



Policy and Procedure Manual



Letter from the Staff at Neighborhood Church NC

Parents,

Welcome to Neighborhood Church NC! Our church is a great place to meet new friends and grow in your spiritual journey. We are delighted to have your child be a part of our Children's Ministry. It is true that children are gifts from God. Here at Neighborhood Church NC, all are special.

We provide a safe, fun place for everyone to come and learn more about Jesus.

The vision of our church is "Love the Lord your God with all your heart, all your soul, and all your mind and love your neighbor as yourself." One aspect of this is to have a children's ministry that is dedicated to assist you, the parents, in leading your child/children to know Jesus Christ as their Savior and Lord; and to grow and develop them into a deeper relationship with Him where they can in turn, be on mission for Christ.

The purpose of this Policies and Procedures Manual is to provide you with all information regarding the children's ministry you will need. It is imperative that you read all area pertaining to your child. We want to do what is best for all who come on our church campus. To make sure that this happens, you must be "in the know." We appreciate your interest and support.

We thank you for being a part of the children's ministry and look forward to what God is going to do in them!

In His Service,

Rev. Landon Horton, Pastor Rev. Landon Horton
Doug Gordon, Associate Pastor Doug Gordon
Phyllis Gordon, Minister to Children and Families Phyllis Gordon

Statement of Acknowledgment

Please read this manual carefully and sign this acknowledgment. By signing this you state that you have been made aware of the policies and procedures outlined in this manual, and that you will assist your fellow workers/volunteers/parents if they are having trouble following these same policies and procedures. By signing you also state that you have gone over the policies and procedures section that applies to your child's age with your child.

All workers/volunteers/parents are expected to comply with all rules and regulations set forth in this policies and procedures manual, and must realize the importance of following Neighborhood Church NC's policies in all situations.

Notice that there are two copies of this statement, one for you to keep in this notebook and one for you to sign and return to the Children's Minister.

Father's Signature: _____

Mother's Signature: _____

Or Caregiver's Signature: _____

Volunteer's Signature: _____

Date: _____

Names and ages of all your children:

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Introduction to the Policies and Procedures for Neighborhood Kids (Birth - 6th Grade)

The purpose of this section of the manual is to acquaint all Neighborhood Kids workers/volunteers/parents with the rules and regulations in place at Neighborhood Church NC. All Neighborhood Kids workers/volunteers must be trained in all aspects of working in Neighborhood Church before they can adequately provide the children with the highest level of care. This manual's intention is to illustrate the proper method of performing the many tasks necessary for the optimal functioning of Neighborhood Kids.

Neighborhood Church NC expects its caregivers to act in a professional and loving manner at all times. A cooperative and professional attitude increases the flexibility of the team leaders to respond to the needs of all classes. Adherence to the policies set forth in this manual is not optional, as these policies were designed in the interest of both the children and the workers/volunteers.

The Neighborhood Kids classroom can be demanding and challenging, presenting many obstacles. Meeting these challenges requires a cooperative team effort, as any burden is made lighter when carried by many hands. Please bear in mind that your attitude does make a difference in Neighborhood Kids ministry. The influence you project can be either positive or negative, and affects everyone around you, especially the children!

PART I

SECTION I

HEALTH AND SAFETY

A) Food and Related Sanitation Issues:

Children's food from home: It is sometimes difficult for small children to make it through service without having a snack. As caregivers it is our responsibility to supervise this issue at all times. If food is brought from home we must make every attempt to not allow the children to share the food with the other children in the class unless it comes to church in the original sealed container.

Use of food service gloves: Anyone serving food or beverage to any child of any age in the nursery must wear food service gloves on each hand. The gloves must NOT touch any thing OTHER than the food to be served. The gloves must not touch cabinets, children's clothing or face, or any thing other than the food or beverage. If you are assisting several children with a dry food, such as graham crackers, or gold fish, you may wear the same gloves. However, if you are assisting several children with a snack and get the gloves wet with food the child has chewed or handled, or touched the child's cup that is wet or soiled with food, you must change gloves. Be prepared to change gloves several times throughout the course of assisting young children with their snacks. Caregivers must wear food service gloves when feeding a baby breast milk. In this case, this is to protect you as the leader, since breast milk is a bodily fluid. Gloves are not necessary when feeding a bottle of juice or formula.

Guidelines for giving water: All leaders must wash their hands and wear food service gloves before assisting young children with an open water cup. If a parent brings a cup for their child you must provide constant supervision of the child while drinking from that cup. You must insure that other children do not drink from that cup. Place the cup back into their diaper bag after each use to further alleviate the possibility of another child drinking from the wrong cup.

Hand washing before serving food or beverage: All leaders must wash their hands before serving food or beverage to a child, and before feeding an infant a bottle or baby food.

Allergies: Before a child is left in Neighborhood Kids ministry area, each parent must go through check-in at the classroom and get a label with all allergies listed on it. If the child is a visitor and the child has a known allergy it must be written on their label by the parent.

Sanitizing tables: All tables must be cleaned with Clorox wipes before and after each snack is served and at the beginning and end of Sunday School.

Storing food in the Classroom: Perishable food and snack items such as crackers must be stored in a zip lock bag in the bin for that classroom.

B) Staff and Child Hand washing:

Staff Hand washing: According to *NC Department of Environment and Natural Resources Division of Environmental Health statute .2828*, 'Child care workers shall be instructed that hand washing is the single most important line of defense in preventing the transmission of disease-causing organisms.' Caregivers shall wash hands:

Upon reporting for duty;
Before and after handling food;
Before feeding infants or children;
After toileting or handling of body fluids (e.g., saliva, nasal secretions, vomit, feces, urine, blood);
After diaper changing or checking a diaper;
After handling soiled items such as garbage;
After removing disposable gloves.

Caregivers should wash their hands for a minimum of ten seconds. Please be aware that Neighborhood Church NC is committed to compliance on this issue. Non-participation is NOT an option.

Parents judge a nursery setting using many standards. They look for qualified workers, adequate furnishings and age appropriate materials and props in the classrooms. But they also judge the setting based on how clean their child is when they pick the child up. Parents have confidence in a church that turns their child over to them in about the same way the child was dropped off. Parents should expect their child to get somewhat soiled and messy as they engage in activities such as painting. However, all children should have extremely soiled clothing changed, and of course, have their hands and face washed before the parent is expected to pick them up. (Children wearing diapers should have their diaper changed before the parent arrives. If the parent arrives before the diaper has been changed, the caregiver should offer to check/change the child.)

Children must have their hands washed with soap and running water:

After diaper changes *
After using the bathroom or sitting on the potty
Before and after water play
Before meals and snacks

*Babies must have their hands washed with a wet wipe for all activities that require hand washing.

C) Diaper Changing and Potty Training Procedures:

Caregivers hands MUST be washed after changing a diaper OR checking a diaper. If you check a diaper and it is dry, you still must discard the gloves and wash up just as if you had changed a wet or soiled diaper.

Children's hands must be washed with soap and running water after each diaper change or trip to the potty. For potty-trained children, it is the caregiver's responsibility to make sure the children indeed wash their hands with soap and water.

Gloves must be discarded when the diaper is in place. It is NOT APPROPRIATE to pull up the child's clothing or wash the child's hands while wearing latex gloves that carry germs from the diaper. Leave the diaper and gloves on the diaper changing table and position the child's clothing and wash the child's hands. Then go back and dispose of the diaper. If the diaper is soiled put a plastic bag over your hand and grasp the diaper that way. Knot the bag and dispose of it in a covered container.

The diaper-changing table must be disinfected with both Clorox wipes/Lysol after each diaper change. See Section D for more information regarding these solutions.

Do not place ANYTHING on the diaper changing table. This means notebooks, pens, children's artwork, your pocketbook, ANYTHING. Think about this: the diaper changing table is not a CLEAN place. It is unacceptable to use the diaper changing table as a shelf, or for short-term storage.

