



all SOULS
CHARLOTTESVILLE

CHILDREN'S
MINISTRY
POLICIES

WELCOME

Dear Children's Ministry Volunteer,

Welcome to All Souls Cville!

At All Souls Cville, we take our responsibility to care for children very seriously. These guidelines are intended to facilitate a safe and nurturing environment in which children can grow in relationship with Jesus.

The pages of this handbook provide a general overview of procedures and guidelines for All Souls Cville volunteers and staff members. Our policies are intended to create a safe environment for children. The following procedures have been adopted and will be strictly enforced.

After you have carefully read this policy manual, please sign and return the agreement form located on the last page.

Sincerely,

All Souls Cville Staff

ALL SOULS CVILLE CHILDREN’S MINISTRY SAFETY POLICIES AND PROCEDURES

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OVERVIEW OF THE ALL SOULS CVILLE CHILDREN'S MINISTRY SAFETY SYSTEM

Because we love children and desire to protect them, All Souls Cville requires all staff members and volunteers working with children or students (and other vulnerable populations) to complete **FOUR SAFETY STEPS** before ministry work or volunteer placements begin.

STEP ONE: Sexual Abuse Awareness Training

All Souls Cville policies and procedures require that staff members and volunteers avoid abusive behavior of any kind. Staff members and volunteers are required to report any policy violations to a supervisor or a member of the All Souls Cville Safety Committee. Staff members and volunteers should have a basic understanding of the characteristics of sexual abusers and their behaviors in 'grooming' a child for sexual abuse. Grooming is the process used by an abuser to select a child, win the child's trust (and the trust of the child's parent or 'gatekeeper'), manipulate the child into sexual activity and keep the child from disclosing the abuse.

To equip All Souls Cville staff members and volunteers with information necessary to recognize abuser characteristics and grooming behavior, All Souls Cville requires all staff members and child-serving volunteers to complete MinistrySafe's Sexual Abuse Awareness Training (live or online at www.MinistrySafe.com). This training will be renewed every two years.

STEP TWO: Screening Process

Staff members and volunteers are required to complete the All Souls Cville Screening Process, which requires a staff member or volunteer to complete:

- Complete an Employment Application (employees only)
- Complete the Background Check (employees and volunteers)
- Complete a face-to-face interview (employees and volunteers)

A volunteer must attend All Souls Cville for six months before being eligible to serve in volunteer positions providing access to children, students, or vulnerable populations. This amount of time can be shortened or lengthened at the discretion of the Director of Children's Formation and the Senior Pastor.

STEP THREE: Policies & Procedures

Staff members and volunteers are required to review the policies contained in this manual and sign the last page indicating that she or he has read and understood the material, and agrees to comply with policy requirements.

STEP FOUR: Criminal Background Check

All Souls Cville requires that all staff members and volunteers working or volunteering in children's or student activities or programming undergo a criminal background check. Depending upon position, differing levels or intensity of background check may be required. Individuals who have committed sexually-oriented or sex-related crimes may not serve in any area providing services to children or minors. In addition, certain other past criminal acts *may* preclude an applicant from serving minors.

CHILD SAFETY POLICY

ABUSE TOLERANCE

All Souls Cville has a **zero tolerance for abuse** in ministry programs and ministry activities. It is the responsibility of every staff member and volunteer at All Souls Cville to act in the best interest of all children in every program.

In the event that staff or volunteers observe any inappropriate behaviors (i.e. policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse (physical, emotional, or sexual) it is their responsibility to immediately report their observations to the Senior Pastor, the Director of Children's Formation, or a member of the Elder Board.

REPORTING SUSPICIOUS OR INAPPROPRIATE BEHAVIORS

All Souls Cville 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 the All Souls Cville Safety Committee Chair and the Police Department, Child Protective Services, or other appropriate agency.

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 All Souls Cville Safety Committee. Because sexual abusers 'groom' children for abuse, it is possible a staff member or volunteer may witness behavior intended to 'groom' a child for sexual abuse. Staff members and volunteers are asked to report 'grooming' behavior, any policy violations, or any suspicious behaviors to a supervisor or a member of the All Souls Cville Safety Committee.

