



# Volunteer Handbook

[Harborviewfellowship.org](http://Harborviewfellowship.org)

# Thank you for joining the HF Kids Ministry Team!

Our mission at HF Kids is, “to equip parents and children to passionately live like Jesus lived, do what Jesus did, and advance His kingdom together.” In pursuit of this mission, we work to communicate the unchanging truth of the gospel through our quality children’s programming, biblically sound curriculum, and through the love and care families receive as they interact with YOU!

In this handbook you will find practical information regarding your roles and responsibilities as an HF Kids volunteer. You will also find protocols and procedures that will be vital to maintaining a calm, orderly, and safe environment. Through this helpful resource and your participation in fellowship, training, and ongoing communication, we aim to equip you to run fully into this opportunity to serve families at Harborview Fellowship Church!

Thank you for saying “yes” to the call! We are grateful for the gift of your time and talent. This ministry exists because of YOU!

With eternal gratitude,

Kelly Anne and the HF Kids Leadership Team

## Mission Statement

To equip parents and children to passionately live like Jesus lived, do what Jesus did, and advance His kingdom together.

“We will tell the next generation about the glorious deeds of the Lord, about His power and His mighty wonders.”

Psalm 78:4

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# Volunteer Descriptions

## **HF Kids' Teacher**

Our Children's Church Teachers use the provided curriculum and materials to lead and direct our young ones toward spiritual growth, a Biblical world view, and freedom in Christ. They are reliable and are willing to be the lead teacher at one to two services each month.

## **HF Kids' Assistant**

Classroom Assistants help teachers by distributing lesson materials, engaging with students and redirecting children to help with classroom management and learning. They may also help with lesson delivery.

## **HF Kids' Helper**

Usually a younger teen who, before service, asks to be placed in a classroom as a helper for teachers and assistants. They assist students with crafts, activities and following directions. They can also act as a second chaperone for restroom breaks.

## **HF Kids' Check-In**

Our Check-In Volunteers are the first people families see as they check their children in for Children's Church. They are friendly, enjoy meeting new people, happily answer questions and are willing to learn CCB, the HF Kids' check-in platform. They should be able to problem solve, multitask and pay attention to detail as they register new families and students. Before the end of each service they will print class rosters and deliver them to each classroom teacher. They are reliable and ready to serve 30 minutes before their scheduled time.

## **HF Kids' Nursery**

Our Nursery Assistants snuggle and care for our littlest ones. They are reliable and serve during one to two services per month.

## **HF Kids' Service Host**

Our Service Hosts are friendly and welcoming. They gather our volunteers to pray before each service. They help teachers prepare, answer questions, offer tech support, and remain available to help as needed throughout their assigned service. They also greet new families and show them to their assigned classrooms.

## **HF Kids' Event Team**

This power packed team serves under our Event Coordinator to plan and carry out special events geared toward our HF Kids' participants and their families.

Event Examples: Harvest Party, Family Christmas Movie Night, Easter Brunch

## **HF Kids' Prep Assistant**

This is a position for those who might not like being up front, but love doing all of the behind the scenes prep work. You may be asked to help prepare weekly crafts and teacher bins, organize the Kids' Min closet or attic space, make sure classroom cupboards are stocked and ready for Children's Church, take inventory of Kids' Min supplies, etc...





# What to Expect Next

You have filled out your application, completed the background check, had an interview with the HF Kids' Ministry Director and finished the online Child Safety Training. What happens next?

Our HF Kids' Admin will reach out via email to find out your serving area preferences and times. You will then be placed on the CCB schedule and receive a serving request for each date you will be helping.

## **TEACHERS:**

1. You will receive an invitation from Answers In Genesis, our curriculum provider, to accept online lesson plan access. Please accept the invitation so that you have full access to our curriculum.
2. You will also be given the option to shadow in a classroom so that you can get hands-on experience before you jump in to your official role.
3. On the Monday before your teaching time you will receive an email with a link to the week's lesson and a list of all the materials that you will find waiting for you in the classroom. The only prep you need to do is familiarize yourself with the lesson. Everything else will be taken care of for you!
4. In the days leading up to your assignment you will receive serving reminders from CCB.

