



Volunteer Guidelines

From the lips of children and infants
You have ordained praise.

Matthew 21:16

Our Mission:

To come alongside families as we teach our littlest ones the basic truths of who God is, confident His image will make a lasting impression.

This is where it all begins...

Our Four Principles

What we teach:

1. God made me.
2. God loves me.
3. Jesus wants to be my friend forever.
4. The Bible is God's story and everything in it is true.

We are intentional about what we teach our little ones. Our curriculum reinforces these four principles every Sunday, for ages 1-5. Please note that each age group has different expectations and structure according to their development.

Grow Zone volunteers can view and download our current month's lessons by following these steps:

Go to www.portcitychurch.org/gzvolunteers

Enter username: gzvolunteers and password: growzone

Our Volunteer Opportunities...

There is a place for you!

Teacher:

- Serves every Sunday in the same room during one service.
- Teaches children and engages them in appropriate planned activities.
- Establishes a familiar schedule and makes sure the specific needs of each child are met.
- Oversees support staff.
- Attends mandatory meetings once every four months.

Coach:

- Serves every Sunday during one service.
- Monitors classroom during check-in and dismissal.
- Facilitates communication between parents and teachers as needed.
- Partners with *Grow Zone* staff to oversee a team of 10-15 volunteers.
- Communicates with volunteer team weekly.
- Attends mandatory meetings once every four months.

***Support Staff:**

- Serves at least twice a month in a specific room during one service.
- Assists teacher in planned activities.
- Supports teacher as specific needs of each child are met.
- Attends one mandatory meeting per year.

Team Leader:

- Serves every Sunday during one service.
- Assists in check-in and dismissal procedures, communicating to parents our policies and procedures as needed.
- Performs administrative duties during the service and is able to provide assistance and manage situations as needed.
- Maintains proper security.
- Attends mandatory meetings once every six months.

***Host:**

Registration Desk Host

- Serves at least twice a month during one service.
- Greets and directs first-time guests.
- Oversees registration process.
- Communicates to parents our policies and procedures.
- Maintains proper security.
- Attends mandatory meetings once every six months.

Room Host

- Serves at least twice a month during one service.
- Welcomes families to entrance of rooms.
- Releases children during dismissal.
- Implements tag system at check-in and dismissal.
- Maintains proper security.
- Attends mandatory meetings once every six months.

***Safety:**

- Serves at least twice a month during one service.
- Mans Grow Zone entrance and hallway during service.
- Allows entry to only Grow Zone parents and volunteers.
- Shuts down Grow Zone at 10 after the hour.
- Attends mandatory meetings once every six months.

* *Indicates initial starting positions.*

Our Volunteer Requirements

Call Times:

- Please arrive to the Grow Zone Green Room 45 minutes before the service begins.

For those serving at 9:00, please arrive at 8:15 am

For those serving at 11:00, please arrive at 10:15 am

For those serving at 4:00, please arrive at 3:15 pm

For those serving at 6:00, please arrive at 5:15 pm

It is important for volunteers to arrive at the designated time so the maximum capacities can be established according to our ratios and physical maximum space. This time prior to opening gives volunteers time to set up their room, review the lesson binder, and gather as a team for a time of prayer.

Running late?

- Please call your Coach if able to do so.
- If volunteers arrive once the Green Room door is locked, they are to check in with a member of the GZ Safety Team.

After Service:

- All volunteers are required after the children are dismissed to clean toys and straighten rooms for the next service.

For everyone:

- All volunteers are required to wear a volunteer badge at all times while serving in *Grow Zone*. Volunteer badges are to be turned in every Sunday after serving.
- All volunteers are required to replace themselves if they are not able to serve on their scheduled Sunday. They are to contact someone on the current month's schedule and then notify *Grow Zone* Staff or their Coach. If they are unable to find a replacement, they are to let *Grow Zone* Staff know.
- All volunteers are required to follow all policy and procedures as outlined in this book.
- All volunteers upon first time serving will complete an apprenticing form under the guidance of a *Grow Zone* volunteer to reinforce policy and procedures.
- All volunteers are asked to attend the mandatory meetings according to their volunteer positions.

Volunteers are not permitted to serve in the same room with their *Grow Zone* aged children.

