

Next Gen
Doorholder
Handbook

Table of Contents

1. Welcome
2. Vision
3. Mission
4. Purpose
5. Expectations
6. General Overview
7. Ministry Areas
8. Check-In Sticker System
9. KidLIFE and LittleLIFE Check-In
10. KidLIFE and LittleLIFE Doorways
11. KidLIFE and LittleLIFE Check-Out Procedures
12. Schedules
13. Doorholder Requirements
14. Planning Center
15. Correction
16. Diapers
17. Bathroom Policy
18. Appropriate Touch
19. Reporting Abuse
20. Child Safety
21. Supervision
22. Wellness
23. Parent Notification System
24. Emergency Situations
25. Child Ratios
26. Electronic Communication
27. Personal Social Media
28. Transportation
29. Tobacco Use
30. Intoxicants
31. Nudity
32. Medication
33. Please Remember
34. Communication Channels
35. Contact Us
36. Resources
37. Conclusion
38. Statement of Acknowledgement and Agreement

Dear Doorholder,

Welcome to the Next Gen Team!

As The Exchange, we take our responsibility to care for children of all ages very seriously.

These guidelines are designed to create a safe and nurturing environment that fosters the next generation's growth in their relationship with Jesus Christ.

This handbook provides a general overview of procedures for anyone who serves with minors in any capacity during scheduled programming. Our policies are intended to create a safe environment. After carefully reading this handbook, please sign and return the agreement form located on the last page of this document.

Sincerely,

The Next Gen Team

We will not hide these truths from our children; we will tell the next generation about the glorious deeds of the Lord, about His power and His mighty wonders.

Psalm 78:4

Vision

The Next Gen ministry of the Exchange exists to come alongside families and see kids of all ages exchange their old life for new life in Christ and live out their purpose.

Mission

The Next Gen ministry of The Exchange is a family where we pursue TRUTH, show LOVE, and discover PURPOSE.

Purpose

Reach kids with the truth of the gospel on their level

Equip Doorholders to impact kids and families with the truth of the gospel

Champion Parents/Guardians as the primary disciple makers in their child's life

Expectations

Serve. Arrive early. Please arrive and be available to serve at least 15 minutes prior to your scheduled time.

Prepare. Be sure to look over any notes, lesson materials, instructions, or reminders before serving.

Communicate. Your leaders need to be informed about any changes to the schedule or if you will be unable to serve. Please notify us as soon as possible if you will be unable to serve during your scheduled time. Prepare ahead of time and use the 'blockout' feature in Planning Center to notify leaders when you will be unavailable to serve.

Connect. Be present and engage with the children/students in your room to form a bond of trust so that everyone feels seen, known, and loved. You have a purpose every single time you serve in any Next Gen space! We are investing in eternal souls who need to know their Creator. Never forget that you might be the only one teaching a child/student about Jesus!

Grow. We make it a huge priority to ensure that you have the opportunity to go to a Gathering every time you serve. If you are serving on a Sunday morning, please make plans in advance to Gather one and Serve one. Connect with other Doorholders who serve alongside you. Grow together with other believers by committing to a Lifegroup or an EGroup.

General Overview

Emphasis on discipleship is specifically woven throughout each experience. Children and students of all ages can begin to develop spiritual habits that will help them grow as they follow Jesus. Teaching through the Bible is also a priority. A scope and sequence is in place that will guide children and students through every significant event in the Bible. We spend an equal amount of time in the Old and New Testaments.

It is important to us that our environments are designed to help kids and students connect with the truth being taught, as well as with their leaders and one another.

Doorholders are an integral part of each Next Gen space. Research shows that young people need not just one kid/student pastor, but a community of adults who are all investing in them and in their faith. This is why we make it a priority to equip you as a Next Gen Doorholder to serve in this special way!

Parents are the primary influence in their child's life, so that is why we also make it our mission to come alongside them with support, encouragement, events, and resources as they lead and guide their kid(s) in their own faith journey.