**Please be sure to arrive for team prayer 30 minutes before the church service begins.**

## **ASSISTANTS:**

1. You will receive an email the Monday before each assisting time which will include a link to the week's lesson and a list of all the materials you will find waiting for you in the classroom. The only prep you need to do is familiarize yourself with the lesson. At times the lead teacher may ask you to help with skits and teaching so it is important to know a bit of the lesson before the little ones arrive.
2. In the days leading up to your assignment you will receive serving reminders from CCB.

**Please be sure to arrive for team prayer 30 minutes before the church service begins.**

## **NURSERY VOLUNTEERS:**

1. In the days leading up to your assignment you will receive serving reminders from CCB. Please be sure to arrive 30 minutes before the church service begins so that parents can drop off their little ones and find seats in the sanctuary.

## **CHECK-IN VOLUNTEERS:**

1. You will be assigned a time to shadow the check-in process so that you can get hands-on experience and training before you jump in to your official role.
2. In the days leading up to your assignment you will receive serving reminders from CCB.
3. **Please be sure to arrive at least 30 minutes before the church service begins.** Many new families arrive early to register. We want to be sure there is a friendly face at the front desk to greet them.

## **EVENT TEAM MEMBERS:**

1. You will be placed on our "Events" contact list.
2. Our Event Coordinator will reach out to share information and assign roles as an event nears.

## **HF KIDS' PREP ASSISTANT:**

1. The HF Kids' Ministry Admin will reach out via email with more information.

# Volunteer Schedules

Once every quarter you will receive an email with a link which will take you to a serving preference questionnaire. Your answers on the questionnaire will help us schedule you when and where you would like to serve.



CCB is the platform we use to schedule all of our volunteers.

After you join the HF Kids' Volunteer Team you will be added to the serving roster. You will receive serving requests through CCB, our online scheduling program. The requests will arrive through text and/or email.

Please select **"accept"** to finalize your dates. If a certain time does not work for you, choose **"request a replacement or swap"**. This will send a request to the other teachers on your team. Please don't click on "Decline" as it automatically cancels any substitute requests.

You've Been Scheduled

Hi Jill,

YOU ARE ON THE SCHEDULE FOR HF KIDS!

- Hit "Respond" for details.
- Hit "Accept"
- If you are unable to teach/assist, please find a replacement or swap and notify me. Do not choose "Decline" as that will cancel the ability to find a replacement.

Thank you for serving!

Jill Johansen  
HF Kids Ministry Admin  
jill@hfcgh.org  
From Jill Johansen

**VIEW AND RESPOND**

HF Kids Schedule Details

A-Check in leader • 1A- Greeting  
Team

Serving Service  
Sep 08 • 9a - 10:30a

1. You will receive a serving request via email or text.

A-Check in leader  
9:00am Service • 9a-10:30a Accepted

A-Check in leader  
11:00am Service • 11a-12:30p Accepted

Monday 8  
A-Check in leader  
9:00am Service • 9a-10:30a Pending

Monday 29  
A-Check in leader  
9:00am Service • 9a-10:30a Accepted

**CLICK HERE**

2. **BOOKMARK THIS PAGE FOR EASY FUTURE ACCESS.**

3. Click on the **"PENDING"** bar to manage the request.

4. Click **"ACCEPT"** to accept the assignment.

5. Click **"FIND REPLACEMENT"** to find a substitute.

6. Click **"SWAP WITH SOMEONE"** to trade assigned dates.

7. Click **"DECLINE"** only after you have attempted to find a replacement or swap.

A-Check in leader

Serving Time  
9:00am Service  
Sun, Sep 8, 9a-10:30a

**VIEW SCHEDULE**

**ACCEPT**

Can't serve? Here are some options:

DECLINE REQUEST  
FIND REPLACEMENT  
SWAP WITH SOMEONE  
MESSAGE SCHEDULER

**CLICK HERE**

CLOSE

Find Replacement

Send Request To:  
Selected Volunteers (7)

Hello (Name),

I am hoping to find a replacement for an upcoming serving time. Would you be able to serve in my spot?