Elementary aged children are not permitted to stay in *Grow Zone*.

Youth volunteers (6th-8th grade) are permitted to serve in *Grow Zone* under the supervision of a parent/guardian who is also a *Grow Zone* volunteer.

We allow first time *Grow Zone* parents to stay back with their child upon their first visit.

Our Security Policy

We play it safe!

We take the security of *Grow Zone* very seriously. It is our responsibility to ensure the safety of every child left in our care. Below are listed our security procedures.

Screening Process

- Every volunteer in *Grow Zone* will have:
 1. A completed *Grow Zone* Application.
 2. Two completed references on file.
 3. Signed authorization for Criminal Records Check.

Reporting Procedures for Volunteers

- Notify *Grow Zone* Staff in the future if you are charged or accused of a crime.

Additional Safeguards

- Never be alone with a child.
- There must be at least two volunteers in a classroom before children are received.
- No one is to be alone in the bathroom or in the hall at anytime with a child.
- Every room has a door with a window.
- *Grow Zone* staff and responsible leadership have frequent access to all rooms where children are being cared for.

Also, please note that the only people that need to be in the *Grow Zone* area are the *GZ* children, *GZ* volunteers, and *GZ* parents as they drop and pick-up their children. Due to the safety of our children, all others are prohibited.

*TruClean employees in uniform are permitted on the *GZ* Hallway during church.

Sexual Misconduct Prevention Policy

Policy- Each staff member and volunteer will receive a copy of this policy and will be asked to familiarize themselves with its contents. All church staff and volunteers will be required to complete a screening form prior to participating in children/youth programs or activities. These forms will include personal history, church history, prior children/youth work, references and request for a criminal background check.

Persons selected for service will then be interviewed by or under the direction of the director of the ministry or other staff members.

The instructional objective of this church is to ensure that all staff and volunteers have a functional knowledge of issues pertaining to sexual abuse and comprehension of this policy.

In the event of an allegation the enclosed Reporting and Response Procedure will be implemented by the Executive Pastor.

1. Individuals who have been convicted of either child sexual or physical abuse should not volunteer service in any church sponsored activity or program for children or youth.
2. All volunteers working with youth and children are required to be active participants of Port City Community Church.
3. Volunteers should observe the "two person rule." This requires that volunteers are never alone or secluded with children or youth without at least one other adult present.

4. Volunteers should immediately report any behaviors which seem abusive or inappropriate to their Direct Report or Ministry Director.

Sexual Abuse or Harassment includes any contact or interaction between a child and another person or adult in which there is unwelcome sexually oriented behavior, comments, advances, touching, requests or demands for sexual activity, any physical contact of a sexual nature and/or threats of a sexual nature.

Expectations and Guidelines - On Site

1. Open Doors - Unless there are 2 volunteers present, all doors must remain open when used in conjunction with children's or youth activities.
2. Floaters - Supervision will be maintained before, throughout and after all events until the children and youth are in the custody of parents or off the premises.
3. Alone Policy - No one-on-one with a student. If a volunteer/staff member and student are left alone, the volunteer/staff member should move to an area of public view, such as doorway or hallway.
4. Bathroom Policy - Preschool bathroom doors should be partially open. Volunteers will assist with bathroom and diaper changing duties in the presence of another volunteer. No one-on-one situations of an adult and child alone together in the bathroom.
5. Birth - 5th Grade Dismissal Policy - Children will only be released to properly identified and pre-authorized adults.
6. Youth Policy - Adequate ratios of adults to children will be determined by the ministry director. One-on-one counseling only by paid staff with open office door.

Expectation and Guidelines - Off Site

1. Written parental permission form in advance of event.
2. Transportation situations - Staff or other volunteers transporting youth for church sponsored events will not be alone with one child.
3. Adequate supervision will be determined by the ministry director. No one-on-one with a child or youth.

Reporting Procedures

Purpose: By reporting you are helping to end the cycle of abuse and to ensure the safety of children. Sexual perpetrators have been found to have numerous victims and a high recidivism rate.