LittleLIFE/KidLIFE/56LIFE/StudentLIFE

There are four main environments for kids and students at The Exchange. Each one is designed to strategically invite kids and families on a journey into deeper relationships with one another, the Doorholders who serve them, and ultimately, with Jesus. Each area is designed with every kid in mind — the kids who've grown up in a church family and those who are coming for the first time.

LittleLIFE is an environment for little ones from birth through Kindergarten.

Our LittleLIFE experience takes place at 9:15am | 11:00am every Sunday morning.

KidLIFE is an environment for kids who are in 1st-4th grade.

Our KidLIFE experience takes place at 9:15am | 11:00am every Sunday morning.

56LIFE is an environment for kids who are in 5th-6th grade.

Our 56LIFE experience takes place at 9:15am every Sunday morning.

StudentLIFE is an environment for students who are in 7th-12th grade. *Our StudentLIFE experience takes place from 6pm-8pm every Wednesday evening and offers an extra Sunday experience every Sunday at 11:00am.*

Doorholder Requirements

Age Requirement- Student Doorholders: 5th-12th grade students may serve in any area of LittleLIFE/KidLIFE when accompanied by an adult Doorholder.

Application- A digital application form will be sent via email. Once this application is completed, references are contacted and asked to fill out a short form to let us know more about the person applying. We also complete a social media account check.

Background Check Requirement- In accordance with state law, all Doorholders (18 years of age and older) must complete a background check.

Next Gen Doorholder Covenant- All Next Gen Doorholders must agree to the expectations and requirements set forth by The Exchange by signing an agreement.

Sexual Abuse Awareness Training - All Next Gen Doorholders must stay up to date on Ministry Safe Sexual Abuse Awareness Training. (Renews every 2 years)

Handbook- The Next Gen Handbook must be read, and the Next Gen Doorholder Covenant must be signed and returned to the ministry leader.

Check-In Sticker System

LittleLIFE and KidLIFE Parents/Guardians will be issued a name sticker at the check-in desk to be placed on the child, along with a corresponding parent/guardian sticker for pickup. Children will be released from their rooms ONLY to an individual with the corresponding pickup sticker.

If a sticker gets lost, please ask the family to visit the check-in desk. If they use the church center app, then they should be able to locate the pickup code under the check-in tab.

If this doesn't work, a check-in team member should ask to see the parent's ID and look up their records based on the information on their ID.

Please Note: A child can be in more than one household, but only the household that they are checked into is authorized to check them out.

Verify that the parent's ID matches our records. After verification that the child was checked in under the same household as the parent/guardian, reprint the name sticker, match the pick-up sticker with the new name sticker, and sign your name. Then, thank the parent/guardian for their patience and release the child to them.

KidLIFE and LittleLIFE Check-In

Check-In Doorholders serving for the 9:15 Gathering will arrive by 8:45

Check-In Doorholders serving for the 11:00 Gathering will arrive by 10:30
(or as soon as they can after the 9:15 Gathering ends)

Check-In for the 9:15 Gathering -No kids are allowed to be dropped off in classrooms before 9:00.

This allows Doorholders to finish their team huddle and get to their spaces before kids arrive. Families can get their stickers early if they would like to!

Check-In for the 11:00 Gathering -No kids are allowed to be dropped off in classrooms before 10:40.

This allows scheduled programming to be completed before new kids enter and also keeps hallways clear for parents checking out their kids. Families can get their stickers early if they would like to!

KidLIFE and LittleLIFE Doorways

Any adult entering the KL/LL doorways **must:**

>Have a parent sticker and be actively dropping off or picking up a child

OR

>Be a scheduled Next Gen Doorholder

A roster of scheduled LittleLIFE and KidLIFE Doorholders will be posted at the Check-In desk each Sunday. Scheduled LittleLIFE Doorholders will need their name sticker to enter. Scheduled KidLIFE Doorholders will need their lanyard to enter. Stickers and lanyards will be accessible to Doorholders at the Check-In desk.

**An exception will be Photographers wearing a black Exchange lanyard*

>Families will be asked to limit the amount of traffic in the hallways by requesting that only one parent enter to drop off or pick up a child.