102-500

**CLICK HERE**

SEND MESSAGE

5. **FIND REPLACEMENT**~ Click "Send Message" and the replacement request will be sent to your entire teaching team. You will receive notification if someone accepts the request.

Select the event you want to swap for:

August 2024

Sat 17	6:30pm Service 6:30p- 8p	>
Sun 18	9:00am Service 9a - 10:30a	>
Sun 18	11:00am Service 11a - 12:30p	>
Sat 24	6:30pm Service 6:30p- 8p	>
Sun 25	9:00am Service 9a - 10:30a	>
Sun 25	11:00am Service 11a - 12:30p	>
Sat 31	6:30pm Service	>

**DECLINE**

CANCEL

6. **SWAP WITH SOMEONE** ~ Choose the date/s you are able to serve then send the request to the person assigned to that date. You will receive notification if they accept the swap.

7. Click **"DECLINE"** only after you have attempted to find a replacement or swap. Notify Jill Johansen at [jill@hfcgh.org](mailto:jill@hfcgh.org) so that a substitute can be found.



# Curriculum

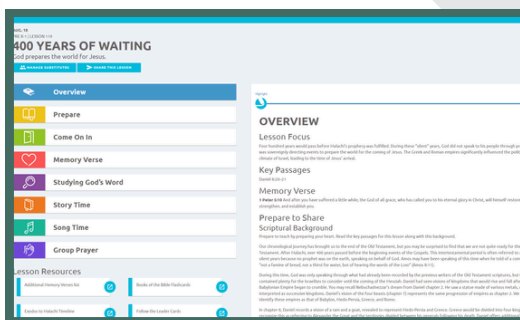
We use Answers in Genesis Curriculum in all of our classrooms



After you join the HF Kids' Volunteer Team you will receive an invitation to join online AIG for one of the following grade level groups.

- Preschool
- Kindergarten/First Grade
- Second/Third Grade
- Fourth/Fifth Grade

Please accept the invite. It will give you full access to the grade level curriculum you will be teaching.



The Monday before you teach you will receive an email with a link to the week's lesson. Click on the link to go to a page that looks like this.

Please familiarize yourself with the lesson overview. If you click on "Studying God's Word" you will find a complete, word-for-word lesson plan that you can follow. It includes instructions on how to direct your students, what questions to ask, and when to do certain activities. It's very simple to follow!

# Classroom Supplies

When you arrive in your classroom before your scheduled serving time, you will find everything you need, already prepared for you, on the storage cabinet counter.

You will have an iPad for lesson access, a hard copy of the teacher's manual, a Bible memory verse poster, copies of the student activities and coloring pages, lesson illustrations, a large lesson board book (for younger students), a smart TV to screen mirror the lesson PowerPoint slides (Grades 2-5), a craft (younger grades) prepared and ready to go and any extra items the lesson plan called for.

You will find classroom supplies like crayons, markers, tape, glue, pencils, scissors, etc, in the storage cabinet drawers and cupboards.

If you need any other supplies or activities on the day of your serving time, just ask your service host.

# Sample Class Schedule

9:00am Service

8:30am - Arrive 30 minutes before your scheduled time for group prayer in Room 7

8:40am - Go over the lesson plan again and make sure you have enough copies and supplies.

- Place color sheets on the tables, or have your assistant do so.

8:45am - Greet students and parents at the door with a smile.

- Direct students to a quiet play activity or to the coloring sheets on the tables. Assistants can interact with the students to help with direction.

9:00am - Turn on the live stream worship to play softly in the background as you wait for late arriving students.

