

## Children's Ministry Procedures CrossPoint Campus

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

**Late Drop-off** – Adult should arrive to Children's Ministry doors with child(ren) ready to be dropped off. Security member or Children's Ministry personnel will greet parent at the doors and escort to the check-in area. Children's Ministry staff or volunteers will escort parents 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. 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 children. 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 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 for each age grouping of children will be followed. Two volunteers are required in each space when caring for children.

**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's 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 cannot be released to parents, even with the appropriate security tag, until leadership gives the clearance to do so.

**Removal of Volunteer** – 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](http://thechapel.com/safety-and-security)

**How to Volunteer** – If you would like to volunteer with us, please visit [thechapel.com/serve](http://thechapel.com/serve) or scan 

## Student Ministry Procedures

### CrossPoint Campus | The Apex Building

**Drop-off & Pick-up** – Parents/guardians are not required to enter the building and sign in or check out their students, however they are always welcome. Anyone entering The Apex on a Wednesday must check in to proceed past the welcome area. This includes students, parents, volunteers and guests.

**Illness** – If a 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 student does not join us in the Student Ministry environment until they are symptom free for 24 hours.

**Bathroom** – To the greatest extent possible, a volunteer will not utilize the bathroom facilities at the same time as a student.

**Ratios** – Specific ratios for each age grouping of students will be followed. Two volunteers are required in each space when caring for students.

**Emergency Alert** – In the event that we need an individual student's parent, we will text or call the designated phone number in our system to notify the parent/guardian. Please ensure the number is correct and adjusted when needed. Our 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 students cannot be released to parents until leadership gives the clearance to do so.

**Removal of Volunteer** – 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).

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