Exceptions can be made:

-if one parent is checking out one kid and another parent is checking out another kid

-if it is a new family

-if they are heading to drop off a child in the Babies room or the Access room

>KL/LL doors will be locked 10 minutes into the start of every Gathering.

They will be unlocked and open for families to check their children out by 10:30/12:15 or as soon as either Gathering ends

>The door at the end of the hallway that connects the KidLIFE side and the LittleLIFE side will be locked 10 minutes into the start of every Gathering.

KidLIFE and LittleLIFE Check-Out Procedures

>Every child leaving KidLIFE or LittleLIFE must be with an adult with a matching sticker to be checked out.

>In order to check out a child, match up the parent sticker with the child sticker and scan the barcode.

LittleLIFE Team Leaders and KidLIFE Coordinators will assist in this process if Check-In Doorholders are needed at the desk.

Schedules

Every Next Gen space has a schedule for you to follow. Not only will this help you remember what to do and when, but it also creates a routine to help our kids and students know what is coming next. Whether you serve every week or every other week, we can all help each other by following the schedule and creating a consistent flow that allows our kids and students to feel safe and comfortable. If you are unsure about the scheduled flow for the area you are serving, please see your leader for clear guidance on the schedule.

Planning Center

As a Doorholder serving on a Next Gen team, you will receive an invitation to serve through the Planning Center. The most helpful way to use this tool is to download the free app. **Please communicate with the leader of your team** about when you can serve, how often, and which age group you prefer, if applicable. We will do our best to schedule you only when you are available. If you know ahead of time when you will be unavailable, **please use the blackout feature** for the corresponding dates. If you receive an invitation to serve, **please confirm or decline** as soon as possible to help our leaders schedule everyone effectively. There are numerous moving pieces every week as we attempt to schedule multiple roles. Communication is key! Please respond to texts and messages and help us to be able to serve you well!

Correction

At times, there may be a need to correct a child's or a student's behavior. Please follow these age-specific guidelines. **No form of physical discipline is acceptable.** This prohibition includes spanking, slapping, pinching, hitting, or any other physical force as retaliation or correction for inappropriate behaviors by children.

In LittleLIFE spaces, remember the 3 R's:

Redirect- Meet the child at eye level. Gently correct the inappropriate behavior and redirect their attention.

Remove- If necessary, remove the child from the situation

*If necessary, place the child in a time-out within the room. (1 minute per year of age)

Refer- If all else fails, refer the child to your LittleLIFE Director.

In KidLIFE spaces, remember the 3 R's:

Redirect: Give a verbal warning, explaining why the behavior is not acceptable using the "SLLRP" behavior management system.

Remove: If the child does not follow directions after receiving a redirection, the child will be asked to leave the situation or activity so they can calm down and prepare to rejoin the session.

Refer: If the child continues to ignore instructions, the doorholder will notify the KidLIFE Director for assistance. It will be determined by the KidLIFE Director if the parents need to be contacted for the removal of the child from the KidLIFE experience for the remainder of the morning.

KidLIFE "SLLRP" Behavior Management System:

Use "I Can" statements that help kids remember how to lead themselves so that we can get the best out of our time each Sunday morning and learn all about what God wants to teach us while being respectful to our teachers and friends.

I can be **safe**. I can **listen**. I can **learn**. I can be **respectful**. I can **participate**.

Parent Communication

Communicate with the leader of your team to notify the parent about any behavior issues. When the parent arrives, the leader of your team can explain why the child needed to be removed and what has been done to help the child exhibit appropriate behavior.

In 56LIFE and StudentLIFE spaces: Remember the 3 R's.

Redirect: Give a verbal warning, explaining why the behavior is not acceptable.

Remove: If the student does not respond after receiving a redirection, they will be asked to leave the situation or activity so they can calm down and prepare to rejoin the session.

Refer: If the student continues to ignore instructions, the Doorholder will notify the 56LIFE Director or the StudentLIFE Pastor for assistance. It will be determined by them if the parents need to be contacted for the removal of the student from the 56LIFE/StudentLIFE experience.