9:10am - Begin the lesson time by calling students over to be seated on the floor in front of the white board. Your assistant or helper can help with this.

\*Prayer

\*Bible Truths

\*Bible Treasure Hunt

\*Lesson - Follow the lesson plan online or in the teacher's manual

\*Lesson Review

\*Craft or Lesson Activity

10:15am - Or whenever you finish the Craft/Lesson Activity

Outdoor playtime, if weather permits

Indoor playtime, if weather is not good

10:30am - Student Check-Out Time

## Saturday Evening Sample

6:00pm - Arrive for Prayer

6:10pm - Prep Classroom

6:30pm - Attend Worship in Sanctuary

6:55pm - Greet Students at Sanctuary door  
and walk to your classroom

7:00pm - Gather for Lesson

7:40pm - Play/ Outdoor Time

8:00pm - Check-out

## 11:00am Sunday Sample

10:30am - Arrive for Prayer

10:40am - Prep Classroom

10:45am - Greet Students and direct to a  
quiet activity

11:10am - Gather for Lesson

12:15pm - Play/ Outdoor Time

12:30pm - Check-out



# Check-In/Check-Out

## Check-In:

Under the direction of our Check-In Volunteers, parents will use the iPad and computer system at the front desk to check their children in before each service.

Name tags with a specific number will be printed for each Children's Church participant. Each child must have a nametag either on their back or front before entering the classroom.

Please double check each child as they enter class to be sure they are in the correct room. If not, send the parent and child back to check-in to get a corrected name tag.

The Check-In person will print and deliver a class roster to your room 30 minutes or so into service. Please double check the roster with the names of the students in your room. If corrections need to be made, the Check-In person or Service Host can take care of it.

## Check-Out:

Please make sure you have your class roster with you as parents begin to arrive to check students out after service (Either on the playground or in the classroom).

Each parent/guardian must present a sticker with a number that matches the number on their child's nametag.

Teachers should make a check-mark next to the name of each child who has been properly checked out.

Once all of your students have been picked up please be sure to follow the cleaning protocols and then you are free to go.

# Bathroom Protocols

Safety is very important to the staff and volunteers at Harborview Fellowship. It is imperative that you follow our bathroom protocols for your safety and that of your students.

1. Every time a child uses the bathroom, while under the supervision of HF Kids' Ministry, they must be accompanied by TWO chaperones. A chaperone can be a teacher, classroom assistant or classroom helper.
2. Chaperones should wait in the hallway for students to finish using the bathroom. Once all children are done, they may be escorted back to class as a group by the two chaperones.
3. If a child needs help using the restroom, a parent or guardian MUST be paged. Only a parent or guardian may assist their child in the bathroom.
4. Preschoolers must be potty trained in order to attend HF Kids' Children's Church. If they are not potty trained, or are still in pull-ups, they need to be in the nursery.

# Emergency Procedures

## IN CASE OF EMERGENCY

(Gathering Place: **THE FIELD** – Children’s Ministry Director: Kelly Anne Sumner [kelly@hfcgh.org](mailto:kelly@hfcgh.org))

### FIRE:

- If you are the one that discovered it, call 911 and notify a Security team member via the radio
- Take the attendance sheet and clipboard WITH you
- Shut the door behind you
- Exit according to the evacuation plan
- Take roll-call after exiting
- Notify the Children’s Ministry Director or the person in charge with your status
- DO NOT return to the building until directed by a Security or High-Five team member

### AID:

- One person renders first aid
- Determine who the parent(s)/guardian(s) of the child are
- The other person shall page the parent AND notify, via radio, the medical team and service host to help in retrieving the parent(s)/guardian(s)
- If necessary, call 911

### EARTHQUAKE:

- Stay away from the windows or objects that may fall
- Drop and cover, while assisting that children are doing the same
- Once the shaking stops:
  1. Line students up at the door.
  2. Take the attendance sheet and clipboard WITH you
  3. Exit room, shut the door behind you. Then exit the building
  4. Take roll-call after exiting
  5. Notify the Children’s Ministry Director or the person in charge with your status

