volunteers for any special announcements, training, and prayer.

## **During the Service:**

1. Greet children and parents with the love of Christ and follow the check-in procedures.
2. Follow the schedule for your room.
3. Refer to the check-in sheet for any specific notes from parents – especially in regards to snacks and/or allergies.

## **After the 1<sup>st</sup> Service:**

1. Follow check-out procedures and only dismiss a child to the person with the matching security tag.
2. Tidy the room and sanitize any toys that have been soiled (there is a vinegar/water spray that is safe and effective to use for this purpose).
3. Sanitize the tables with vinegar/water spray.
4. If we are running low on supplies, please notify the Preschool Coordinator with the needs of the room.

## **After the 2<sup>nd</sup> Service:**

1. Sanitize any soiled toys with the vinegar/water spray before putting them away.
2. Put all the toys, gate, flannel graph, cd player, etc. packed as neatly as possible in the rolling carts.
3. Bring the tables, chairs, and rolling carts down to the Woodshop room for storage during the week (toddler already is in the Woodshop room).
4. Rearrange the classroom back to its original set-up as indicated by the photos hung on the rolling cart for your convenience.
5. Check in with the other classrooms to help them pack up their rooms if your room is finished.  
\*Remember we are a TEAM with the other *Harvest Kids* volunteers!

# GRADE SCHOOL CLASSROOMS PROCEDURES & POLICY

## Specifics for Grade School Rooms:

1. **Behavior Policy** – Refer to the Classroom Expectations section on page 10 to remind children of what is expected of them during the service. Page parents when necessary or inform them of any issues during check-out time.
2. **Bathroom Policy** – We will follow the same “You + 2” bathroom policy as outlined on page 5
3. **Sick Child Policy**– If a child has green or yellow snot, becomes ill during the service, or feels feverish to touch, please page the parent to pick up their child to help prevent others from becoming ill.

## Before Each Service:

Be ready to serve in your classroom at least 30 minutes prior to the service.

Your coordinator will meet with the volunteers for any special announcements, training, and prayer.

## During the Service:

1. Greet children and parents with the love of Christ and follow the check-in procedures.
2. Follow the schedule for your room.
3. Refer to the check-in sheet for any specific notes from parents – especially in regards to snacks and/or allergies.

## After the 1<sup>st</sup> Service:

1. Follow check-out procedures and only dismiss a child to the person with the matching security tag.
2. Tidy the room for the next volunteers/children coming in for the 2<sup>nd</sup> service.
3. If we are running low on supplies, please notify the Grade School Coordinators with the needs of the room.

## After the 2<sup>nd</sup> Service:

1. Put all the toys, games, etc. packed as neatly as possible in the rolling cart.
  - A. **Upper Elementary:** place your bin of materials/supplies in the Nursery rolling cart.
  - B. **Lower/Middle Elementary:** Bring the rolling cart down to the Woodshop room for storage during the week.
2. Return the classroom to its original condition and set up as indicated by the photos hung on the rolling carts for your reference.
3. Check in with the other classrooms to help them pack up their rooms if your room is finished.  
*\*Remember we are a TEAM with the other Harvest Kids volunteers!*

# MINISTRY GOALS FOR MAXIMUM EFFECTIVENESS

## Key Elements for Maximum Effectiveness: “the 4 C’s”

### 1. Connecting with children:

- Listening to their comments and asking questions to draw out their heart behind their comments
- Learning basic things about the child (name, family, interests, etc.)

### 2. Caring for the children:

- Learning about their home life
- Learning about difficulties in life
- Learning about their spiritual condition

### 3. Communicating with the children:

- Praying with the children
- Modeling vulnerability to them in regards to heart issues
- Praising children’s spiritual growth and character development

### 4. Challenging the children:

- Driving home the main point of the lesson to apply this coming week
- Inviting the parents to follow up with application of the lesson this coming week

# SCHEDULING AND COMMITMENT

## Volunteer Scheduling:

1. We use Planning Center Online (PCO) to send out schedule requests via email to our volunteers. Set up a PCO account and block off any dates that you are unavailable to serve. Volunteers are scheduled according to their availability.
2. Each week, our Classroom Coordinators send out the invitation to our volunteers to serve for the following Sunday. (There are many ways to serve within *Harvest Kids* and it is our desire to get you to serve in the area where you are best gifted).
  - A. You will be invited to the classroom, service, and role that you have agreed to volunteer in.
  - B. The email invite from PCO will ask you to “accept” or “deny” the request for you to volunteer in that position for the coming Sunday. Please respond ASAP so the *Harvest Kids* Coordinator in your area can know if they can count on you to be present on Sunday.
3. Tips on how to maximize your user experience on PCO:
  - A. If you are part of *Harvest Kids* Worship Team – when you click on the plan that you are scheduled to serve at next, you can locate any music, MP3s, etc. on the right side of the screen under “attachments”
  - B. If you are part of a classroom, children’s check-in, or the Bonus Room you’ll find all of your resources on the *Harvest Kids* plan that corresponds to the date you’re serving next. Lessons and any pages that are specific for the week, can be found on the right side of the screen in the “attachments” folder.
  - C. Classroom schedules, Role descriptions, *Harvest Kids* application, and the Policy and Procedures Manual are located on the attachments on the bottom left of the page under “attachments.” These are fixed attachments that will not change from week-to-week.

## Commitment:

1. For the sake of the children, the Classroom Coordinators, and the entire *Harvest Kids* ministry, we ask our volunteers to keep their commitment to volunteer on their “usual” weeks each month. The reason for this is that our ministry is most effective at discipling children when we have our regularly committed volunteers there to disciple them!
2. If you are unable to maintain your usual schedule, please plan accordingly by notifying your Classroom Coordinator ASAP to determine if you should find a sub (*note: room leaders should always try to find a replacement volunteer. Your coordinator can help discern who to ask*).
3. If you are unable to keep your commitment to volunteer in *Harvest Kids* last minute due to illness or emergency, please call your coordinator to inform them of your absence.





***Harvest Kids***  
**VOLUNTEER ACKNOWLEDGEMENT FORM**

This Policies and Procedures Manual contains critical information about the practices of *Harvest Kids* at Harvest Bible Chapel, Rochester, MN.

By signing below, I acknowledge that I have read this manual and agree to abide by it. I understand that I should contact a *Harvest Kids* Children's Coordinator if I have any questions or concerns that are not addressed in this manual.

I understand that HBC has the right to revoke any team member's (volunteer or paid staff) right to serve in *Harvest Kids*.

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Signature

Date

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Print Name

**Please return this completed form to your *Harvest Kids* Coordinator and keep this manual for your personal reference as needed (and reviewed annually).**