ENFORCEMENT OF POLICIES

All Souls Cville staff members and volunteers who supervise other staff members or volunteers are charged with the diligent enforcement of all All Souls Cville policies. Violations of these policies are grounds for immediate dismissal, disciplinary action,

or reassignment from a position in Children’s Ministries – for both volunteers and staff members. Final decisions related to policy violations will be the responsibility of the Senior Pastor and the Board of Elders.

REPORTING ABUSE OR SUSPICIONS OF ABUSE

REPORTING VIOLATION OF POLICY

In order to maintain a safe environment for our children, All Souls Cville staff members and volunteers 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 supervisor in the ministry area, the Senior Pastor, or a member of the Elder Board.

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 All Souls Cville Children’s Ministries. This suspension will continue during any investigation by law enforcement or Child Protective agencies.

Any person found to have committed a prohibited act should be prohibited from future participation as a staff member or volunteer in all activities and programming that involves children, students or vulnerable populations at All Souls Cville. If the person is a staff member or employee, such conduct may also result in termination of employment from All Souls Cville.

Failure to report a prohibited act to the designated person is a violation of this policy and grounds for termination (employee) or removal (volunteer). Volunteers who fail to report a prohibited act may be restricted from participation in any activities involving children, students, or vulnerable populations at All Souls Cville.

REPORTING ABUSE OR SUSPICIONS OF ABUSE

All Souls Cville is committed to providing a safe, secure environment for children and their families. To this end, any report of inappropriate behavior or suspicions of abuse or neglect will be taken seriously and will be reported, in accordance with this policy and state law, to Child Protective Services, or criminal law enforcement.

Because sexual abusers ‘groom’ children for abuse, it is possible that a staff member or volunteer may witness behavior intended to groom a child for sexual abuse. Please report ‘grooming’ behavior, policy violations, or any suspicious behaviors to an immediate supervisor, such that the church may take appropriate action to safeguard children in the program.

REPORTING ALLEGATIONS OR SUSPICIONS OF ABUSE TO LAW ENFORCEMENT

We report all suspected or alleged abuse or neglect of children to the Virginia Department of Family and Protective Services.

Abuse Hotline: 1-800-252-5400

Because many adults are unfamiliar with Virginia reporting requirements and may be fearful of the process, All Souls Cville utilizes a 'tandem or dual report' model, where permitted. A 'dual report' occurs when an All Souls Cville supervisor 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 STAFF MEMBER OR VOLUNTEER 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 All Souls Cville before reporting to law enforcement personnel or the Child Abuse Hotline.

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 All Souls Cville Safety Committee. This request is intended to assist the church in properly protecting children involved in All Souls Cville programs.

When in doubt, report.

SAFETY COMMITTEE

SAFETY COMMITTEE

Recognizing the importance of providing and maintaining a safe environment for children, All Souls Cville will appoint and maintain a Safety Committee, which will meet once each quarter.

The purpose of the Safety Committee is to enable All Souls Cville Children's Ministries to carry out appropriate ministry activities while safeguarding program participants against emotional, physical or sexual abuse.

COMPOSITION

The Safety Committee will be comprised of the following members:

- + The Senior Pastor
- + The Director of Children's Formation
- + The Associate Pastor

RESPONSIBILITIES

The Safety Committee will be charged with the following duties:

1. Applying existing All Souls Cville policies and procedures related to children's safety and risk management issues.
2. Monitoring all Children's Ministries programs for ongoing compliance with safety policies.
3. Making recommendations to the All Souls Cville Board of Elders regarding safety issues.

CHILDREN'S MINISTRY MONITORING PLAN

BUILDING SAFETY

Every ministry supervisor is responsible for ensuring that the ministry program area is monitored during programming serving children. This includes unobserved monitoring of staff members, volunteers, and children. No child will ever be left unattended in a ministry area or on a playground during regular programming, classes, or activities. Cameras are placed in classrooms and throughout the building. Footage is periodically reviewed for safety.

SUPERVISION

Only parents (dropping off children), screened ministry volunteers, 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.

Two trained, screened adults should supervise children at all times.

Avoid being alone with an individual child in any room or during any ministry program. If one supervising adult must leave a group of children, another volunteer or employee must be notified so that the *Two Adult Rule* can be followed.

If two individuals serving in a room are related to one another, a third unrelated volunteer or staff member must be present.