Order to Report:

1. A report of inappropriate behavior (possible abuse) is made to the Team Leader or Ministry Director.
2. Team Leader, Ministry Director reports to Executive Pastor.
3. Executive Pastor
 - a. Interviews victim
 - b. Contacts local Department of Social Services
 - c. Contacts victim's parents
 - d. Notifies Ministry Director and appropriate staff members
4. Department of Social Services
 - a. Interviews victim
 - b. Contacts police in the county the abuse occurred
5. Police Department
 - a. Interviews victim
 - b. Interviews suspected perpetrator
 - c. Refers case to District Attorney or find abuse case is unsubstantiated

Our Check-in and Dismissal Policy

○ Check-in Procedure

1. As children are checked-in at their rooms, child and parent are given tags with matching numbers. The child's name (first and last) is written on both tags. The parent's name (first and last) is written on the back of the child's tag. The child's tag is to be clipped to the child and the parent tag is given to the parent. Please do not allow a parent to drop off a child in a Grow Zone room until they have the matching tag.
2. As children are checked-in to their rooms record any allergies or special instructions on the child's tag.
3. As children are dropped off, inquire that all diaper bags, cups and bottles are labeled properly.
4. Children are not allowed to bring personal toys into the Grow Zone rooms.

○ Dismissal Procedure

During dismissal, the parent must present a Grow Zone tag to gain entry onto the Grow Zone Hallway. The parents then must present the tag again at the classroom door. Grow Zone volunteers must ensure that parent and child tags match before releasing a child. Please do not release any child to a parent without a matching tag. If the tag was misplaced, please enlist the help of Grow Zone staff before releasing the child.

Keeping Our Space Safe!

- Grow Zone registration times for the general line are as follows:

- 9:00 service: **8:40-9:10am**

- 11:00 service: **10:40-11:10am**

- 4:00 service: **3:40-4:10pm**

- 6:00 service: **5:40-6:10pm**

Grow Zone is closed at 10 minutes after the hour. In order to keep Grow Zone a safe and productive place, we do not accept any children after those times.

- PC3 volunteers that are serving and have a child in Grow Zone:
 - Are allowed to access the GZ volunteer line outside of the main Grow Zone doors by presenting their volunteer ID badge.
 - The Grow Zone doors open at 30 minutes before the service for volunteers to check-in their children early.
 - The doors will remain open to volunteers for 10 minutes only.
- PC3 volunteers that are serving and have a child in Treasure Island:
 - Are allowed to sign-in their children early by going to the Treasure Island registration desk. (*Note: Volunteers must go to the registration desk and be escorted in TI for early sign-in. They are not to enter TI on their own.*)
 - Children must remain with their parent until TI opens the general line but can be walked directly back to their rooms instead of waiting in line.

*If you are utilizing GZ and TI's early check-in, remember you must be serving that day.

- Grow Zone has the following child to volunteer staff ratios.

These are our minimum guidelines.

- Baby Room 1:1
- Cruiser Room 2:1
- 1 year old Room 3:1
- 2 year old Room 4:1
- 3 year old Room 4:1
- 4 year old Room 4:1

- Grow Zone rooms will be closed when:

1. The physical space has reached its maximum capacity
2. The child to volunteer staff ratios cannot be exceeded
(Thus it is imperative volunteers arrive on time and notify when they will be absent.)

Our Well Child Policy

- Children who have visible signs of illness should not be allowed in Grow Zone. If an illness is discovered after a child is in the classroom, please alert the Team Leader or Director and the parent will be paged.
- We require that a child be free of fever for 24 hours before entering Grow Zone.

Upon the recommendation of the Committee on Control of Infectious Diseases of the American Academy of Pediatrics, a child should not be taken from home when any of the following conditions exist: fever, vomiting, diarrhea, scarlet fever, German Measles, mumps, chicken pox, cough, strep throat, flu, common cold, sore throat, croup, fifth disease, any unexplained rash, pink eye, cloudy/green runny noses, any communicable disease.

Our Special Needs Policy

- If a child has any special needs, you will be notified by responsible leadership.
- Food allergies will be written on the child's tag. Please be sure to look at each child's tag for this information.
- Also please note that medication is never to be administered to any child by a GZ volunteer or staff. This must be done by a parent.
- Responsible leadership will page a parent if a child cries for 10-15 minutes consistently or when a child's behavior becomes unmanageable.