According to NCDENR statute .2819a, "Infants and Toddlers shall be diapered at areas designated exclusively for diapering." However, two-year-old children may have their WET diapers ONLY changed while standing in the bathroom in that classroom. Diapers soiled with a bowel movement **MUST** be changed at the diaper changing table.

Please have all items you need before attempting to change a child's diaper. Do not bring the child to the diaper changing table without the diapers, wipes, bags and any creams or ointments you might need. It is unacceptable for a child to run across the room without a diaper or pull up in place while you find the items you need. If you have already removed the diaper, and find that you have forgotten a replacement diaper, or for some reason need to go to the child's bag or elsewhere, pick the child up and take him or her with you.

Potty training will begin as the child shows readiness, NOT at a time preselected by the caregiver parent. No child will be forced to sit on the potty. No child will be reprimanded for a toileting accident. Gentle encouragement will be given to children who are having a difficult time with toilet training. No child can go to the bathroom by himself/herself. If there is only one teacher, then the entire class goes to the bathroom together.

Always be mindful of the guidelines in place for diaper changing:

All diapers will be changed every two hours or as needed. After each diaper change, at the table or standing, and after each child potties, the child and caregiver must wash his or her hands with soap and water. Infant's hands must be cleaned with a wet wipe if they are unable to support their own heads.

All diapers MUST be placed in a covered container. Hand washing is the last step of the diaper changing process.

D) Disinfectant:

Use the disinfectant provided to you and thoroughly clean the table.

E) Guidelines for Outside Play:

All children must remain inside the NMHS Auditorium Building while at Neighborhood Church NC, since we do not have a playground.

F) Biting:

As children grow and develop autonomy, they may engage in biting behaviors. It is an unacceptable although age-appropriate behavior for children ten months through two years of age. Biting is common in group care situations, when children must share toys, space and the attention of the caregiver. When biting behaviors emerge, it is extremely important for caregivers in the classroom to use proactive techniques to attempt to stop the behavior. Such techniques include separating biters from the rest of the group at task time (diaper changing, for instance), and assigning a caregiver to watch the biter closely. Proactive techniques encompass the attitude that intervention will interrupt the behavior.

To respect the child and family's privacy, do not discuss the biter or the biting problem with other parents in your room. Of course, you may discuss the bite with the parent of the child who was bitten, but refrain from disclosing the identity of the biter. If the parents ask you who the biter is, or questions arise concerning the bite of another child, respectfully tell them you cannot disclose this information, and direct them to the director for the hour you serve in.

Steps to take when biting behaviors emerge:

1. **When biting behavior first emerges**, become proactive **immediately**, isolating and separating the biter when necessary.
2. **During task time**, one person must be on his or her feet at all times, on the lookout for a situation that may lead to a bite.
3. **Develop adequate communication** with the biter's parents, by trying to gain knowledge about the routine at home and if it is different in any way.
4. **Evaluate your classroom.** Maybe the children are bored and need more activities to keep them busy.
5. **Do not talk about the biting throughout the day.** Focus your attention **AWAY** from the biting, and on activities you have planned for the children.
6. **Do not disclose the identity of the biter.** Do not discuss the biting problem with parents outside your classroom.

G) Cleaning of Classrooms:

When the rooms/areas are clean and well managed, it reflects positively on Neighborhood Kids ministry. This is usually the first experience these families have in this setting, and it is our chance to make a great first impression.

All classroom items and surfaces must be disinfected by the teachers each week to ensure cleanliness and proper sanitization.

If teachers move items that belong to the school while teaching their class, be sure to return the room to the way it was found.

H) Policies for Admitting/Releasing Children:

When a parent comes to Neighborhood Kids with their child, they will go to their child's classroom and check in. Labels will be completed with child's name, parent's names, and allergies listed on them. If someone other than the parent will be picking up the child, parents will notate that on their child's label and give their label to the adult picking up their child. One label will be placed on the child and one on the parent. If the child has a diaper bag, a label will be attached to it as well. After Sunday School is over, parents will return to their child's classroom to pick him/her up. Teachers in the class will match up the label. **NO CHILD WILL BE RELEASED WITHOUT THE PROPER MATCHING UP OF LABELS.** If someone other than the parent is picking up that child, their label will have that noted on it. Teachers will make sure that person is who they say they are by looking at their driver's license, if you don't know them. Teachers will not allow a child to stay in their classroom until the child has been checked in and received their security labels.

If a parent or person that you do not know shows up without their label to pick up a child in your class, tell them they must find their lost label before allowing the child to be dismissed. If they give you a hard time, text Children's Minister to come to room. **Do not hesitate to refuse to release a child under circumstances you are not comfortable with.**

I) Children with an Illness or who become upset:

Children who are mildly ill may remain in Neighborhood Kids. The parent may remain with the child (so as to monitor his/her condition), but cannot interfere with the teachers or distract the other children. The parent cannot be left alone with the children.

If the parent of a child who begins to run a temperature of 100 degrees or more (feels warm to the touch or is showing signs of a fever) and is not in the room, the parent will be texted to pick up the child.

Do not bring a child to Neighborhood Kids if: the child has a fever, diarrhea, running nose with yellow/green mucus, or other illnesses - such as chicken pox.

If a child becomes upset for any reason and can not be soothed within a reasonable amount of time, text their parent to come and get their child.

J.) How to Identify and Report Child Abuse and Neglect:

Child abuse is defined as a non-accidental injury or pattern of injuries to a child. Child abuse includes non-accidental physical, sexual and emotional abuse. Child neglect can be defined as any serious disregard for a juvenile's supervision, care or discipline.

NC Division of Social Services, General Statute 7A-517(1) defines an abused child as "a child less than 18 years of age whose parent, guardian, custodian or caretaker inflicts or allows to be inflicted serious physical injury by other than accidental means, or creates or allows to be created serious risk of injury or sexual abuse."

General Statute 517-21 defines a neglected child as a child who does not receive proper care, supervision, or discipline from the parent, who has been abandoned, has not been provided necessary medical care, or who lives in an environment injurious to the child's welfare.

It is important to remember that abuse and neglect are rarely isolated incidents. There is usually a pattern that emerges, as opposed to an isolated incident or series of isolated incidents.

If you suspect abuse or neglect, communicate this to the Children's Minister. Document any suspicious findings, such as marks, bruising, etc. Pay careful attention to the child, noticing such things as the child's interaction with other children and adults and any change in the child's physical appearance. Under no circumstances may you question a child about your suspicions. Caregivers are allowed to freely exchange information about all children attending Neighborhood Kids. We can discuss which children are moving up, discipline problems, etc. **However, in cases that pertain to a possible allegation of abuse or neglect, this information must remain strictly confidential and must not leave the classroom.** This is to protect everyone involved.

Any person or institution who has cause to suspect that a child is being abused or neglected is required by law to report. If you make a report in good faith, you will receive immunity from possible civil or criminal liability that might result from your report. Failure to report a suspected case of child abuse can be punished as a misdemeanor.

If the Dept. of Social Services determines that intervention is warranted, Child Protective Services is required to initiate an investigation within 24 hours for abuse and 72 hours for neglect. The investigation will include a visit to the child's school and interviews with those in contact with the child.

An allegation of child abuse or neglect is extremely serious. The children are our top priority at Neighborhood Church NC. However, due to the consequences of a frivolous report, we must all work together on this issue if it arises to insure the child and the family are helped and not hindered by our intervention.

For more information on this subject, please refer to the pamphlet provided by *Prevent Child Abuse in North Carolina* and the *NC Division of Social services*, "Reporting Child Abuse and Neglect."