If an unusual circumstance occurs and you find yourself alone with a single child, take the child to a room or building occupied by others, or to a location easily observed by others. (Example: if a child is the last in a class to be picked up by a parent, move to an adjoining room where other staff members or volunteers are present.)

If you need to talk with a child alone, do it in the hallway or a highly visible area, or have another leader with you.

After every ministry event, ensure that every room, area, and restroom is checked prior to leaving.

PLAYGROUNDS

On the playground, remember to circulate, watching children during play periods, giving particular attention to areas not easily seen from all viewpoints. (Example: under slides, in corners, behind structures).

Any two children together in an unseen or less easily viewed area should be redirected to another (more open) area of the playground.

CHILD SAFETY MEASURES

WORKER TO CHILD RATIOS

All Souls Cville is committed to providing adequate supervision in all Children's Ministries programs. Accordingly, the following worker to child ratios will be observed:

Program	Workers	Children
Nursery	2	8
Preschool, 2 & 3 years old	2	12
Preschool, 4 & 5 years old	2	18
Elementary	2	20
VBS	2	20

***The above ratios are MinistrySafe minimum recommendations.
Where supervision is concerned, more is generally better.**

If a worker is 'out of ratio' it is his or her responsibility to immediately notify the program supervisor or the Director of Children's Formation. Supervisors will make

diligent efforts to find substitute workers to immediately bring worker to children ratios into compliance with Church policy.

CHECK-IN

Upon check-in, each child will receive a name tag and their parent or guardian will be given a claim tag. Volunteers must check each claim tag before releasing a child at pick up. This only applies to those children being dropped off and picked up at their classroom.

If a claim tag is lost, send the parent or guardian to the Director of Children's Formation, where proper identification must be shown to a staff member before the child is released. (Have the child stay in the classroom; the parent may pick up the child once cleared).

RELEASE OF CHILDREN

At any time that a child has been entrusted to All Souls Cville staff members or volunteers, the Church incurs responsibility for the safety and well-being of the child. Staff members and volunteers must act to ensure the appropriate supervision and safety of children in their charge.

Children's Ministries staff members or volunteers are responsible for releasing children in their care only to parents, legal guardians, or other persons designated by parents or legal guardians at the close of services or activities.

It is presumed a person who drops off a child or student to the Nursery or Preschool classrooms has authority to pick up the child.

In the event that staff members or volunteers are uncertain of the propriety of releasing a child, they should immediately locate or contact their immediate supervisor or the Director of Children's Formation before releasing the child.

DISCIPLINARY POLICIES

DISCIPLINE

It is All Souls Cville's policy that staff members and volunteers are prohibited from using physical discipline in any manner for behavioral management of children. **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. When a child is misbehaving, follow these steps:

1. Go to the child and calmly ask him or her to stop the behavior. (Most children respond immediately and correct the behavior.) Give a warning and remind

the child of class expectations, and redirect to a positive behavior. Do this individually when possible, try not to single out a specific child in a large group setting. *When working with younger children, some physical redirection may be necessary: for example, removing a toy from the hands of a child who is hitting another.

2. If the child repeats the action, guide them to a quiet place – separate from the other children – for a short but designated period of time. Stay within sight of others, and avoid being alone (or unseen) with the child.

Provide the child with a simple, understandable reason for the separation, and a clear explanation of your expectations.

(“Terry, you didn’t stop hitting Kelly when I asked you to, so it was necessary for me to separate you from the group.”)

3. After a 3rd time, refer to a staff member. A staff member may inform a parent or guardian, who may be asked to become involved in redirecting misbehavior.

Uncontrollable or unusual behavior should be reported to ministry supervisor.

NEVER...

- Never yell at a child.
- Never grab a child.
- Never threaten a child. Always follow through with your word.
- Never hit a child.
- Never confront a parent in front of others.
- Never openly humiliate a child in front of the class.

BULLYING

Verbal, physical, or emotional bullying is not acceptable in All Souls Cville ministry programs. At the first sign of bullying in any form, act decisively, and inform your ministry supervisor. There is no “harmless put-down” where bullying is concerned.

1. *First Offense:* Issue a warning to the child and a general reminder to the group that this kind of interaction is wrong. Try not to embarrass or chastise.
2. *Second Offense:* Pull the offending child(ren) from the group (in a seen or supervised location) and discuss the inappropriate interaction or behavior. Set clear parameters and behavioral goals. Let the child know that the next step is communication with a pastor and the child’s parents. Notify an immediate supervisor of ANY signs of bullying or verbal abuse.

