



crossroads
kids
HANDBOOK

Crossroads Kids Church Volunteers,

At Crossroads Church, our mission is to love God, love people, and make disciples of Jesus. The Crossroads Kids handbook will help to equip every volunteer to fulfill our mission and create a safe environment within Crossroads Kids. Within the handbook, you will find our mission statement, values, volunteer role descriptions, expectations, policies, and procedures. Everyone serving with Crossroads Kids will be required to carefully read over this handbook and abide by these policies and procedures. Once you have read the handbook, please sign and return the agreement form located on the last page.

Sincerely,
Jeremy Diaz
Next Gen. Pastor

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Our Mission

Crossroads Kids exist to help kids love God, love people, and make disciples of Jesus.

Our Vision

Our vision is to hand the next generation a Dubuque County where the name of Jesus has become famous. Where schools are filled with Christian clubs, neighborhoods are bursting with small groups and it's challenging to find people in Western Dubuque that don't gather weekly to worship the Lord.

We believe God has called us to make a substantial impact on Western Dubuque through multiplying disciples, partnering with our community, and investing into relationships that will have an exponential impact for the gospel.

Our Values

1. **The Bible is alive and life changing** - God's Word is the foundation for everything we believe and do.

Crossroads Kids uses curriculum that is biblically based and teaches the truth of Scripture at an age-appropriate level.

2. **People matter** - You matter to God, so you matter to Crossroads.

We want every family to know they matter to God.

3. **Developing leaders** - We are committed to creating a culture where we grow people. We're here to help you take your next step.

Next Step for Kids: Salvation, Baptism, actively involved in large group & small groups, volunteering

4. **Volunteer Driven** - Crossroads volunteers make it happen and we intend to keep it that way. We desire to be the church, which means empowering people to do the work of ministry.

5. **Excellence in everything** - Jesus paid a high price to save us. As a result, we intend to do our very best each week to love Him and grow people with excellence.

6. **Radical Generosity** - Jesus demonstrated radical generosity by giving his life for us. We want to honor him in being radically generous with our time, talents, and treasures.

Volunteer Role Descriptions

There are various ways to serve in Crossroads Kids. In every role, Crossroads Kids Volunteers will be required to follow all policies, procedures, and expectations listed in the Crossroads Kids Handbook. Everyone will be asked to uphold the Biblical values and standards of Crossroads Church to model and disciple kids for Jesus.

Leader

A Crossroads Kids Leader will be in charge of a group of kids and lead them throughout any kid's services or events. Your role is to provide a safe environment that allows kids to grow in their faith.

Youth Helper

A Youth Helper is a 3rd-5th grade kid or a teenager in 6th-12th grade. 3rd-5th grade students have to serve with a parent and can only serve in nursery or preschool. A 6th-8th grade student can only serve in nursery or preschool. A 9th-12th grade student may serve in any age group. As a youth helper, you will assist the leaders in leading a group of kids and lead them throughout any kid's services or events. Your role is to provide a safe environment that allows kids to grow in their faith.

Large Group Leader

As a Crossroad's Kids Large Group Leader you will do all of the same things as a Leader (see description above) in addition to leading the large group portion of the lesson.

Check-In Team

As the Check-In Team, you will be welcoming all families and assisting them with the check-in process. You will greet all families and ensure that everyone is getting their security tags before dropping off. You will walk new families through the check-in process, assist with checking-in for the first time, go over important information, and walk them to the classrooms. You will also be responsible for setting-up check-in, ensuring the check-in system is connected, everything is restocked and working properly.

Service Coordinator

The Service Coordinator will help to provide a safe environment for all of Crossroads Kids by working with the Next Gen. staff to lead all the volunteers for a specific service or event. The coordinator will assist in overseeing that every room is set-up, ensure all leaders are present, welcome all families, troubleshoot/ assist as needs arise.