Diapers

- Diapers must be changed on changing tables or mats only
- Changing of diapers should be done in plain sight of other Doorholders
- NEVER leave a child unattended on the changing table
- Disinfect the diaper station and sanitize your hands after each diaper change
- Please use the gloves and disposable diaper bags provided
- Doorholders will not be responsible for any diaper/pull-up changes for children 4 and up
- No male should change any diapers (unless they are the legal father/guardian of the child)*

*This policy is in place to adhere to our insurance policy and to protect male Doorholders from unwarranted allegations that could be harmful to their reputation. This policy is not meant to imply distrust or inferiority in any way!

Bathroom policy

- Never take a child into the bathroom alone. (You must have a non-related Doorholder present with you if a small child needs your assistance.)
- Whenever possible, only *adult* female Doorholders should assist children of either gender with bathroom trips, unless a parent is assisting their own child.*
- If a child needs assistance, then please do so where another Doorholder may witness your actions.
- Ages 3 and above: Avoid physically helping them clean themselves unless absolutely necessary.
- DO NOT USE OR OCCUPY a restroom in use by children. Adults should use a bathroom separate from the bathrooms in the kids' ministry areas. *(An exception can be made if a Doorholder is washing their hands in a kids-only bathroom, as long as they are the sole occupant.)*
- Only one child in the restroom at a time in a single toilet facility.
- When a Doorholder is assisting a child, the door must **not** be locked and must remain ajar. Generally, children should receive the minimum amount of assistance necessary,

based on their individual capabilities. Encourage children to do all they can for themselves.

- All kids in grades 1st-4th should use the KIDS ONLY restrooms. A KidLIFE coordinator will be in the hallway to monitor children.
- Be aware if a child repeatedly asks to use the restroom and stays there for unusual periods of time. Report this behavior to a ministry leader if it occurs.

If you must check on an individual child, seek out another Doorholder to accompany you. If another Doorholder is not available, go to the exterior restroom door, knock, and ask if the child needs assistance. Try to verbally assist the child in completing their toileting activities while they remain behind the restroom door. Do not enter the restroom unless another Doorholder is present to witness your actions.

Any assistance with the straightening or fastening of garments should be done in the presence of another staff member or Doorholder.

*These policies are in place to adhere to our insurance policy and to protect male Doorholders from unwarranted allegations that could prove harmful to their reputation. This policy is not meant to imply distrust or inferiority in any way!

Appropriate Touch

The Exchange is committed to protecting minors in its care. To this end, The Exchange has implemented a “physical contact policy” which promotes a positive, nurturing environment for our Next Gen ministries while protecting children. The following guidelines are to be carefully followed by anyone working on any Next Gen team:

- Physical contact in any form should be above reproach, for the benefit of the child, and never based upon the emotional needs of a staff member or Doorholder.
- Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of staff members or Doorholders in Next Gen must foster trust at all times.
- Appropriate physical affection between staff members or Doorholders and children is important for children’s development and is generally suitable in the church setting.

Examples of appropriate touch:

1. Hugs- Hugging a child is a natural response when children seek affection. When a child runs to hug you, “Catch and Release” them with a quick hug, then a quick but gentle release.

2. High Fives - High Fives are a great way to show encouragement or a great way to say, “Way to go!”

3. Hands- A handshake or a gentle fist bump is a great way to greet children. (Briefly holding hands may be necessary to guide younger children safely from one area to another)

4. Holding- Infants and toddlers often seek to be held by a Doorholder as a form of security or affection. Holding children in your lap is permitted in LittleLIFE. Please refrain from holding older children.

AVOID the following interactions. **Non-appropriate touch includes (but is not limited to):**

- Never touch a child in sensitive areas (breasts, buttocks, genitals) even if a child has been injured in one of these areas. Never allow casual contact in these areas, under or over clothing.
- No sitting on laps for children over Kindergarten age.
- No hand-holding, unless part of a worship/prayer service or a group game. An exception can be made in the instance of leading a small child.
- Never touch in anger or disgust.
- Never touch in a manner that may be construed as sexually suggestive.
- Avoid touching a child between the navel and the knees.
- Never carry a child piggy-back, or on your shoulders.
- Never place hands beneath a child's clothing to play, rub or comfort.
- Never tickle, participate in 'horse-play' or wrestle with a child.