Our Behavior Policy

(applicable for 3s and PreK)

In order to ensure a safe and productive environment for all children, please adhere to the following behavior policies:

1. Re-direct the child with positive words.
2. If the child's behavior does not improve, responsible leadership accompanied by another volunteer, will remove the child from the room to pray with him/her. They will once again re-direct them towards acceptable behavior.
3. If the child's behavior does not improve and/or is severe, the parent will be paged. Responsible leadership will then speak with the parent concerning the child's behavior.
4. The parent then has the option to stay back in the room with their child one time or leave Grow Zone with their child.

Please note that we do not use "Time Out" or any other such means to discipline.

Our Housekeeping Policy

After each service please do the following:

- Please wipe down all toys with the given cleaning supplies.
- Please bring to the attention of the responsible leadership of any accidents that you may need assistance with or any toys that need a more thorough cleaning.
- Please remove used sheets and blankets and place them in the laundry basket found in the cabinet.
- Please clean the floors and carpets of messes, such as snack crumbs or paper scraps.

Our Hand-Washing Policy

- All children's hands (except for the babies and cruisers) are to be wiped clean with antibacterial hand wipes when first arriving to their *Grow Zone* classroom.
- Volunteers are to wash their hands:
 1. Before and after eating.
 2. Before handling food for snack.
 3. Before and after changing diapers.
 4. After helping a child in the restroom.
 5. After wiping and blowing noses.

Please wear gloves when dealing with bodily fluids. All rooms in *Grow Zone* are supplied with non-latex gloves.

Our Restroom Policy

A volunteer is never allowed alone in the restroom with a child.

- Assist child with his/her clothing in the open doorway before he/she goes into the bathroom.
- Stand at the open door of the restroom to monitor child.
- Encourage child to do as much for themselves as possible.
- If you have an emergency situation where a child is sick or needs assistance, please call on another volunteer in the room to stand at the restroom door as you give child assistance.

Note: Only one child is allowed in the restroom at a time.

Our Diaper Changing Policy

- Up through the 3-yr-old room, there are diaper changing stations. (We have wipes, spare diapers, wax paper, and gloves. Use the wax paper as a protective barrier.)
- Always change a diaper visible to other volunteers.
- Use disposable gloves when changing a diaper. If changing more than one diaper, change wax paper and gloves between children.
- All diapers are to be disposed of using the Diaper Genie.
- Wash hands.
- **Please check all diapers. We do not want children staying in soiled diapers.**

Our Emergency Plans

First Aid:

- There are basic first aid supplies available in each classroom and a complete first aid kit is accessible by responsible leadership.
- Always wear gloves when assessing a situation, especially if a child is bleeding.
- If the problem requires greater assistance, we will enlist the help of a CPR trained volunteer. Parents will also be notified immediately.

Emergency Evacuation Plan:

Procedures for inside the building:

- Take the evacuation bag off the hook.
- Check the bathroom for children.
- Gather the children.
- Take a headcount and make sure it matches today's attendance according the classroom roster.
- For ages 2's-PreK, line them up along the guided rope found in the evacuation bag.
For babies-ones, place them in cribs.
- Cover the children with fire blanket if necessary.
- Take the classroom roster, the guest sign-in sheet, and walkie-talkie with you outside. Walk or roll the children outside.
- Follow the evacuation route (outlined on the map in the classroom) to the front corner of the parking lot at George Trask Dr. and Cardinal Dr.

Procedures for outside the building:

- Once safely outside, take headcount again, making sure it matches today's attendance according to the classroom roster.
- If you are missing a child or have another emergency, please hold up the "HELP" sign found in evacuation bag.
- If everyone is accounted for and safe, hold up the room sign found in evacuation bag.
- Have 2's-PreK children sit on the grass or the fire blanket. Babies-ones are held or kept in cribs.
- Wait calmly for instructions.
- Be sure to follow our standard security procedure, not releasing a child unless their matching tag is presented.

Parent Volunteers: If you have a child in Treasure Island, please trust those volunteers are working just as diligently to get your child to safety.

Note-The following contents should be stored in the evacuation bag in each classroom:

1. Fire Blanket
2. Guided Rope (ages 2's-PreK)
3. Help Sign
4. Room Sign

Our Mission:

To come alongside families as we teach our littlest ones the basic truths of who God is, confident His image will make a lasting impression.

Grow Zone Staff Contact Information

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