Expectations for Volunteers

General Expectations

1. Integrity -You are a mentor to this generation of kids. It is important that you are living out Biblical truths and values “between the Sundays”. As visible leaders in the church, we hold ourselves to a high level of accountability, and never try to be something or someone we are not. (2 Corinthians 8:21)
2. Social Media - Since you are a visible leader in the church, your personal website, blog, or posts (e.g. Facebook, Twitter, Instagram, TikTok, etc.) are a reflection of the Church, no matter what is specifically discussed or referenced. If you would not be comfortable with members of leadership reading your words or viewing your photos, do not write or post them. All communication, online or otherwise, should be positive and honoring towards the Church and the Kingdom of God. Please take a moment before you post to think about how it could be received by different audiences.

Before Sunday

We schedule all volunteers to serve using Planning Center. Please “accept” on Planning Center Services that you will be there to serve. If you cannot make it, decline as soon as possible and contact the Kid’s Director. It allows time to find a replacement for that Sunday or have you swap with another volunteer.

All lessons are uploaded into Planning Center. Read over the lessons before Sunday morning. It allows you to be prepared to lead the kids. Worship videos are also posted online. You may watch the videos to learn the worship motions. This will allow you to better lead and engage kids during worship.

Pray, always be praying for kids and their families. We believe in the power of prayer. All that we do is for Jesus and The Kingdom of God.

Preservice

All volunteers should plan on arriving on time to help set up the room where you are serving and give a final overview to your curriculum for the morning. We are a set-up and tear-down church. Together, we set-up the spaces. Everything should be done before families arrive. This allows our focus to be on the kids and their families. The first service volunteers will be responsible for fully setting up the room. Second service leaders will need to double check that everything is ready to go for the next service.

9am team needs to arrive no later than 8am. 10:30am team needs to arrive no later than 10:15am.

During Service

We want Crossroads Kids services to be the highlight of the week for every kid that comes on a Sunday. In order to make this a reality, we need to ensure that a few things are happening.

1. Every leader is setting an example in worship and during the lesson.

- a. It may seem awkward, but by doing the worship motions you are giving every kid permission to do the motions too.
- b. We are team and everyone is encouraged to participate throughout the lesson.

2. Every kid is noticed and called by name

- a. Utilize the name tags to your advantage

3. Every kid is engaged in service

- a. Some kids have short attention spans and can be easily distracted. When they are distracted, we want to gently remind them that they should be paying attention and engaging in the lesson. Remind kids of our expectations. Honor God. Honor Leaders. Honor Others.
- b. Empower kids to help and lead throughout the service. Examples: kids passing out supplies, welcoming a kid to the room, or standing towards the front to encourage friends in worship

4. Minimum of two leaders in a room at all times

- a. There should always be two leaders in a room. It can be 2 adult leaders or an adult and a youth helper. It should never be 2 youth helpers or just one adult leader or just one youth helper.
- b. This is required to provide a safe environment for all kids and leaders. If there is ever less than two people, you need to use the walkie-walkie to contact the service coordinator right away. The service coordinator will step into the room or find another volunteer.
- c. As a leader, please never step out of the room and leave another leader alone. You are responsible for asking the service coordinator to step in if you need to step out for any reason.

5. Phone Usage

- a. Please do your best to not be on your phone. However, we understand if there is an emergency, and you need to check your phone. Otherwise, we ask that you stay off your phone. This keeps your focus on the kids and limits distractions.
- b. Do not take pictures of kids. We want to respect the privacy of all kids and families. Please do not take pictures of kids and absolutely do not post pictures of kids on social media or send them to anyone. Again, this is to create a safe environment for kids. We do have people designated to take pictures for social media purposes.

Post Service

1. Ensure every kid is picked up by a parent/guardian with a tag

- a. Even if you have a relationship with the parent/guardian this ensures that a new family will have a sense of safety and security when they drop their kids off at Crossroads Kids.
- b. If a parent/ guardian does not have the security tag, please use your walkie-talkie to request the service coordinator to come to your room. The service coordinator will go through security steps to verify that the parent/ guardian may pick up the kid.

2. Wipe down all toys and surfaces with the cleaning products provided. Make sure that the classroom is broken down and all trash is taken to the dumpster located on the backside of the PCC

- a. Sanitation of toys is a part of our strategy to provide safe and secure environments for kids. We want to leave the spaces better than we found them. There are cleaning materials in all rooms. (Lysol Wipes, Cleaning spray, and Paper Towels)
- b. We are currently a portable church and it is a blessing to be able to use the PCC as our meeting space. It is part of our setting an example as followers of Jesus to take the best possible care of the facility that God has allowed us to meet in.