### VIOLENCE:

- Close doors
- Slide 2x4 across door and place doorstop under the door
- Turn off lights
- Close drapes, including door window drape
- Gather up the children and give them a quiet toy to play with
- Stay away from the doors and windows
- TEXT your status to the Children’s Ministry Director or person in charge
- Determine a possible second means of escape
- Exit ONLY if you are in imminent danger

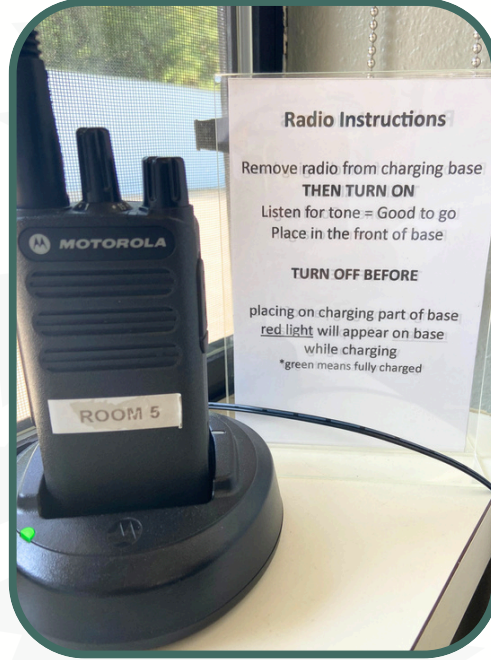
\*\*\*DO NOT POSITION YOURSELF IN A ROOM WITH NO ALTERNATE ESCAPE ROUTE\*\*\*

**HARBORVIEW FELLOWSHIP ADDRESS: 4819 HUNT STREET NW GIG HARBOR 98335**





# Radio Use



## Radio Instructions

Remove radio from charging base

**THEN TURN ON**

Listen for tone = Good to go

Place in the front of base

**TURN OFF BEFORE**

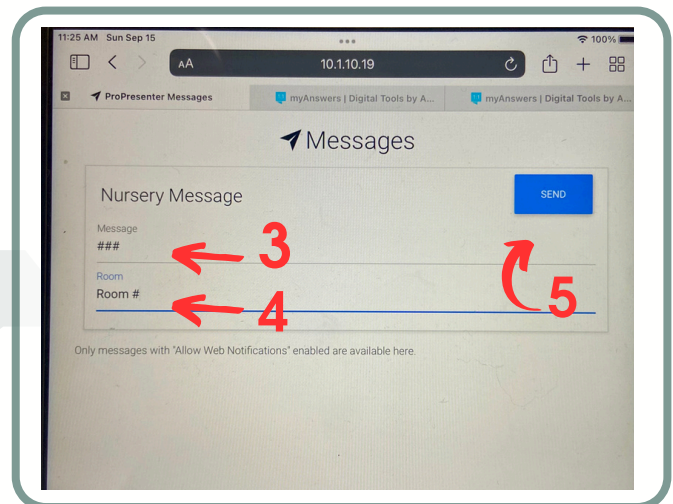
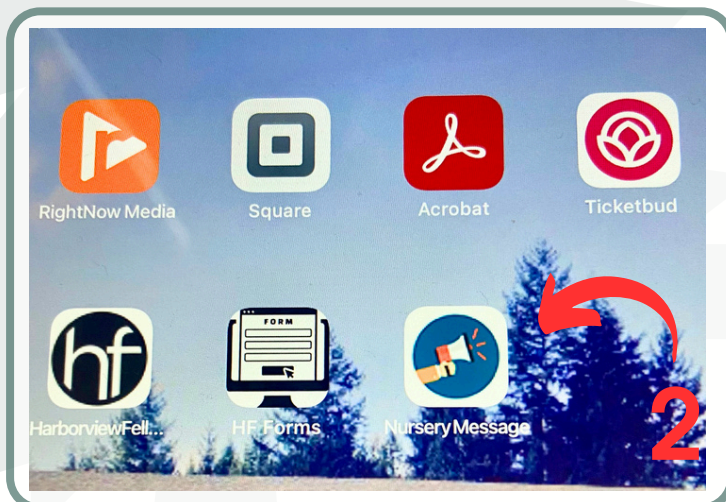
placing on charging part of base;  
red light will appear on base while  
charging.