Do not force physical contact, touch or affection on a reluctant child. A child's preference not to be touched must be respected.

Physical affection should occur only in observable locations or when in the presence of other staff members and Doorholders. It is much less likely that touch will be inappropriate or misinterpreted when physical contact is open to observation.

Staff members and Doorholders are responsible for protecting children under their supervision from inappropriate or unwanted touch by others, including other children.

Inappropriate touching and displays of affection are strictly prohibited. Any inappropriate physical contact, touch, or display of affection should be immediately reported to a staff member.

Any inappropriate behavior or suspected abuse by a staff member or Doorholder must be reported immediately to the ministry team leader.

Reporting Abuse or Suspicions of Abuse

REPORTING SUSPICIOUS OR INAPPROPRIATE BEHAVIORS

The Exchange is committed to providing a safe, secure environment for children and their families. To this end, any report of inappropriate behaviors or suspicions of abuse will be taken seriously and will be reported, in accordance with this policy and state law, to local law enforcement (or Child Protective Services) and a member of The Exchange's staff team. An element of the safe environment referenced above includes the fostering of a culture of reporting relevant information to a supervisor or a member of The Exchange's staff team. Because sexual abusers may 'groom' children for abuse, it is possible a doorholder may witness behavior intended to 'groom' a child for sexual abuse. Doorholders are asked to report *grooming behavior*, any policy violations, or any suspicious behaviors to a ministry leader or a member of The Exchange staff team.

REPORTING VIOLATION OF POLICY

In order to maintain a safe environment for our children, The Exchange doorholders must be aware of their individual responsibility to report any questionable circumstance, observation, act, omission, or situation that is a violation of these policies. All questions or concerns related to inappropriate, suspicious, or suspected grooming behavior should be directed to an immediate leader in the ministry area, or a staff member.

CONSEQUENCES OF VIOLATION

Any person accused of committing a prohibited act or any act considered by the church to be harmful to a child will be immediately suspended from participation in The Exchange's Next Gen ministry. This suspension will continue during any investigation by law enforcement, Child Protective agencies or The Exchange.

Any person found to have committed a prohibited act should be precluded from future participation as a doorholder in all activities and programming that involves children, students or vulnerable populations at The Exchange .

Failure to report a prohibited act to the designated person is a violation of this policy and grounds for removal (doorholder). Doorholders who fail to report a prohibited act may be restricted from participation in any activities involving children, students or vulnerable populations at The Exchange.

REPORTING ALLEGATIONS OR SUSPICIONS OF ABUSE

We report all suspected or alleged abuse or neglect of children to local law enforcement or the Child Protective Services Emergency Response Hotline: [1-800-222-8000](tel:1-800-222-8000)

Because many adults are unfamiliar with Mississippi reporting requirements and may be fearful of the process, The Exchange utilizes a 'tandem or dual report' model, where permitted. A 'dual report' occurs when The Exchange supervisor or staff member reports the suspicion or allegation *together* with the individual who saw, heard, or received information causing him or her to suspect abuse or neglect.

THIS PRACTICE IS NOT REQUIRED OR INTENDED TO INHIBIT ANY DOORHOLDER FROM REPORTING TO LAW ENFORCEMENT, CPS, OR THE ABUSE HOTLINE *DIRECTLY*. Instead, it is meant to facilitate reporting, protect children, and support individuals who may not feel able or willing to report alone.

NO PERMISSION IS NEEDED from The Exchange before reporting to law enforcement personnel or the Child Abuse Hotline. In addition, a report may be made without involving or informing The Exchange personnel.