SECTION II

STAFF & CHILD ISSUES

A) Respect:

Without a doubt, this topic is more important than any other. Psychologists and counselors agree that sensitivity training must start at a very young age if it is to be beneficial at all, and Neighborhood Kids is the perfect vehicle for this. But we cannot hope to teach children how to be sensitive to the wants, needs and feelings of others if we do not show them this ourselves.

One of the greatest contributions you can make as a caregiver of young children is to make a difference in the life of one child. We are not born being respectful individuals. This is a learned behavior, and one we are taught from a young age. But we are generally taught to respect our elders, people older than ourselves, not our peers or children younger than ourselves. Therefore, many individuals come to a child care position with little or no notion of the importance of acknowledging and respecting the innate needs, wants and desires of the children in their care.

Each child must be approached as an individual, separate from his or her family and friends, needing, wanting and deserving love, compassion, tenderness and understanding.

Don't yell or scream at the children.

All classes get noisy occasionally, and we must raise our voices to be heard. However, this is entirely different from yelling at a child, a group of children or the whole class because you are displeased or angry. Screaming at your class is counterproductive and unprofessional. If you notice a child is misbehaving across the room from you, do not yell out across the room. Go over to the child and talk quietly about what the problem is and what you expect. Also, at the end of activities, go to each group of children and give them the instructions you wish them to follow. Go to each area and make sure all children can hear you give the directions to clean up their area and line up. If you are having difficulty at transition times, or if your room has gotten out of control, try singing a short song. This simple activity quiets even the rowdiest group of children.

Speak respectfully to the child. Children imitate the behaviors of adults that care for them. Use a pleasant tone when addressing children. Do not make sarcastic remarks. In short, do not address the child in a manner that you would find offensive if directed at yourself.

Don't snatch things away from the child!

You are setting a bad example for children when you snatch things away from them, such as pacifiers, blankets or even toys or items belonging to other children. Ask the child to give you the item in question. Take the item only if the child will not relinquish it.

Do not make negative or hurtful remarks about a child, the child's family, siblings, ethnic group or anything the child or child's family may have said or done.

This leads right into the Confidentiality Clause: which states that all caregivers must refrain from disclosing any information about a specific child or family that attends Neighborhood Kids. Caregivers may discuss attending children among themselves, as we all have a vested interest in the children in our care. You may impart vague information to parents, such as "Yes, three children had diarrhea last week. We must have had a virus. Who were they? Oh, I don't recall." Never disclose a child's name in this process.

Never treat a child differently from the rest of the group because you do not agree with decisions or behaviors of the child's family. The child does not have any control over their parents' choices or decisions. Great caregivers are able to modify their methods so all children can get the most out of the program.

In summary, children learn from interaction with props and individuals in a real-life environment. Children will copy behaviors of adults that care for them. If you want a class of respectful, sensitive and caring children, you must impart this behavior to them through thought, word and deed. If you are not respectful and fair to the children, how can you hope to achieve any level of the same in your class? Ask yourself: would I want my child in my classroom? If you do not have children, then the question should be, would I like to be a child in this classroom? Be mindful of your words and actions in your classroom. You are a very powerful person to the children you care for, and to each child you represent an authority figure that has the capacity for kindness and fairness or just the opposite. Treat the children you care for the way you would have them behave in adulthood, with compassion, caring and respect.

B) Neighborhood Church NC Policy on Discipline and Corporal Punishment:

Positive reinforcement and redirection are Neighborhood Church NC's primary sources of discipline.

Children who are misbehaving will be redirected to another activity. Children will be praised for appropriate behavior, but never belittled for inappropriate behavior. Caregivers should model the behavior they wish to see in their class. The classroom setting should have few rules in place, and children should not have to wait for activities to be decided upon and implemented.

It is the policy of Neighborhood Church that no corporal punishment will be tolerated by any caregiver. If you witness an act of corporal punishment anywhere in the nursery and do not report it directly to the Children's Minister, you can be held as responsible as the person who inflicted the punishment. Report all such incidences directly to the Minister to Children.

We do not: spank, shake, bite, pinch, push, pull, slap or otherwise physically punish the children;

We do not: threaten, make fun of, yell at, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children;

We do not: shame or punish the children when bathroom accidents occur;

We do not: deny food or rest as punishment;

We do not: relate discipline to eating, resting or sleeping;

We do not: leave the children alone, unattended or without supervision;

We do not: place the children in locked rooms, closets, or boxes as punishment;

We do not: allow discipline of children by children;

We do not: criticize, make fun of or otherwise belittle children's parents, families or ethnic groups.

C) Effective and Appropriate use of Time-out:

Time-out will **NOT** be used in any classes younger than two.

For the Two's, time-out will be used **ONLY** as a last resort, when positive redirection and all reason have failed, and only in instances where the child in question is exhibiting violent or antisocial behavior. When the caregiver deems time-out to be appropriate, she will place the child in the time-out space, with a book or small toy, for a period of no longer than one minute per the child's age, or two minutes. Time-out must be used sparingly, as its continued utilization makes it worthless. Use time-out when **NOTHING** else will work.

For the Three's and Four's, time-out will follow the same guidelines, except the child must sit by him or herself for a period of minutes equal to their age. All classes must have a "Time-out" area, an area used at all times for time-out. Choose an area that is easily viewed by at least one teacher, away from the group.

There will be NO form of TIME-OUT used in the following instances:

Regarding meals, snacks or food treats. According to *NC Division of Child Development Section.1800* regarding Discipline, **"No food shall be withheld or given, as a means of discipline,"** And also, **"Discipline shall in no way be related to food, rest or toileting."** If you have a problem at this time, handle it some other way.

Regarding pottyng. NEVER SHAME OR BLAME A CHILD FOR A TOILETING ACCIDENT.

Time-out will not be threatened to be carried out at a later time. If you cannot use time-out immediately, **DO NOT USE IT AT ALL.** Immediately means within one minute of the infraction. And as stated above, time-out will be used sparingly.

D) Free Play & Group Time:

Free play is an important component of a comprehensive child care program, because at this time the child is free to choose an activity and be expressive and creative in his or her play. Free play can sometimes resemble organized chaos, as children move about the room in search of the perfect activity. To eliminate some confusion, a caregiver's directed activity must be offered at the table or on the floor during free play. This does not need to be an elaborate activity, such as an art project or a movement exercise. It can be as simple as reading a book with your class on the floor or coloring with crayons on the table and sitting with a group of children there. This gives children more choices and facilitates their learning and social experiences.

Group time is a great way to gather the children together and calm down your classroom. However, there are some guidelines we will follow here as well. Group time should not be attempted in the Neighborhood Kids Babies and One's Rooms. In the Two's to Five's classroom, children can be encouraged to sit and listen to a story, or listen to a CD/DVD. However, it is not appropriate to force children this young to sit against their will. You cannot hope to accomplish anything in this way. Offer the activity to your group. If the children want to participate, they may. If not, keep an eye on their activity. If they want to join you, they will.

Group time is an enjoyable activity for the older children. Children in the Two's, to Five's Classroom benefit from a short, organized interaction with the caregiver and with each other. Group time for the Two's should be no more than ten minutes, no more than fifteen minutes for the Three's and no more than twenty minutes for the Four's and Five's.

E) Excessive Sitting:

Babies, of course, are not expected to exhibit learned behaviors such as sitting or listening. One-year-old children are beginning to understand these concepts, and with positive reinforcement over a period of months, have a limited ability to conform to an adult expectation. However, it is not realistic to expect one-year-old children to be able to sit for any length of time without misbehaving. To avoid conflict in this area, and to care for this age child in a developmentally appropriate manner, **we will not expect one-year-old children to sit unless they are engaged in an activity.** This means no sitting at the table or on the floor without an activity, such as a book.