3. Tear-Down for 10:30am

- a. After all kids have been picked-up and toys cleaned, please assist with putting all Crossroads items away. We do have to tear down and store all of our items in the designated closets every week. If you serve at the 10:30am service, you will be expected to help with the tear down process. If you serve at the

9am service, you will be expected to help with the set-up process.

- b. All items need to be stored in the designated closets. Nothing should be left out. All walkie-talkies need to be placed on the chargers in the closet. All tablets need to be plugged in to charge.

4. Check in with the service coordinator before leaving

- a. Once your room is torn down and cleaned up just check in with the service coordinator so that we know your room is done and then you are free to leave.

Planning Center

We use Planning Center to schedule and communicate with everyone serving at Crossroads. You will receive Planning Center emails when you are scheduled to serve, or when any communication is sent out. You can also see all Planning Center communication on their website by logging in OR through the app. The Planning Center app is the easiest way to receive all notifications and preferred. Please scan the QR Code below and download the “Services” app from Planning Center on your mobile device.

In the app, you will be able to accept serving opportunities, block out dates you are unavailable, and find the lessons for each week. Each age group will have their lessons uploaded along with the worship videos. The following month’s schedule will always be sent out before the 4th Sunday of each month. For example, The July schedule would be sent out before the 4th Sunday in June.

We ask that you put in your block out dates as soon as you can, so there is little to no conflict with your family/work/school/social life. A block out request reminder is always sent out after the first Sunday of the month for the next month. Please always accept or decline in a timely manner.

This is a great resource to help everyone be on the same page and prepared for Sundays.



Android



Apple

Check In/ Check Out Policies

All kids will check-in at Crossroads Kids Check-In. Each room will have a tablet with the Planning Center Check-In app to show your classroom roster. This will be a list of kids who have checked in and will be in your room. Please always keep track of who is in your room and how many kids in case of emergencies.

Check In:

1. Any child coming into a classroom must have a printed name tag with a parent code

- a. If a parent attempts to drop their child off without a tag, please point them to the check in station. If there are more than three leaders in the room, we encourage you to walk a family back to check-in and let the check-in team know a family needs assistance checking in. If they are new, the Check-In Team will gladly help them. We want to get all of their contact information set up in Planning Center, assist with tags for the first time, and go over additional first-time guest information.

2. Make sure to pay attention to any medical notes that may exist on a child's tag

- a. We will always make our best effort to accommodate families that have kids with allergies, medical conditions, or special needs. All allergy or medical information will be printed on the bottom of the kid's tag. The information will also appear on the tablet. A medical zigzag symbol will appear next to the kid's name alerting you that there is a message. You can click on the symbol to see what medical information is there.
- b. Please be especially diligent about checking tags for food allergies when passing out snacks in class. We will do our best to provide alternative snacks for kids with special dietary restrictions.

Check Out:

1. Every parent/guardian should have a tag to pick up their child from a classroom

- a. We understand that some families will send their older sibling to pick their child up. That is acceptable as long as they have the tag to check out.

- b. If a parent/ guardian does not have the security tag, please use your walkie-talkie to request the service coordinator to come to your room. The service coordinator will go through security steps to verify that the parent/ guardian may pick up the kid.
- c. If a child has peeled their tag off, the security code for the tag will be located on the tablets in the classroom. Remind the kid to keep the tag on next time for pick-up.
- d. You may use the tablets to keep track of kids getting picked-up. For each kid, you can click on their name to check the kid out. This is to help you as a leader track who has left the room. Be careful of who you are checking out. We cannot reverse the check out once it is clicked.

2. If there are special circumstances regarding pick up the service coordinators and teachers in the classroom will be notified.

- a. When these instances happen, we need to ensure that the information remains confidential.
- b. If there is a situation that needs to be addressed, please immediately notify the service coordinator and the staff.

Restroom Policies

At Crossroads Church we practice a “hands off” policy regarding diaper changing and restroom help with kids. We want to ensure the safest and most secure standards possible when ministering to kids and this standard includes our bathroom policy. Below are our list of policies and procedures for the different age groups regarding restroom visits and/or diaper changes.