Privately, but with another adult present, confirm that a child who was the target of the bullying behaviors is not in danger of continued harassment and is physically and emotionally stable. **DO NOT SINGLE A CHILD OUT IN FRONT OF THE GROUP ... be discreet.**

3. *Third Offense:* Send the child to a pastor or ministry supervisor for a phone call (or communication onsite) with his or her parent(s) and possible removal from the activity or event.

RESTROOM POLICIES

DO NOT USE OR OCCUPY a bathroom in use by children. Adults should use a restroom separate and apart from restrooms used by children during weekend services or when there are children present. No volunteer OF ANY AGE should enter or occupy a bathroom while children are using it. When no child is present, adults (and young volunteers) are allowed in a bathroom (one at a time) so long as there is another adult at the doorway keeping any child from entering. Only the child's parent or legal guardian will undertake the diapering of children.

CHILDREN IN THE NURSERY THROUGH KINDERGARTEN

Because nursery children may require complete assistance with their bathroom activities, all staff members and volunteers will observe the following policies:

Diapering

- Only the child's parent or legal guardian will undertake the diapering of children.

Toilet training

- No child will be forced to toilet train.
- Only the child's parent or legal guardian will participate in toilet training efforts with children.
- If a child in Kindergarten or younger needs to use the bathroom, the child's parents/guardians are contacted through the Church Center App. Parents/Guardians are the only people who can take a young child to the bathroom.
- When children are taken into bathrooms the door will be left partially open.
- Young children will never be left unattended in bathrooms.
- Children should be assisted in straightening their clothing before returning to the room with other children.
- "Accidents" should be handled by reassuring the child and contacting the child's parents through the Church Center App to come and assist the child.

CHILDREN IN GRADES 1-5

If a child needs to use the restroom during Sunday morning classes, one volunteer will take the class radio, walk the child down the hall to the corner, and stand where the volunteer can see both the classroom and restroom doors. The other volunteer will remain in the classroom. The volunteer escorting the child to the bathroom will monitor the child's progress to and from the bathroom, and then, once the child is within sight of the classroom door, the volunteer will return to the classroom with the child.

If a child needs to use the restroom while on the playground, contact the child's parents/guardians through the Church Center App.

If a you must go into the restroom to check on an individual child, seek out another volunteer/staff member to accompany you. If another volunteer/staff member is not available, go to the exterior bathroom door, knock, and ask if the child needs assistance. Do not enter the restroom.

If a child requires immediate assistance, leave the exterior bathroom door open, utilizing the provided door stop when entering the bathroom area. Try to verbally assist the child in completing his or her toileting activities, while the child remains behind the door of the bathroom stall. Any assistance with the straightening or fastening of garments should be done in the presence of another staff member or volunteer.

If restroom use is required:

- Only one child in the restroom at a time, in a single toilet facility.
- When a volunteer/staff member is assisting a child, the door must not be locked, and must remain ajar. In general, children should receive the minimum amount of assistance needed based upon their individual capabilities. Encourage children to do all they can for themselves.
- Be aware if a student repeatedly asks to use the restroom and stays there for unusual periods of time. Report this behavior to a supervisor if it occurs.

MEDICATION

Do not administer medication of any kind to any child while serving in ministry programs, including 'over the counter' drugs.

TRANSPORTATION

Staff members and volunteers may from time to time be in a position to provide transportation for children. The following guidelines should be strictly observed when workers are involved in the transportation of children:

- Children should be transported directly to their destination. Unauthorized stops to a non-public place should be avoided. Staff members and volunteers should avoid transportation circumstances that leave only one child in transport.
- Staff members and volunteers should avoid physical contact with children while in vehicles.
- No cell phones may be utilized by the driver while driving All Souls Cville vans, or vehicles owned or rented by All Souls Cville, unless in an emergency.
- No drivers under age 25 may drive All Souls Cville owned or rented vehicles.

VERBAL INTERACTION WITH CHILDREN

Verbal interactions between staff members or volunteers and children should be positive and uplifting. All Souls Cville staff members and volunteers should strive to keep verbal interactions encouraging, constructive, and mindful of their mission of aiding parents in the spiritual growth and development of children.