Starting in the Two's to Five's Class: the Two's are becoming capable of going to their seats at the table and waiting briefly for a transition to the next activity. If the wait is expected to be more than two minutes, the caregiver must have an activity for the children, such as a coloring page and crayons, or she may sing songs as she sets out or prepares the next activity.

The Three's and the Four's are becoming aware of the need to "wait" for certain things, like taking a turn getting water at the fountain in the hall. When children enter Kindergarten, they will be faced with tasks such as waiting, standing in line, listening and being quiet at certain times. Concerning the Three's and Four's, it is appropriate to **BEGIN** to teach these skills, but important to remember that these children are **NOT YET** in Kindergarten. They are in the process of learning. That is what we are here for, to teach them these and other valuable skills.

DO NOT have the children seated for an extended period while you decide what to do next, and then be surprised when they fidget, talk and play in their chairs. If children need to sit, encourage them to use "inside" voices, and talk to their friends about activities they enjoyed during the day. Please remember, it is not acceptable to expect young children to be **COMPLETELY** silent or still for more than a couple of minutes unless they are engaged in an activity.

F) Age-Appropriate Curriculum:

Each age group has different needs, and these needs are met using an age appropriate curriculum. This curriculum is simply a group of activities that are age and developmentally appropriate for the child and class. In the younger classrooms, the focus is on communication/social skills, problem solving, music, motor activities and books. The Two's to Five's classroom focus on more detailed exercises such as fine and gross motor activities, language and books, dramatic play, art, teacher directed activities and free play. Before you begin to care for children in any classroom you must first know what the children in that class can achieve developmentally.

G) Appropriate Interaction Between Caregivers and Children:

Studies involving young children have shown that they learn best if placed in an environment where they can freely interact with other children and adults, one that is rich in materials and props that will facilitate their experiences and encourage them to use their imaginations.

However, without motivated interaction between the caregivers and the children, all of our efforts are in vain. For it is this interaction, this interplay, that is crucial in the classroom experience for the children. It does not matter what level of experience or education you possess - all you need is the motivation, the desire, the wish to make a difference, to use the materials provided for you to construct a unique learning environment that is educational, nurturing and fun.

SECTION III

COMMUNICATION

Adequate communication is the key to understanding between two parties. Good communication skills are necessary in all aspects of life, on a personal and also a professional level.

A) Parent and Caregiver Communication: While parents may be impressed with Neighborhood Kids physical aspects, such as organization and attention to detail, it is the relationship they have with the caregiver that is most meaningful to them. It takes a great leap of faith for parents to leave their child(ren) with strangers, and they can only hope that the caregivers will do their best to care for their child in the same manner they themselves would. Most parents want to know about their child's time in Neighborhood Kids. They want to feel involved in all aspects of their child's care. They want to be informed about decisions affecting their child, and have their wishes, whatever they may be, respected. They want the caregiver to listen to them about their wants, needs, hopes and fears regarding placing their child in Neighborhood Kids.

Above all, BE TRUTHFUL. Nothing is accomplished by telling parents less than the truth about their child's demeanor, eating or toileting habits, behavior, or anything else about the child while in your care.

Acknowledge the parents when they walk into the room to drop off or pick up their child. Greet them and let them know you realize they have entered the room. If you are having a conversation with another caregiver, put it on hold. As parents pick up their child, share with them some aspect of their child's experience while in your care.

Do not be 100% negative when relating a particular incident or encounter to the parent. Don't make it the parent's responsibility that their child misbehaved. No matter how difficult it may be, find a positive thing that the child did sometime during the day.

Know the developmental characteristics of the age of children you care for. You can be an invaluable resource to the parents as you use your experience and training to help them with a problem. You can also be a better caregiver when you know what you can reasonably expect from the age group you care for.

Don't assume that what you know about children is shared by parents. You take care of lots of children; most parents have only one or two. Relate your knowledge through stories and incidents that are similar to what is going on in your class.

- B) Caregiver and Children's Minister Communication:** The Neighborhood Kids team consists of the lead teachers, assistant teachers, security, and Children's Minister. If you encounter a problem please schedule a time to meet with the Children's Minister to discuss your concerns.
- C) Communication Between Caregivers:** Many problems that arise are the result of improper communication between caregivers. A miscommunication can be accidental or purposeful; either is unfortunate, and can result in a difficult and unpleasant environment. The following apply mainly to caregivers working in the same room, but are relevant to all caregivers in all rooms.

Gossip will not be tolerated.

Be truthful to your fellow caregivers.

Share relevant information with your fellow caregivers. If you are not feeling well, upset, etc., let them know. Don't be silent and make them think all morning that they have offended you in some way.

As caregivers in the same classroom, share the work evenly. Sit with your fellow caregivers and figure out who does what. Perform as a team in your classroom. All caregivers as volunteers, have similar duties in the classroom, that is, no caregiver will be delegated to cleaning the room while the other assumes the role of educator. We all must share the duties in the classroom. From the garbage going out to changing the diapers, these duties must be shared.

SECTION IV

TEACHER ETIQUETTE

A) Eating in Front of the Children:

It is not appropriate to eat in front of the children when they are not eating. Be sure you have eaten before you arrive to Neighborhood Kids. All drinks must be in covered containers. No hot liquids are permitted in the classrooms at any time. Of course caregivers will never share their food or drinks with a child, should they bring them. If the caregiver brings in food or drink, it must be kept in a secure place away from the children.

B) Partiality:

Everyone who works as a caregiver tends to have a favorite, one or several children they have bonded with. This is perfectly acceptable, so long as you do not vocalize your preference. It is unacceptable for caregivers to show partiality under any circumstances, as this could be construed as a preference for one child over another.

C) Proper Storage of Caregiver Possessions:

Any items belonging to any caregiver working in the classroom that are not specifically designed and approved for use by the children must be kept out of the children's reach. This includes items such as purses, jackets, etc. If an item belonging to a caregiver is hazardous or contains hazardous materials, such as a purse with cigarettes and a lighter or medications of any kind, this/these item(s) must be kept in a secure area at all times - away from the children. It is not acceptable to store items of a hazardous nature simply out of the children's reach, such as on top of the shelving. They must be secure.

On a separate but related issue, Neighborhood Church NC is not responsible for your personal belongings. Do not leave an item that is valuable unattended in Neighborhood Kids.

D) Caregiver Conduct and Wearing Modest Clothing While on Duty:

While you are on duty you are expected to behave professionally and to be a good role model to the children in your care. You are to dress modestly.

The following are NOT PERMITTED:

1. Standing in a classroom door chatting with other caregivers or children while your class is unsupervised.
2. Chatting one-on-one with a parent about frivolous subjects at drop-off or pick-up time, with little regard for the rest of your class.
3. Visiting with other classes before or after a bathroom break. Roaming about Neighborhood Kids when you should be engaged in activities with your class is not allowed. It is unacceptable to constantly ask for someone to stand in your room while you make phone calls, get food, chat with other caregivers, etc.

SECTION V

CAREGIVERS DUTIES AND RESPONSIBILITIES

A) Floater Responsibilities:

A floater is a caregiver that is not assigned to a specific classroom. She helps in the room that needs her help on a Sunday morning. The floater must go into the classroom with a working idea of what is expected of her, and jump right into the duties of that class. A floater may not take the opportunity to sit and do nothing when assigned to a classroom while the primary caregiver does all the work; instead, she must ask questions, if necessary, and do her best to assist the caregiver in all the tasks and responsibilities required.

B) Sitting on the Furniture:

Do not sit on the furniture. This means the tables, cabinets, counters or anything that is not a chair or the floor. It conveys the message to the children that they can also sit on the furniture, which they cannot. Be a role model to the children in your class. Sit only on chairs or on the floor.

C) Caregiver Duties:

Caregivers' daily duties: Caregivers should arrive at 8:45 AM in anticipation of those children arriving at the 9:00 Sunday School hour. The caregiver's responsibilities are:

To assist with room set-up; clean items used that hour before returning to the bin, and helping with packing up room.