1. If a baby or toddler needs a diaper change, please use the tablet in the classroom to message the parent.

- a. We do have extra supplies for diaper changes. Families are welcome to utilize these supplies. All supplies are located in the nursery. Some are in the two left cabinet drawers or at the top of the metal cabinets. (Diapers, wipes, extra clothes, trash bags, etc.) Please let staff know if any supplies are running low or new items are needed.
- b. If a change of clothes is needed, please offer to provide the parent with a change of clothes if they do not already have one. This will be located at the top of the metal cabinet in the

nursery. Place the dirty clothes into a plastic bag that will be provided in the left cabinet drawer in the nursery. Families do not need to return the extra clothes. Let the service coordinator know that clothing was used. We will replace the clothes to ensure that there is more for the next time.

2. Restroom policy for potty-trained kids

- a. Use a walkie-talkie to let the service coordinator know a kid needs to use the restroom. With the walkie talkie, you can simply say restroom break and what classroom. The service coordinator will accompany the child to the restroom and wait outside of the restroom for them. An adult leader may take kids to the restroom if there are at least three leaders present in the classroom.
- b. If the child needs assistance a parent must be contacted via the tablet in the classroom or with the service coordinator tablet.
- c. If a child needs help washing their hands, a teacher of the same gender may enter the bathroom to help after notifying the service coordinator. This is to have another leader present. If the service coordinator has to take a kid to the restroom, please have staff or security stand close by if you need to help the kid with washing hands.
- d. We do have white folding step stools in each restroom. Kids may utilize these for assistance to get on the potty or for washing hands.
- e. In the event of an accident please contact the parent via the tablet in the classroom. Offer the parent a change of clothes located in the check-in desk bottom right drawer and give the parents a plastic bag to put the dirty clothes in.

Contacting Parents/ Guardians

Each room has a tablet to contact parents/ guardians. You may message parents for the following: diaper change, restroom assistance, or if a child is upset and has not calmed down after 8 minutes. For injuries, sickness, or behavioral issues, please inform the Service Coordinator. The Service Coordinator will decide if a parent/ guardian needs to be contacted and send a message to parents.

Please inform the Service Coordinator if a parent/ guardian has not shown up after a few minutes of sending a message. The Service Coordinator or staff will locate the parent/ guardians in service.

Emergency Procedures

In the event of an emergency, Crossroads Kids leaders will help to ensure that all kids are kept safe. In any situation, please remain calm, move quickly, and follow the procedures and plans below:

Fire and/or Building Threat (Code Red)

1. In the event of a fire, the service coordinator will notify everyone on the walkie talkie using the phrase “Code Red”. It will be repeated multiple times. The service coordinator, Kid’s Director, and Next Gen. Pastor will oversee that everyone evacuates the building safely. Please remain calm and act quickly by following the procedure below.
2. Leaders will line up all kids in their room. Please make sure each kid is accounted for and evacuates to the Peosta Elementary parking lot as a class. Nursery, you will use the black wagon and baby carrier to help evacuate all the kids. Preschool, you will use the emergency blue ropes with the color handles to help line the kids up.
3. There needs to be one leader at the front of the line and one at the back of the line. Additional leaders spread throughout. One leader needs to grab the walkie talkie and the room tablet with the roster.
4. If there are any kids using the restroom, the leader will need to walk those kids straight over to the Peosta Elementary Parking lot and meet up with their room there.
4. Each room will go out the double doors by the Peosta Community front desk and walk over to the Peosta Elementary parking lot. At the parking lot, please form a line with your kids directly in front of the front doors of the school building.

*If the double doors are blocked or unable to get through, please use the double doors at the other end of the gym. You will walk to the back half of the gym and go out those double doors to walk over to the Peosta Elementary school.
5. You will need to do a head count and check attendance to make sure each kid is accounted for. Please let the service coordinator know if everyone is present or if anyone is missing immediately by using your walkie talkie. Please repeat twice and make sure you hear confirmation from the service coordinator.

