

Volunteer Policies & Procedures



NORTH JAX
BAPTIST CHURCH

8531 North Main Street
Jacksonville, Florida 32218
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Leader/Child Ratio Guideline

Grades 1-2

Teachers:

1st Grade Ratio: 7 children per 1 leader/ Max 25 per room

2nd Grade Ratio: 7 children per 1 leader/ Max 25 per room

Grades 3-6

Teachers:

3rd & 4th Grades Ratio: 10 children per 1 leader/ Max 25 per room

5th & 6th Grades Ratio: 10 children per 1 leader/ Max 25 per room

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General Classroom Evacuation

Fire:

1. Before evacuating, count the number of children in your class. Carry your clipboard with check in stickers and be sure all of the children in your class are accounted for. Take attendance when you arrive safely to your evacuation area.
 - a. Grades 1-6 will go the end of the Children's hallway towards the exit sign, then go down the stairs, and head to the playground.
 - b. Have children line up and follow as a group to your designated evacuation area, the playground. Children must stay with their class.
2. Once evacuated, please wait for further instructions from a member of the NJBC Staff..
3. Please stay with your group at all times. Do not leave to go get your own children, or to obtain first aid or for any other reason. First aid will be brought to you if needed.
4. Do not release children to their parents (for ALL ages) during the evacuation process. Parents may walk with you, but children may only be released after you have arrived at your designated location and attendance has been taken. Release children to their parents after you have been given permission from a member of the North Jax Staff.

Active Shooter:

1. Remain sheltered in class until a North Jax Staff member communicates differently.

Medical Procedures

Minor Injuries can be treated with a little tender loving care, a cool cloth and/or a Band-Aid.

- The First Aid kit is in the Kids Ministry kitchen.
- When a child is treated, please complete an “Accident Report” and immediately notify the Director of Kids’s Ministry of the incident.
- Accident Reports are kept in the resource room.
- When the parent arrives, please let them know what happened. Please have the parent sign the Accident Report and give one copy to the parent and the other to the Director of Kid’s Ministry.

Remember that we are not authorized to dispense any over the counter or prescription medications. In the event a child needs more attention than we can provide, please notify the Director of Kid’s Ministry and the parent will be notified. In more serious circumstances, the North Jax staff will contact 911.

Serious Injuries involving broken bones, convulsions, fainting, unconsciousness or other serious bodily injury should be treated as follows:

- Do not move the injured child. A North Jax Kid’s Ministry worker must remain with the child.
- Stay calm and speak assuring to the child while another team leader cares for the other children in your class.
- Have another team leader find the Kids Ministry Director or staff member for assistance.
- Staff members will call 911. Please DO NOT call 911 from your room. This call should only be made by a North Jax Staff Member.
- The staff member will contact the parent and take over the situation so you may return to the classroom.

North Jax Kid's Ministry Volunteer Safety

General Safety Info:

1. Never be alone with a child.
2. If a parent drops a child off and you are by yourself, please ask the parent to wait with you or stand at the doorway.
3. Male leaders may not take any child to the restroom or assist children in the restroom.
4. Visitors are not allowed in or around the children's area during services unless escorted by a North Jax Kid's Ministry staff person.
5. Do not let Children sit in your lap.
6. Do not ride in the elevator with just one child. Make sure that there are two adults while riding in the elevator with any children present.
7. Encourage kids with giving high fives or fins (elbow to elbow).
8. If a child hugs you, make sure that it is a side hug, and never a frontal hug.
9. Do not touch any child in a way that could be considered inappropriate.
10. Do not allow anyone in your classroom that does not have a current and cleared background check. If you are not sure, please ask the Children's Director.
11. Serve an alternative snack if you have a child with food allergies.

Restroom Safety:

1. 1st Grade and 2nd Grade: Children must be accompanied to the bathroom by a female adult leader.
2. Grades 3-6: Children may go to the restroom without an adult leader; however, they must always go in groups of two.

3. Make sure the restroom is clear before allowing a child to enter. Ask⁶ North Jax Children's ministry volunteers who wish to enter the restroom to please wait until all children have exited the restroom. All other adults should be directed to the bathrooms outside of children's area.
4. Female leaders may go into the bathroom, but not into the stalls.
5. Women may assist children with their clothes in the restrooms. Have the child step out of the stall to fix pants or dresses.

Overnight Trip Safety:

1. Never be alone with a child in a room or vehicle.
2. There will be two adults in each room with 4-8 kids.
3. Do not flip, hold, toss and throw, any child while swimming in a pool.
4. While at parks, theme parks, restaurants and any activities on trips, keep the adult to child ratio 1 adult to every 6 kids.
5. Make sure that at least one adult escorts any child to the restroom. They must go inside and wait on each child and then escort them back to the group.
6. Do not let children sit in your lap.
7. Encourage kids with giving high fives or fins (elbow to elbow).
8. If a child hugs you, make sure that it is a side hug, and never a frontal hug.
9. Do not touch any child in a way that could be considered inappropriate.

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Discipline and Physical Contact

Discipline: The number one rule when working with children is that a child should be treated with the kind of respect, love, and support that is expected by any adult who is looking out for the best interest of that child.