The classroom should be ready and inviting and the caregiver should be able to sit and play with the first child that arrives. Activities should be set out for the children. The caregiver should approach each parent as they arrive and make some pleasant conversation with them as they drop off their child.

Mark on the role when the child arrives and complete security labels for child and parent. When a child leaves, match up the labels.

When closing out the classroom you are responsible for:

Picking up all items used, cleaning them, and placing them **neatly** in their bin;

Turning off the radio/tape player and place it in the bin.

Cleaning the table(s) with the Clorox water/Clorox wipes/Lysol.

The room must look fresh, clean and left as you found it before you leave.

Do not roam the halls with the last few children left. Stay in your classroom, and text the parents if any children are remaining in the room at 10:15. Occasionally it will be necessary for a caregiver to stay past 10:15. If this poses a problem, speak to the Children's Minister about it.

D) Room Furnishings and Toys:

Each classroom is supplied with items needed to have Sunday School. These items are available for the children to use. Toys should not be brought into the rooms by the children. If a child does bring in a toy, ask the child to leave item in a certain spot and not play with it while in class. If you find you are having a problem with a child continually playing with toy and not participating in the Sunday School class time, let the parent know that the item is a distraction to the class. Inform Children's Minister of any problems resulting from this situation.

E) CPR:

CPR classes will be offered for anyone working with children/students on a yearly basis. There will be at least one CPR certified teacher/leader in Neighborhood Kids while the children are at the NMHS campus.

F) Incident Reports:

The purpose of the Incident Report is to make the parent aware of accidents that happen to their child while in Neighborhood Kids at Neighborhood Church NC. Reports will only be written for incidents that leave a mark, you actually witness happen, or saw the after effects and can assume what happened (the child was on the ground with a bloody knee - you can assume the child fell and skinned the knee.)

When a child is bitten, an Incident Report Form must be completely filled out *OMITTING* the biter's identity. The biter's parent(s) are only notified in writing if a pattern emerges, and not for the random and occasional bite involving a struggle over space or toys. In this latter instance, the caregiver should discreetly notify the parent as they pick up their child for the day.

Guidelines to follow when filling out Incident Report Forms:

1. The report must be filled out as soon as possible after the incident. If you feel your room is too busy for you to step aside to fill out the report, ask you assistant for help.
2. When filling out your report, pay close attention to the description of "how and where incident occurred". Write exactly what happened, if you witnessed the event.
3. Please make sure you spell all words properly. *Diarrhea* and *separate* are two commonly misspelled words.
4. Incident reports are confidential and must not be read by other parents.
5. If a parent has questions about the accident/incident, the Children's Minister needs to be able to know in advance the circumstances surrounding the event.

G) Procedures to Follow in Case of Fire/Fire Drill:

Fire drills are scheduled and executed at least once a year, and no more than twice a year. Familiarize yourself with the primary and secondary escape routes from the building. Re-familiarize yourself with exit procedures and destinations. See map with all exit routes for your classroom. It is posted in your notebook for your classroom.

All classes will exit doors when alarm is sounded. Please do not come to your child's classroom. Make your way out of the building at the nearest exit. You will be asked to pick up your child at the appropriate location as soon as you have exited the building. Note below where each class's destination is, once they exit the building. Before leaving, please report to your child's teacher that you have taken your child and initial beside your child/children's name in check-in book.

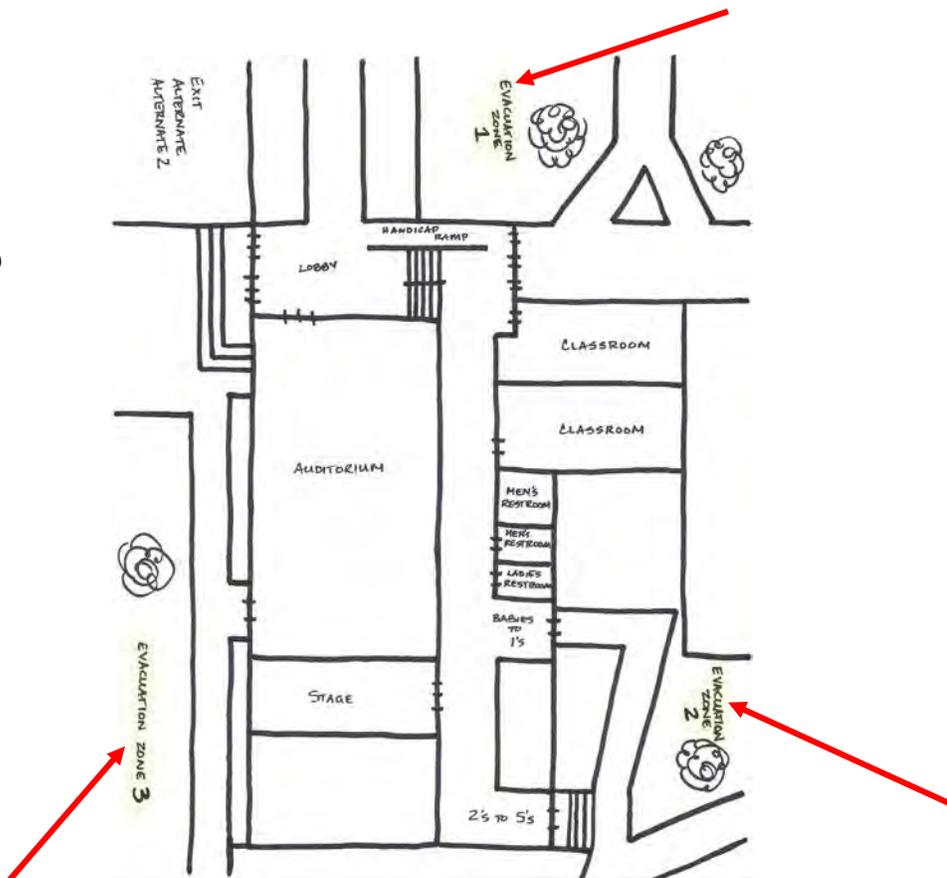
Where zones are located:

Zone 1: is located in the area outside, behind the auditorium, near the rear auditorium entrance.

Zone 2: is located right outside the hallway exit doors, left side of the auditorium - behind the auditorium building.

Zone 3: is located in the grassy area outside the auditorium at the front of the school.

Map



Notice the destination location for each class:

Children/students in the auditorium building, first classroom - will evacuate to zone 1. If that exit is blocked, then they will evacuate to zone 3. Children/students will evacuate to Zone 2 only if zones 1 and 3 are blocked.

Children/students in the auditorium building, second classroom - will evacuate to zone 1. If that exit is blocked, then they will evacuate to zone 3. Children/students will evacuate to Zone 2 only if zones 1 and 3 are blocked.

ALL CAREGIVERS PLEASE NOTE THAT SOME EXIT PATHS ARE NEAR THE PARKING LOT. SO BE AWARE OF ALL CARS. KEEP YOUR CHILDREN TOGETHER AS YOU GO TO YOUR ZONE AND UNTIL THEIR PARENTS HAVE COME TO PICK THEM UP.

Parents, before you leave the church, please report to your child's teacher that you have taken your child.

These tasks must be accomplished when you hear the fire alarm:

First, know how many children are in your class. Not just in case of a fire drill, but always. You need to know the number of children in your class as you prepare to exit the building in anticipation of a fire.

Don't panic. Reassure your class, even if you think the alarm might really signify a fire. Be calm and carry out your tasks quickly. **Close the hallway door.**

Get your Notebook. This helps identify the children in class at the time of the fire drill. If there is a true emergency and we cannot reenter the building, we will need these names available to us.