\*green means fully charged

# Paging a Parent

If you need to contact a parent please follow these directions:

1. Turn the room iPad on
2. On the home screen choose "Nursery Messages"
3. Under "Message" type the child's ID number
4. Under "Room" type the room number the child is in.
5. Hit "Send"



# Classroom Management

Have you ever heard the saying, “the best defense is a good offense?” It’s a phrase usually used in sports. But, we think that’s true for Children’s Ministry too! So here are some tips to help you improve your offense as you enter the field volunteering with HF Kids:

## 1. **Have a good plan.**

a. The best way to have a calm class that fosters both fun and learning is to be organized and have a good plan in hand. If you as the teacher aren’t organized and don’t have a plan for how the morning will flow, your class may quickly get out of hand, especially during “dead” times as you move from one activity to another. Proper planning ensures these transitions are seamless, leaving little time for the class to get antsy.

## 2. **Be willing to learn.**

a. If you’re new to teaching, shadow another teacher and find out what he or she does that works. Don’t feel that you must do everything the way they do, but it can give you a good place to start as you enter into the exciting adventure of teaching.

## 3. **Be sure to have consistent rules.**

a. Children thrive on consistency as they always know what to expect. Your rules can be simple (i.e., one person talks at a time) but keep them consistent. In my preschool class, I have two rules; sit during lesson time and put on your listening ears (be quiet). If the kids start talking (which they frequently do!), I tell them to “put a bubble in their mouth” (puff out their cheeks), something the previous teacher suggested. The kids love it, and it forces them to stop talking and listen to the lesson.

## 4. **Be creative in problem-solving.**

a. For example, make the more “difficult” children your helpers. If you have one or two children who tend to disrupt the class by talking, interrupting, or bothering other children; consider making them your helpers. They can hand out pencils or Bibles, help you with the lesson, help set up games or snacks, etc.

## 5. **Anticipate problems.**

a. If you have two children who frequently have trouble sitting next to each other, separate them ahead of time to avoid an issue. If the children seem like their parents fed them pure sugar or coffee for breakfast that morning, consider altering your timeline a bit to include an extra high-energy game or song with actions to wear a little bit of that excess energy off. Many of the ABC songs are easy to incorporate high-energy movements into with just a bit of creativity, and the kids love it.

## 6. **Reinforce positive behavior.**

a. You want children to love coming to Children’s Church, so be sure to consistently and frequently recognize them for the good things they are doing and how pleased God is with obedience. Keep the tone of your classroom friendly, upbeat, and fun.

As a Children’s Church Volunteer, you’ve taken on an important role at Harborview Fellowship. You are helping shape the next generation—including future pastors, Sunday school teachers, and parents! Don’t grow weary or lose heart. Keep planting seeds and trusting God with the harvest. ----- Credit - Avery Foley, AIG

# PLAYGROUND REMINDERS

## Supervision is Key

Be sure to always have your eyes on your students.

You are in charge of your class until every child has been checked-out.

## Spread Out

A volunteer should be stationed on the corner of the building so that there are no “blind” areas on the playground. Adults and helpers should spread out around the outdoor area.

## Proper Student Behavior

Go over these expectations with your students before you go outside:

- Stop, listen and follow directions when an adult speaks
- Play only in designated areas
- Be polite at all times
- Be honest
- Use appropriate language
- Report any inappropriate behavior to a teacher or assistant
- Keep hands and feet to yourself at all times
- Play kindly and appropriately with others

\*\*\*If a student is having a hard time controlling their behavior, please pull them off the playground right away and page their parent/guardian. They should sit on the bench until their guardian arrives.

