Children & Student Ministry Procedures
Cheektowaga Campus

**Early Pick-up –** Adult should arrive to Children's & Student Ministry doors with security tag in hand. Security member, Children's or Student Ministry personnel will open the secured door to the ministry environment. A Children's/Student Ministry staff or volunteer will escort the parent to appropriate room and assist in checking the security tag to release the child.

**Late Drop-off –** Adult should arrive to Children's & Student Ministry doors with child(ren) ready to be dropped off. Security member, Children's or Student Ministry personnel will greet adult at the doors and escort to the check-in area. Children's or Student Ministry staff or volunteer will escort families to appropriate rooms for drop-off of children.

**Security Tags –** After checking in a child(ren), the adult will receive a security pick-up tag (applicable for children birth – 8th grade). The child(ren) also receives a security tag to be placed on their clothing for reference. At pick-up, adult security tags and child tags will be compared for unique code before releasing the child.

**Lost Security Tag –** When a security tag is lost, whether the adult's or child's, extra measures will be taken to ensure the safety of all. A Ministry Coordinator or Chapel Staff member must be notified to come and speak with the person attempting to pick up a child. The adult will be asked to provide other measures of proof or ID. The loss of a security tag and name of the person the child was released to will be documented.

**Illness –** If a child/student is not feeling well, has a fever, cough, runny nose, other illness symptoms, or contagious virus/disease (e.g. head lice, rash, chicken pox, etc.) we ask that the child does not join us in the Children's Ministry environment until the child is symptom free for 24 hours.

**Diapering –** Young children wearing diapers will be monitored while in our care to be changed when necessary. Children will be diapered in the presence of at least one other staff or volunteer. Diapers and supplies will be used from the child's individual bag, when available. If a full change of clothing needs to occur, the parent will be contacted.

**Bathroom –** No adult or volunteer will be alone in a bathroom with a child. If a child requires assistance with straightening or fastening of garments, this will be done in the presence of two volunteers/staff members in an observable area. If a child has an 'accident', a ministry coordinator or Chapel staff member will be notified. Parent's will be alerted to determine next steps.

**Ratios –** Specific ratios, recommended by New York State, for each age grouping of children and students will be followed. Two volunteers are required in each space when caring for children or students.

**Emergency Alert –** In the event that we need an individual child's parent, we will text or call the designated phone number on a child's tag to notify. Please ensure the number is correct and adjusted when needed. Our children and student ministry programs remain a safe environment and security is a top priority. In the event of evacuation or lock down within the building please note that children and students cannot be released to parents, even with the appropriate security tag, until leadership gives the clearance to do so.

**Removal of Volunteer During Investigation –** If an allegation of abuse or maltreatment is reported that involves a volunteer in any position of trust with a vulnerable person at The Chapel, the volunteer will be asked to immediately pause in any serving capacity until there is sufficient resolution of the allegation (to include law enforcement involvement, where applicable).

**Crisis Services –** If you or a family member are experiencing a crisis, you can visit http://www.211wny.org/resources/helplines-hotlines/ for resources and hotlines.

**Full Policy –** If you would like to read our full Children & Student policy document, visit thechapel.com/safety-and-security

**How to Volunteer –** If you would like to volunteer with us, please visit thechapel.com/serve or scan