Use the Pack 'N Plays in the Babies and One's room. Place multiple babies in the Pack 'N Plays to get them all out safely. They will roll outside easily with several children inside.

Before you exit the building, make sure your exit door is not locked so you can easily re-enter the building (in case of a fire drill).

Do not re-enter the building until a member of the Neighborhood Kids team informs you it is safe.

H) Procedures to follow in case of weather related events:

In the event of a tornado warning or severe lightning/thunderstorm:

You will be notified by the Children's Minister or Landon Horton:

Babies to High School

Take children AND notebook to room with NO WINDOWS: go into hallway to the restrooms and close the doors.

Stay where you are until you are notified that it is safe for you to return to your classroom.

Either Phyllis or Landon will notify the teachers that it is safe to return to their classrooms.

I) Procedures to Follow in Case of a Lock Down Situation

If you notice any suspicious activity or suspicious person(s) either inside the church or outside the church, please call Phyllis and Landon to report immediately. Should the situation become unsafe, we will go into lock down mode. Phyllis or Landon will call 911.

You, the teacher, will be called and notified to keep the children in the classroom with you. Always have your cell phone with you so that you can receive a call if necessary.

Do NOT leave the room for any reason. Phyllis and another designated person will go around the hallway to secure the rooms. You and the children will remain in the room. This is for your protection. Do NOT open the door for anyone other than Phyllis Gordon or Landon Horton.

Once the situation has been handled and a safe environment has been restored, you will be notified. At this point you and the children in your class could leave the room.

SECTION VI

NUCLEAR EMERGENCY PLAN

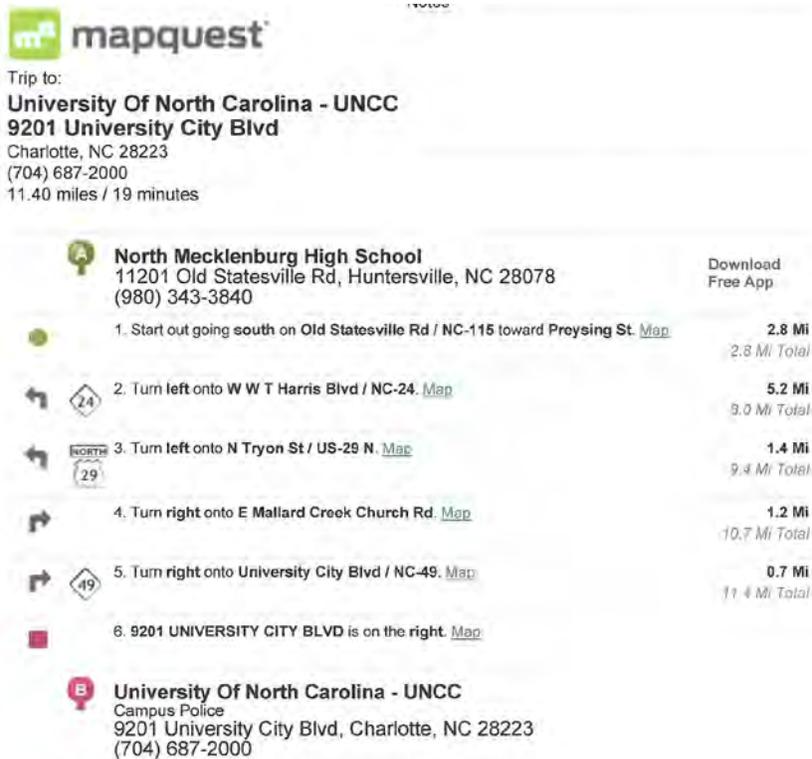
Neighborhood Church NC is located within the ten mile emergency planning zone for McGuire Nuclear Station. In the unlikely event of a radiological emergency at the Station, a radiological emergency response plan developed by Duke Energy along with state and local emergency management officials will be implemented.

We always expect McGuire to operate safely; but in the event of a problem, we want you to be prepared. If you hear the sirens sound, we want you to know what they mean and what you need to do. Should a siren be heard at the church, there are three ways for the staff to obtain important information immediately. First way includes the staff will immediately turning our emergency radio on and listening to emergency alert information. The second way is for some of the staff to check local TV stations for this information. The third way is for staff to check a radio station that the state and county officials use to provide emergency information and instructions through the emergency alert system (EAS). There are two stations to listen to: FM 107.9 WLINK, Charlotte and FM 106.5 WEND, Salisbury. Please read this information carefully. If you familiarize yourself with this plan, you and your family will be prepared.

If an emergency occurs on a Sunday morning, children will be picked up by their parents and then they will leave as a family to go to the safe zone.

Neighborhood Church NC is located in Zone F. Should an evacuation become necessary, families will be notified to relocate to UNC Charlotte (take I-77 S to I-85 N to NC 49, north to reception center at UNCC).

Directions to UNCC



A screenshot of a Mapquest directions page. The destination is 'University Of North Carolina - UNCC' at '9201 University City Blvd, Charlotte, NC 28223'. The total distance is 11.40 miles and the estimated time is 19 minutes. The route consists of six steps: 1. Start on Old Statesville Rd / NC-115 (2.8 Mi, 2.8 Mi Total); 2. Turn left onto W W T Harris Blvd / NC-24 (5.2 Mi, 8.0 Mi Total); 3. Turn left onto N Tryon St / US-29 N (1.4 Mi, 9.4 Mi Total); 4. Turn right onto E Mallard Creek Church Rd (1.2 Mi, 10.7 Mi Total); 5. Turn right onto University City Blvd / NC-49 (0.7 Mi, 11.4 Mi Total); 6. 9201 UNIVERSITY CITY BLVD is on the right. The starting point is marked as 'North Mecklenburg High School' at 11201 Old Statesville Rd, Huntersville, NC 28078.

mapquest

Trip to:
University Of North Carolina - UNCC
9201 University City Blvd
Charlotte, NC 28223
(704) 687-2000
11.40 miles / 19 minutes

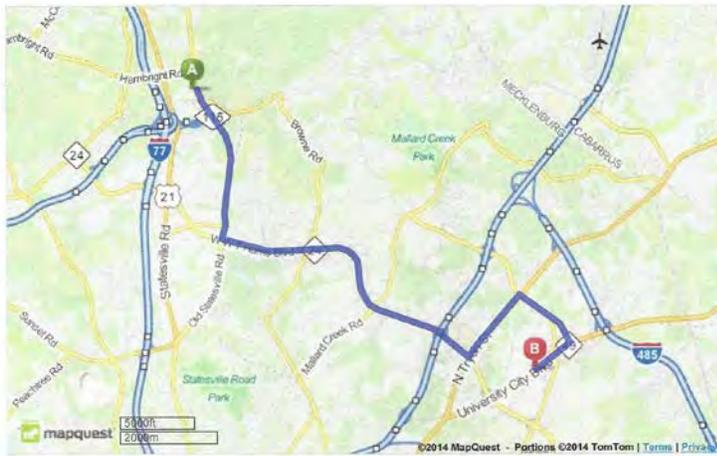
A **North Mecklenburg High School**
11201 Old Statesville Rd, Huntersville, NC 28078
(980) 343-3840

Download Free App

1. Start out going south on Old Statesville Rd / NC-115 toward Preysing St. [Map](#) **2.8 Mi**
2.8 Mi Total
2. Turn left onto W W T Harris Blvd / NC-24. [Map](#) **5.2 Mi**
8.0 Mi Total
3. Turn left onto N Tryon St / US-29 N. [Map](#) **1.4 Mi**
9.4 Mi Total
4. Turn right onto E Mallard Creek Church Rd. [Map](#) **1.2 Mi**
10.7 Mi Total
5. Turn right onto University City Blvd / NC-49. [Map](#) **0.7 Mi**
11.4 Mi Total
6. 9201 UNIVERSITY CITY BLVD is on the right. [Map](#)

B **University Of North Carolina - UNCC**
Campus Police
9201 University City Blvd, Charlotte, NC 28223
(704) 687-2000

Total Travel Estimate: 11.40 miles - about 19 minutes



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If you have any other questions, please contact Duke Power's Mecklenburg County emergency management division at (704) 336-2412 during working hours or (704) 943-6200 during other hours.