Clear rules and expectations and consistent messages about behavior are the key to effective discipline procedures. Occasionally, children have trouble following the rules or display disruptive behavior. In these cases, the following steps should be taken:

1. The teacher or leader will state clearly what the problematic behavior is and what the child should do instead.
2. If the child continues to exhibit problematic behavior, the teacher/leader will give a warning to the child.
3. Upon the third warning, the child may be removed from the activity and a parent will be contacted. Unless otherwise discussed with a parent, the child will be welcomed back at the next scheduled activity.
4. There will be zero tolerance for behavior that harms or endangers any person, including the child engaging in the behavior.
5. Harmful/dangerous behavior will result in immediate removal of the child from the activity and personal family contact by a Children's Ministry staff member or other specifically appointed volunteer.
6. If the offense is an illegal activity, the police will be contacted.
7. The child may be suspended from ministry activities for an amount of time determined by the Children's Ministry staff member.
8. The child and family will be treated with respect and love, and the child will be welcomed back to organization activities after the suspension period.
9. Physical contact respect, safety, and appropriate boundaries are the guiding principles for physical contact between adults and children.

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Physical Contact:

The guidelines below are intended to avoid contact that is or may appear threatening or inappropriate.

Examples of positive and appropriate forms of affection:

- Brief hugs or side hugs
- Pats on the shoulder or back
- Handshakes
- High-fives and fist bumps
- Vocal praise
- Touching hands, faces, shoulders, and arms of children or youth
- Arm around shoulders
- Holding hands while walking with small children
- Sitting beside small children
- Kneeling or bending down for hugs with small children

Social Media Policy

North Jax staff members that are designated administrators of our North Jax Kids social media page may only post photos of children within our ministry. As a children's ministry volunteer, do not post the names or photos of any North Jax children on your personal social media accounts without parent/guardian permission

Social Media Policy

To maintain appropriate boundaries and ensure the safety of our children, volunteers should not engage with children's social media accounts in any form. This includes commenting on, liking, or sharing their posts. We ask all volunteers to uphold this standard as part of our commitment to creating a safe and respectful environment.

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Pandemic and Other Natural Disasters

Imperative to Update Contact Info:

During times of quarantine and other national disasters the Director of Kid's Ministry will stay in contact with you via email, social media, phone calls, and text messages. Please be sure your contact information is up-to-date with the church office, so you will stay current with any and all updates.

Stay Connected to Your Sunday School Class:

How to keep contact with your class during times of quarantine and/or other natural disasters?

- Please make phone calls to each kid in your class every week. Divide up the list among teachers to be sure each child is contacted.
- Send the provided post cards periodically.
- If you have a class Facebook page or decided to create one make sure the Kid's Ministry Director is included on that page.
- Text or call parents to see how you can pray for the family.
- If you decided to utilize Zoom or Google chat, first let the Kid's Ministry director know and make sure there is another adult on the call with you.
- Check the Kid's Ministry Facebook page and participate in games and questions. I promise you will have fun!

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Personal Contact Policy

For the safety and privacy of both volunteers and children, please do not share your personal cell phone number with any child in North Jax Kids. If a child asks to text or contact you directly, kindly and firmly let them know that communication outside of approved church channels is not allowed.

Policy on Volunteers' Children in Kids Ministry

When serving in Kids Ministry, we ask that volunteers ensure their own children attend their appropriate class during service times. If a child is feeling unwell, unwilling to attend class, or requires additional attention, we kindly ask that another parent or guardian (such as a spouse) care for the child outside the classroom.

If another parent or guardian is not available, the volunteer must step out of their serving role to care for their child outside the classroom. For the safety and engagement of all children, volunteers' children may not remain in the room with their parent during volunteer shifts. This helps maintain a focused and distraction-free environment for both the volunteer and the children they are ministering to.

10 Leader Tips for Success

- **An excellent time Use Dismissal Time as an Encouragement Opportunity** Checkout is a great moment to speak life into kids and connect with parents. A kind word can make a big impact—let families know their child was seen, valued, and loved.
- **Prepare Your Heart and Lesson in Advance** Before serving, take time to review your materials, pray over your lesson, and ask God for wisdom, focus, and a heart full of His love for the children in your care.
- **Need a Sub?** If you're unable to serve on your scheduled day, please let me know and I will arrange a substitute for your class.
- **Be On Time and Ready to Serve** Timeliness matters. Arriving early allows you to settle in, pray, and be fully present before kids arrive. Remember, "If you're early, you're on time; if you're on time, you're late."
- **Focus on Building Relationships and Reflecting God's Love** While sharing God's Word is essential, your presence, attitude, and interactions often speak just as loudly. Look for ways to model Christ's love through every word and action.
- **Wrap Up with Purposeful Conversation** As class ends, ask each child, "What did you learn today?" This helps reinforce the lesson and gives you a chance to celebrate their spiritual growth.
- **Affirm Each Child to Their Grown-Up** Take a moment to share something positive when a child is picked up. For example: *"We loved having your son in class today—he asked great questions!"* *"Your daughter was such a joy. We hope to see her again next week!"*
- **End with a Warm Goodbye** Send each child off with a smile and a reminder they're welcome: *"We'll see you next week!"*

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