While not required by state law, please report all suspicions of child abuse or neglect (or any inappropriate or 'grooming' behaviors of a colleague or coworker) to an immediate supervisor or a member of The Exchange staff team. This request is intended to help the church properly protect children involved in The Exchange programs. ***When in doubt, report.***

Child Safety

Please contact a staff member if:

- You suspect a child is the victim of abuse
- A child makes accusatory statements of abuse
- Any instance you suspect abuse of any kind
- DO NOT attempt to gather information from the child
- DO NOT attempt to speak with parents regarding your concerns

Supervision

Only parents (dropping off or picking up children), screened and scheduled Doorholders, church staff members, and children are allowed in areas where ministry to children is occurring. All other adults should be asked for identification and immediately escorted out of the area. If questions or concerns arise related to any person in the area, a ministry supervisor or security team member should be notified immediately.

Our goal is to have two trained and screened adults supervise children at all times. However, there are occasionally times when this rule cannot be followed. In this instance, cameras are recording at all times, and the expectation is that doorholders will not leave their assigned area with a child.

Wellness

Children/Students who show signs of illness should not be allowed to participate in any Next Gen environment. When addressing the issue with the parents, assure them that we want their child/student to participate as soon as they are feeling better. If you continually have a problem with a sick child, please see your leader for assistance. If an illness is discovered after a child/student has been dropped off in a classroom, please keep them at a safe distance from others and ask your leader to notify the parents.

For the safety of the children/students in Next Gen areas and our Doorholders, children/students who have experienced any of these symptoms within the past 24 hours will be asked to stay with their parents:

- Fever of 100 or greater; must be fever-free without the use of medications for 24 hours.
- Vomiting
- Diarrhea
- Sore throat
- Any illness for which a doctor has prescribed antibiotics (must be on antibiotics for 24 hours before returning)
- Rash of unknown origin

Parent Notification System

If a parent is needed at any time during a Next Gen experience, please communicate with your leader to text the parent.

*For younger children: If a child is upset, please try to make (3) attempts with (3) different people to calm a child before interrupting a parent during the Gathering. If a parent has requested to be contacted within a specific amount of time at drop-off, then we will contact that parent as directed.

Emergency Situations

Evacuation: Before evacuating, count the number of children/students in your group. Count again when you arrive safely in the evacuation zone. Know ahead of time where you are to go in the event of an evacuation! Charts will be posted in common areas.

Emergency Situations: Except in the case of a fire, all other emergency procedures will follow a “shelter-in-place” protocol.

Injury: For any type of injury that requires first aid, communicate the situation to a Leader, and they will contact the medical team. An incident report form must be completed every time an incident occurs.

When the parent arrives, the medical team member will communicate what occurred and have them sign the incident report form. Parents are provided with a copy of the original, which will be filed for our records.

Child Ratios

The Exchange is dedicated to maintaining safe and relationally appropriate Doorholder-to-child ratios to provide the most effective learning experience for children/students. The following are approved Doorholder-to-child ratio guidelines:

Infants: 2 to 2-4

Toddlers: 2 to 4-6

2-3 Years: 2 to 5-8

4-6 Years: 2 to 7-10

1st-4th Grade- 2 to 10

5th-6th Grade: 2 to 20

7th-12th Grade: 2 to 20

No Doorholder should ever be alone with a child/student in any space on or off campus.

When ratios are not met, please contact your Leader to adjust staffing to maintain appropriate ratios.

When our classrooms exceed the recommended attendance, a child/student will be permitted to attend the room that is one year/grade level below or above their own. Our goal is to make every effort to be prepared to receive and care for all children/students while maintaining safe environments.

Electronic Communication

All communication with children must be above reproach and indicative of healthy boundaries. As with any communication, the content of any electronic communication should be readily available to share with ministry leadership or a parent. A doorholder should not engage in ongoing, one-on-one communication with children or students without the written consent (text permission is acceptable) from the parent or guardian.

Best Practices

- Message with students in group form whenever possible. Although students may reply individually, make every effort to text in a group form and encourage replies to the group, unless you have been permitted to message one-on-one with that student.
- Prudent judgment must be used in the timing and content of texts. (Example: Texting before 7:00 am or after 10:00 pm)
- Avoid discussion of ANY sexual topic via texts.
- It is unwise to request photos or videos from a student. Likewise, it is unwise to send photos or videos of yourself to any student.