Part II

Below is a brief overview of each classroom and some steps you would take as a Caregiver, substitute or floater in this classroom to meet the physical and emotional needs of the children.

A) Overview of Babies and Ones - Ratio of 1 Adult/2 Babies:

Neighborhood Church NC offers care for babies and one year olds. The ratio in the babies and 1's area is kept low to allow more one on one interaction with the caregiver. Soft music is played during the time they are here to soothe them. Caregivers in this room sing to the babies and play with them. Older babies are encouraged to sit as they are developmentally ready and also encouraged to reach for and hold small toys to aid their motor development and hand / eye coordination. Babies of all ages are placed near each other on the mats on the floor, to make eye contact and watch each other.

As these children become more mobile, and learning to creep and crawl they may hold their own bottle. Most babies learn to sit without assistance in this class. If they cannot sit by themselves, they will benefit from interaction with the caregiver to reach this milestone in their development. They are also eating baby food at this age. You will begin to hear the children babble.

Our Ones class is for children who are one year old. All children are crawling, and some are walking. This is the last class where children sleep in pack 'n plays. Single words may be heard from some children; social behavior is emerging. Biting behavior is sometimes seen starting in this class, and is considered an age appropriate behavior. The emphasis in this class is on encouraging social skills through child interaction with caregivers and with one another, as the children are too young to benefit from any structured activities.

B) Rules, Regulations and Guidelines for Babies and Ones Class:

In this class, the state ratio must be maintained at all times. The ratio in the babies and one's area is one teacher to two children. If you need to leave your area for any reason, call the security person to go get some help.

Hand washing Policies:

The same criteria are in place for hand washing for the entire church. All staff entering the baby area must first wash their hands before interaction with the infants.

Any person feeding a baby a bottle or jar food must first wash his or her hands.

Hands should be washed between caring for babies.

Policies regarding feeding bottles and food:

All babies will have their own "Information Chart". This chart will be notated with when a bottle was given to baby, when his/her diaper was changed, did the baby sleep, and if he/she had a snack. The teacher will make these notations. You may show it to the parents when they arrive to pick up their child so they know when the baby last ate, slept, etc. It is located in the notebook for this class.

All bottles must come fully prepared from home. We are not allowed to fill bottles or pour contents from one bottle to another. Parents are made aware of this upon enrolling infant children.

All bottles and caps must come into the church labeled with the child's name. All parents of children enrolled in the classroom must label all bottles and food with a name at home, and have a date sticker affixed before coming to the church.

Once an infant has drunk from a bottle it must be discarded after one hour at room temperature. Because a bottle may need to be discarded because an infant only drank a couple of ounces and refused the rest, all parents are required to bring at least one extra bottle a day.

Bottles are warmed in a bottle warmer. They may never be warmed in the microwave oven. It is important to check the temperature of the milk before feeding the infant. Shake the bottle for a few seconds, and then squeeze a drop or two on your hand or wrist.

If the bottle contains breast milk, you must not put it directly on your skin. Check the temperature of the contents by first putting a food service glove on your hand and shaking the bottle for a few seconds. The bottle should feel warm, not cold or hot.

Babies may not drink a bottle on the floor that contains breast milk. The child may sit in their car seat/bouncy seat, or be held by a caregiver. Due to the fact that breast milk is a bodily fluid, extreme care must be taken that no other baby touch or handle the bottle.

Be mindful of infants drinking a bottle on the floor, and immediately pick up a bottle a child if finished with, so no other child can drink from it.

Bottles may not arrive at Neighborhood Church NC with medication in the milk.

No baby will be placed in bed to drink a bottle.

Caregivers must double check each bottle before feeding, to make certain it is being fed to the correct baby, and that it is the right temperature for feeding.

Bottles may not be propped. Babies who are unable to hold their own bottle must be fed in a teacher's arms. Older babies who can hold their own bottle may be placed in their car seat/bouncy seat.

All babies must be burped midway through the feeding. Each baby requires a different technique, and it is helpful to find out from the parent what works best for each baby.

Caregivers must note on the child's "Information Chart" how many ounces of milk the original bottle contains before feeding, then note immediately after the feeding how many ounces the baby drank. The time the feeding began must be noted as well.

Record Keeping: Information Charts must be filled out completely, regarding diapering, feeding, naps and the infant's demeanor, and any items needed.

Policies regarding nap and the pack 'n play:

All babies that cannot roll over are placed on their back to sleep.

Babies must not be put to bed with a bib on. The bib may not remain on the edge of the bed while the baby sleeps. If the bib belongs to the baby and it is clean, it may be placed in the child's diaper bag to be worn when the nap is over. If it is soiled, it must be bagged and placed in the diaper bag.

In the baby room, pack 'n play sheets must be changed daily, and as they become soiled.

No pacifier straps are allowed in bed with a child. Unstrap the pacifier and place the strap in the child's diaper bag until the nap is over.

Pacifiers and blankets must be labeled with the child's name. Pacifiers may be labeled with a permanent marker, however, **DO NOT** make a permanent mark on a child's blanket or clothing without consulting the parent.

All babies will be placed in a pack 'n play with a clean sheet.

All pack 'n plays must be thoroughly sanitized with the Clorox wipes/Lysol spray when before a different child uses the pack 'n play.

No babies will be placed in the beds unless they are sleeping.

Parents will be consulted regarding their baby sleeping in their car seat rather than their pack 'n play.

Use of the pacifier: Teachers must respect the parent's wishes regarding use of the pacifier.

Food and related sanitation issues:

Food service gloves must be worn by staff when feeding an infant baby food or table food.

The gloves must not touch any thing other than the food and spoon.

Diaper Changing Policies:

Never take your hands off a baby while the baby is on the diaper changing table.

Latex gloves must be worn on both hands when changing or checking a diaper. **Food service gloves may be worn underneath** if the teacher is sensitive to the powder in the gloves. **BOTH** pairs of gloves must be thrown away after the change / check.

All teachers must wash their hands after changing or checking a diaper. All diapers will be checked every two hours and changed as needed. Diapers that contain a bowel movement will be bagged before being placed in the trash. Most children have diaper cream for use as needed. This cream, and all other baby products, such as lotions, shampoos and salves that contain a "keep out of reach of children" advisory must be kept in a secure area at all times.

All creams and lotions, etc., that the parents wish to have used on the child during while at church must have a medication slip attached. No item can be used on a child that is not age-specific for the child. Check the label. If the label says "for use on children age two and above," the parent must have a doctor's note before the item can be applied. (Cortisone cream is a good example of this).

Infants must have their hands washed with a wet wipe after each diaper change.

C) Miscellaneous Issues:

Encourage all parents to have a separate diaper bag for church, to contain only a change of clothes, bibs, blankets and other clothing items the baby might need while at church. All parents will be told upon entering the classroom that all creams, etc., must be secure.

Work with the parents in your classroom so both of you will get in the habit of collecting all of the child's items before the child departs the church.

No baby will be left crying unless this baby has a specific fussing time before a nap. If your hands are full and a baby is still crying despite your attempts at comforting, you may text the child's parents for them to come and assist with their child.

No sitting in a chair or on the floor without a baby in your lap, on your shoulder or in a bouncy seat at your feet. No sitting without a baby. Of course this does not apply if all babies are sleeping.