## Stay Within Designated Area

Students need to stay within the fenced playground until they have been signed out. If they need to use the restroom, they must be accompanied with the groups of three rule, including a teacher, assistant or helper.

## Check-Out Protocols

- Take the clipboard, attendance sheet and radio with you to the playground
- A child MUST be checked out by their guardian before they may leave.
- To make check-out go more smoothly, feel free to use the portable speaker and microphone (in the Kids' Closet) to call students.

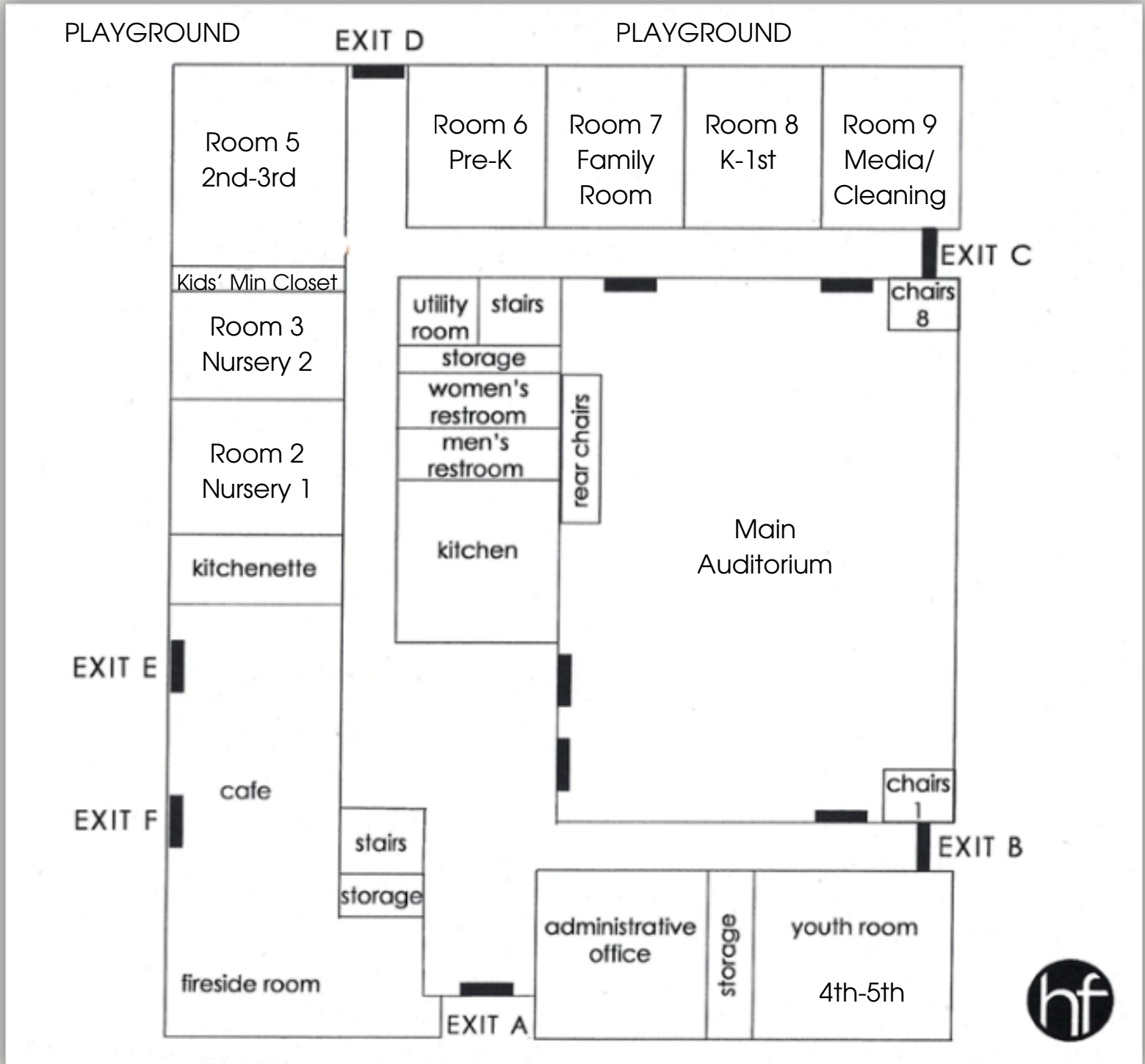


# CLASSROOM CLEANING CHECKLIST

- Wipe down/disinfect surfaces, light switches and doorknobs
- Stack chairs and tables against the wall
- Turn off the radio and return it to its base
- Return supplies to class cupboard, bins or Kids closet
- Put toys away in their proper places
- Erase board
- Empty trashcan and replace liner
- Vacuum
- Turn off heat and close blinds

Thank you for leaving the classrooms cleaner  
than you found it! - *HF Kids*

# Facilities Map



# Check-In Station Instructions

The Service Host will set up the computers and iPads. If you get to church before them, please follow these instructions.

## **Computers:**

1. As you face the Check-in counter, turn on the two computers on the left side.
2. The power buttons are under each screen.

## **iPads:**

1. There are three iPads in the lockbox (code 4819) in the Kids Min Closet with white labels on the back. Take these to the check-in desk.
2. Make sure the 3 label printers are on. All three go on top of the check-in counter.
3. Match iPads to the correct printers by pairing the number on the BACK of the iPad to the printer #.
4. Place iPads on the silver iPad stands (which can be found under the check-in counter next to their corresponding printer).
5. Choose the blue checkmark app on each iPad screen and sign in to "New Sunday Check-In."
6. Enter the Password: Ephesians411
7. If a label printer doesn't connect to an iPad, go into the iPad's settings, Bluetooth, then Zebra "#" Printer. Choose "Not a label cutter", then click button to make it the main print hub.

## **Check-in Computer Sign-In Directions:** (Faces the Foyer)

1. Choose "New Self Check-In"
2. The password is Ephesians411