Personal Social Media

Staff members and volunteers must maintain a high moral standard in social media presence. Inappropriate social media content may be a basis for suspension from participation in Next Gen ministries at the Exchange. Please be cautious about the content of the posts on your personal social media. Please ensure that photos or videos posted on social media reflect the Exchange's ministry guidelines related to alcohol, tobacco, and modesty (dress, posture, language, and content).

Transportation

Staff members and volunteers may, from time to time, be in a position to provide transportation for children. Please make sure to have written permission (text message is acceptable) from the minor's parent or guardian before transporting them.

Tobacco Use

The Exchange requires staff members and volunteers to abstain from the use or possession of tobacco products in church facilities, while in the presence of children or their parents, or during any Exchange activities or programs, whether on campus or away. The Exchange is a tobacco-free facility.

Intoxicants

Staff members and volunteers are prohibited from the use, possession, or being under the influence of alcohol or any illegal drugs while in any Exchange facility, while traveling with children, or while working with or supervising children during any Exchange program or activity.

Nudity

Staff members and volunteers in Exchange Next Gen Ministries should never be nude in the presence of children. In the event there is a situation that may call for or contemplate the possibility of nudity (i.e., changing clothes during a pool party, weekend or overnight retreat, etc.), a staff member/volunteer will submit a plan to Next Gen leadership concerning arrangements for showering or changing clothes.

Medication

Do not administer medication of any kind to any child while serving in ministry programs, including over-the-counter drugs. For specific trips or activities (i.e., mission trips, camps, etc.), The Exchange will authorize a person who can dispense appropriate medications consistent with other policies and signed parent permission forms.

Please Remember

- Never be alone with a child/student.
- Cell phone use should be avoided as much as possible during serving.
- Physical discipline or harsh words are never appropriate.
- Hands must be washed after all bathroom trips.
- Follow proper check-in and check-out procedures.
- Doorholders may not spank their own children in front of others.

Communication channels

Check with your ministry leader to ensure you are receiving all team communications on the current communication channel in use.

Contact us

Heather

Next Gen Team Leader and Discipleship Support

Heather@theexchange.cc

Moni

LittleLIFE Director

Moni@theexchange.cc

Ed and Tracy Manning

KidLIFE Directors

Ed@theexchange.cc Tracy@theexchange.cc

Matthew

Student and Care Pastor

Matthew@theexchange.cc

Sherilyn

Next Gen and Communications Director

Sherilyn@theexchange.cc

Resources

Website: theexchange.cc

Church Center app

Next Gen webpage

Social media (Facebook and Instagram)

Conclusion

Every week, we have the blessing of speaking into the lives of many children/students. Through your smile, words, and intentionality, children and students in Next Gen spaces can come to know Jesus in a real way.

As you serve as a Doorholder in the Next Gen ministry, we thank you for your willingness to be used by God to do his work. However, serving in Next Gen isn't just about giving. It's joining a team of other like-minded people who are experiencing community and spiritual growth while helping kids and students do the same. Our prayer is that while serving on a Next Gen team, you will experience a powerful and lasting life-change as you make a difference in the lives of kids and students. Thank you for being obedient to this call. If we can answer any further questions, address any concerns, or help to develop new ideas, then contact The Exchange leadership team. We consider it an honor to stand beside each of you in this awesome journey as we follow Jesus together!

The Next Gen Handbook was updated in October, 2025

Statement of Acknowledgement and Agreement

I have received and read a copy of The Exchange's Next Gen Ministries Policies and Procedures and understand the importance of the material in the manual. I agree to abide by these guidelines while serving at The Exchange.

I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by The Exchange.

I have reviewed the duties listed in my ministry position description, and I agree to fulfill these duties. I understand I may choose to end my voluntary service at The Exchange at any time.

I acknowledge and understand that the materials and guidelines contained in this manual in no way express or imply a contractual employment relationship between The Exchange and myself. If applying as a volunteer, I acknowledge and agree that I will receive no monetary compensation for hours served.

I understand it is my responsibility to review new guidelines which may be created and distributed.

I acknowledge receipt of the Next Gen Doorholder Handbook.

Staff member or volunteer name (please print)

Staff member or volunteer signature

Date