To this end, staff members and volunteers should not talk to children in a way that is or could be construed by any reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, staff members and volunteers are expected to refrain from swearing in the presence of children.

ONE-TO-ONE INTERACTIONS WITH CHILDREN

Staff members and volunteers should never conduct one-to-one, unobserved meetings or interaction with children while participating in All Souls Cville Children's Ministry program. Another adult who has completed the All Souls Cville application and screening process should always be present.

PHYSICAL CONTACT

All Souls Cville is committed to protecting children in its care. To this end, All Souls Cville has implemented a 'physical contact policy' which promotes a positive, nurturing environment for our Children's Ministries while protecting children. The following guidelines are to be carefully followed by anyone working in Children's Ministries programs:

- Hugging, pats on the back, and other forms of appropriate physical affection between staff members or volunteers and children are important for children's development, and are generally suitable in the church setting.
- Inappropriate touching and inappropriate displays of affection are forbidden. Any inappropriate physical contact, touching, or displays of affection should be immediately reported to an immediate supervisor, the Director of Children's Formation, or the Senior Pastor.
- Physical contact should be for the benefit of the child, and never be based upon the emotional needs of a staff member or volunteer.
- Physical contact and affection should be given only in observable places or when in the presence of other children or children's staff members and volunteers. It is much less likely that touch will be inappropriate or misinterpreted when physical contact is open to observation.
- Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of staff members or volunteers in Children's Ministries must foster trust at all times. Personal conduct must be above reproach.
- Do not force physical contact, touch or affection on a reluctant child. A child's preference not to be touched must be respected.
- Children's staff members and volunteers are responsible for protecting children under their supervision from inappropriate or unwanted touch by others.
- Any inappropriate behavior or suspected abuse by a staff member or volunteer must be reported immediately to an immediate supervisor, the Director of Children's Formation, or the Senior Pastor.

INTOXICANTS

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

TOBACCO USE

All Souls Cville 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 All Souls Cville activities or programs. All Souls Cville is a tobacco-free facility.

SEXUALLY ORIENTED CONVERSATIONS

Staff members and volunteers are prohibited from engaging in any sexually oriented conversations with children, and are not permitted to discuss any inappropriate or explicit information about their own personal relationships, dating or sexual activities with any child in the program.

SEXUALLY ORIENTED MATERIAL

Staff members and volunteers in Children's Ministries at All Souls Cville are prohibited from possessing any sexually oriented materials (magazines, cards, images, videos, films, etc.) on church property or in the presence of children.

NUDITY

Staff members and volunteers in All Souls Cville's Children's Ministries should never be nude in the presence of children in their care. 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.), staff member/volunteer will submit a plan to the Director of Children's Formation concerning arrangements for showering or changing clothes.

PARENTAL INVOLVEMENT

PARENTAL CONTACT

Parents who leave a child in the care of All Souls Cville staff members and volunteers during church services or activities will be contacted if their child becomes ill, injured, or has a severe disciplinary problem while participating in Children's Ministries programs.

PARENTAL INVOLVEMENT

Parents are encouraged to visit any and all services and programs in which their child is involved at All Souls Cville. Parents have an open invitation to observe all programs and activities in which their child is involved. However, parents who desire to participate in or have continuous, ongoing contact with their children's programs at All Souls Cville will be required to complete the All Souls Cville volunteer application and screening process.

Policies and Procedures

Statement of Acknowledgement and Agreement

This page is to be signed, detached, and delivered to the Ministry Supervisor.

I have received and read a copy of All Souls Cville's Children's Ministries Policies and Procedures and understand the importance of the material in the manual. I agree to abide by these guidelines while serving or working at All Souls Cville.

I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by All Souls Cville.

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 employment or voluntary service at All Souls Cville at any time (If possible, I will provide two weeks' notice to my supervisor).

I acknowledge and understand that the materials and guidelines contained in this handbook in no way express or imply a contractual employment relationship between me and All Souls Cville. If applying as a volunteer, I acknowledge and agree that I will receive no monetary compensation for hours worked.

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

I acknowledge receipt of All Souls Cville policies and procedures manual.

Staff Member or Volunteer's Name (please print)

Staff Member or Volunteer's Signature

Date: _____