## **Master Computer Directions:**

1. The sign in password is Ephesians411
2. Open the Foxfire app. You can find the app in the upper left corner.
3. The password is Ephesians411
4. Go to New Manned Check-in
5. The password is Ephesians411.



### **Check- In Help:**

1. If a family is unable to check in on the iPad or computer, you will need to check them in on the main computer by entering their last name.
2. After you have found the correct family, click on the child's name and the class they should be in. Then click "Next"
3. Click on the adult name who should be contacted, if need be. Then click next and their labels will print.

### **New Family:**

1. To check in a new family, first hand them a New Family Clipboard and ask them to fill out the information on the New Family form. They will return the clipboard to you once they have completed the form.
2. Click on Add Family. You will enter the contact information of the main adult first. Be sure to include names, email address, cell phone, home address.
3. Click on the "Add" tab on the top right when you are ready to add the first child. Enter the child's complete name and birthdate.
4. Click "Add"
5. Follow the Check-in help directions above for each child.
6. Ask the Service Host to show the new family to the proper classrooms.

### **Print Room Rosters:**

1. At the top of the screen on the main computer, just to the left of center, you will see a reports tab. Click on it.
2. Now you can choose to print room rosters. Print to "Office Lexmark." The pages will be printed to the main printer in the church office.
3. It is very important that room rosters are accurate. In case of an emergency we need to know the location of each child and who the adult in charge is.

### **Deliver Room Rosters:**

1. Deliver room rosters to appropriate classrooms and check to be sure the names on the list match the names in the classroom. Make any necessary changes to the room rosters.
2. If you need to make a change follow the check-in help directions above.

\*If a parent/guardian wants a child to move to a different class permanently, please leave a note in the check-in box and the HF Kids Admin will make the change.

# Contact Information



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