6. Parents/ Guardians will check-out/ pick-up their kids from the Peosta Elementary parking lot once you have accounted for all the kids. If any parent/ guardian wants to pick-up before that or as you are evacuating, you may ask them to walk with their kid and help to ensure that all the kids get evacuated. Our priority is to get everyone out of the building safely. Then, we will release kids to their families.

Tornado (Code Yellow)

1. In the event of a tornado, the service coordinator will notify everyone via the walkie talkie in your room. You will hear the phrase “Code Yellow” repeated several times. Please remain calm and act quickly by following the procedure below.

2. Please move all kids to their designated safe locations at this time away from heavy furniture, glass, etc. Below are your designated safe spots. Kids will need to gather against the wall, hunker down on their knees and cover their heads. Leaders will disperse amongst the kids with one leader on each end. One leader will need to have the walkie talkie and tablet.

-Nursery, you will gather all the kids along the side wall opposite side of where the brown nursery cart is located.

-Preschool will stay in their room and gather kids along the wall between the two classroom doors. Move the cart with the exercise balls off the wall and away from the kids.

-Elementary (K-2nd and 3rd-5th), you will stay in the classroom and gather kids along the back wall opposite of the tv.

-Any kids in the restroom will immediately go back to their rooms.

-Service Coordinators will go to the nursery after making sure all rooms are shut down.

3. Leaders will make sure all kids are accounted for in the designated safe location. We will shelter in place until the storm has passed and the tornado warning has been lifted. You will be given the all clear by the service coordinator over the walkie talkie.

4. If parents/ guardians arrive during this time, we will ask them to stay with their kid and assist in keeping the rest of the kids safe. We will check kids out after the tornado warning has lifted.

Active Threat (Code Black)

1. In the event of an active shooter, the service coordinator will notify everyone via the walkie talkie in your room. You will hear the phrase “Code Black” repeated several times.

2. One leader will immediately lock the classroom door and check for any kids in the hallway. The other leader will gather kids in their designated safe location. Turn off lights. Please keep a walkie talkie and the room tablet with you. Let kids know that we need to remain quiet during this time.

-Nursery: Your room can be locked from the inside. Make sure each door is locked starting with the main door. Gather kids along the mirrored wall and closest to the full wooden door that no one uses. Turn off lights.

-Preschool: Your room can be locked from the inside. Make sure each door is locked starting with the main door. Turn off lights. Gather kids along the wall with the mats and move the exercise ball rack up against the door. Let kids know that we need to remain quiet during this time. Please keep your walkie talkie and the room tablet with you.

-Elementary: The service coordinator or Kid’s Director will lock your room. One leader will turn off all the lights in the room once kids are in their designated spots and then join their classroom. K-2nd will take all of the kids into the kitchen located in the room. It is the barn door all the way to the left. You will have all k-2nd students go in there and wait quietly. Make sure the door is closed. 3rd-5th you will go into the middle closet of the room and wait quietly. Make sure the barn door is also closed. Leaders for both rooms will need to grab the walkie talkie and room tablet.

-Restroom: anyone in the restroom will go to the elementary room and lockdown with them.

-The service coordinator, Kid’s Director, and Next Gen. Pastor will divide amongst the rooms to keep everyone safe after making sure all rooms have been locked down.

3. We will shelter in place until the service coordinator has been given the all clear from the security team. The service coordinator will let you know when you may come out of lockdown. Do not open doors at any time until the all clear is given.

4. When lock down is over, you will do an additional head count of kids and the service coordinator will check in with you. After a head count, parents/ guardians may pick up their kids.

THANK YOU

We are grateful to serve with each of you as we love God, love people, and make disciples of Jesus. Your role as a leader and mentor to this generation of kids is making an impact that will last an eternity. We absolutely couldn't do it with you! Our hope is that this handbook prepares, equips, and empowers each of you to be the best leader. These policies and procedures are written to full fill our desire to keep every kid and leader safe while growing in their faith. After reading over the handbook, please make sure you go back to the original Planning Center page and acknowledge that you have read and will agree to abide by all of the policies and procedures listed in the handbook.

Thank you all for giving of your time and talent for this generation to know Jesus!

Contact Information:

Please reach out if you ever need anything. You can also find our contact information in the Planning Center app.

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