D) Overview of the Two's to Five's Classroom - Ratio of 1 Adult/5 children:

The ratio in this class is one teacher to five children, with a maximum group size of twenty. Children of this age are ready to begin basic structured activities, such as short group time and playing in centers. In this class true language commonly emerges. Teachers can facilitate this process by speaking clearly and often to the children, naming objects, feelings and activities, and by giving the children simple verbal commands. Through appropriate games and activities, children are introduced to abstract concepts such as colors, shapes and symbols (letters and numbers). A preschool lesson plan is used in this class. Toilet training can begin if children show signs of readiness. Biting behavior is still seen, and is considered age-appropriate behavior for this age group. Children in this class are beginning to understand the concept of sharing, and should be encouraged, but not forced, to share. This is the first class where time-out can be used. See the section on Time-out for a complete list of criteria on this subject.

E) Rules, Regulations and Guidelines for the Two's to Five's Classroom:

In all classes these ratios must be maintained at all times: the ratio for the Two's to Five's classroom is one teacher for five children.

Diaper Changing Policies:

The same criteria are in place for diaper changing in all classrooms where children wear diapers. **See information listed in previous sections.**

Hand washing Policies:

The same criteria are in place for hand washing for the entire church, encompassing teaching and administrative staff that come into contact with the children. **See information listed in previous sections.**

Food service gloves must be worn when serving food.

All tables must be cleaned with the disinfecting solution each week. **Chairs must be cleaned** with the solution also.

In the event a child is not toilet trained in the Two's to Five's class and has a bowel movement, the child must be changed in a class with diaper changing facilities. The child will not be shamed or blamed for not being toilet trained. The teacher will give gentle assistance to the child and the child will not be taunted or teased by other children.

When explaining a project or activity, make certain all steps have been properly explained. Children will be asked if they understand the instructions, and will be assisted if they are having difficulty with the project. Young children are learning to listen, and will be encouraged to develop this skill, but in the event they have missed instruction, they will not be shamed. Instead, positive methods will be devised in all situations to help the child want to listen to instructions and directions.

PART III

All staff and volunteers MUST undergo a complete background check so as to ensure members that their children are safe.

There will always be at least 2 adults per room.

All volunteers will be trained for the position they are serving in so they will know the proper procedures to follow.

All volunteers will have read this policies and procedures manual.

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Introduction to Policies and Procedures for Children's Ministry:

The purpose of this section of the manual is to acquaint all volunteers/parents with the rules and regulations in place at Neighborhood Church NC concerning the Children's Ministry. All volunteers must be trained in all aspects of working in this church before they can adequately provide the children with the highest level of care. All parents must know how things are done and what procedures to follow in order for our ministry to be at its best. This manual's intention is to illustrate the proper method of performing the many tasks necessary for the optimal functioning of this ministry.

Neighborhood Church NC expects its volunteers to act in a professional and loving manner at all times. A cooperative and professional attitude increases the flexibility of the volunteers to respond to the needs of all children. Adherence to the policies set forth in this manual is not optional, as these policies were designed in the interest of both the children and the workers/volunteers.

The children's ministry can be demanding and challenging, presenting many obstacles. Meeting these challenges requires a cooperative team effort, as any burden is made lighter when carried by many hands. Please bear in mind that your attitude does make a difference. The influence you project can be either positive or negative, and affects everyone around you, especially the children!

All children are special and are a gift from God!

SECTION I

HEALTH & SAFETY

A) Hand Washing:

Children must have their hands washed with soap and running water:

After using the bathroom

Before meals and snacks

Children should wash their hands for a minimum of 10 seconds.

B) Children with Illnesses:

When a child's temperature reaches 100 degrees (or feels warm to the touch or is showing signs of a fever) the parent will be notified to pick up the child. The teacher will text the parent of the child and let them know his/her condition.

Do not bring a child to church if: the child has a fever, diarrhea, running nose with yellow/green mucus, or other illnesses - such as chicken pox.

C) Policies for Dropping Off/Picking Up Children:

When a parent comes to Neighborhood Church NC with their child, they will go to the appropriate classroom and check in. Security labels will be in the room and the parent will write in their child's name, the parent's names, and any allergies their child has. If someone other than the parent will be picking up the child, parents will notate that on their child's label. The parent will need to give the label to the adult picking up the child. If parent is picking up their child, one label will be placed on the child and one on the parent. After the service is over, parents will return to their child's classroom to pick him/her up. Teachers in the class will match up the label. **NO CHILD WILL BE RELEASED WITH OUT THE PROPER MATCHING UP OF LABELS.** If someone other than the parent is picking up that child, their label will have that noted on it. Teachers will make sure that person is who they say they are by looking at their driver's license. Teachers will not accept a child into a classroom until the family has been checked in and received labels.

If a parent or person that you do not know shows up without their label to pick up a child in your class, call Phyllis. **Do not hesitate to refuse to release a child under circumstances you are not comfortable with.**

D) Respect of Others:

For Adults:

We cannot hope to teach children how to be sensitive to the wants, needs and feelings of others if we do not show them this ourselves.

We are not born being respectful individuals. This is a learned behavior, and one we are taught from a young age.

Each child must be approached as an individual, separate from his or her family and friends, needing, wanting and deserving love, compassion, tenderness and understanding.

Don't yell or scream at the children.

All classes get noisy occasionally, and we must raise our voices to be heard. However, this is entirely different from yelling at a child, a group of children or the whole class because you are displeased or angry.

Screaming at your class is totally unacceptable.

Screaming at your class is counterproductive and unprofessional. If you notice a child is misbehaving across the room from you, do not yell out across the room. Go over to the child and talk quietly about what the problem is and what you expect. Also, at the end of activities, go to each group of children and give them the instructions you wish them to follow. Go to each area and make sure all children can hear you give the directions to clean up their area and line up. If you are having difficulty at transition times, or if your room has gotten out of control, try singing a short song. This simple activity quiets even the rowdiest group of children.

Speak respectfully to the child. Children imitate the behaviors of adults that care for them. Use a pleasant tone when addressing children. Do not make sarcastic remarks. In short, do not address the child in a manner that you would find offensive if directed at yourself.

Never treat a child differently from the rest of the group because you do not agree with decisions or behaviors of the child's family. The child does not have any control over their parents' choices or decisions. It is unprofessional and unethical to treat a child any differently from another child based on outside factors the child cannot control. This is in contrast to the caregiver who sees that all children are different, and that certain techniques work with one child and not another. Great caregivers are able to modify their methods so all children can get the most out of the program.

For Children:

Always respect those who are teaching/leading you and the other children in your class. Never talk over the teacher or classmates and don't yell at him/her. Remain calm.

Always raise your hand if you have something to say. Use your manners!

Treat others in the same way you want them to treat you! There will be no name calling or making fun of someone or talking about someone.

Don't bring toys (stuffed animals, I-pods, cell phones, etc.) into classrooms - they are distractions to all there.

Do not bring fundraising items from your school/scouts to church.

There will be no "Cliques" allowed (where a small group of kids intentionally leave out other kids).

E) Respect Church Property:

All church property is God's property! We MUST therefore take the utmost care of it! (See rules and regulations section below).

SECTION II

RULES AND REGULATIONS

A) Specific Rules

If you make a mess, clean it up.

Don't walk or run on the chairs in the classrooms or auditorium.

Don't sit on tables.

Don't write on the walls.

No running in the halls.

Don't leave your trash lying around - pick it up. If you see that someone else has left trash, pick it up.

Don't put large amounts of toilet paper in the toilets or put paper towels in them.

Don't slam doors.

If you use something, put it back where you found it.

B) Disciplinary Procedures

You need to know what we, as leaders, expect from your children concerning behavior and attitude. In order to teach effectively, the children must be well behaved, using their manners, and showing respect to each other and to the teachers. Here are the guidelines we will be following:

First Offense: If a child misbehaves, he/she will be given a warning.

Second Offense: If the child misbehaves again, then he/she will be separated from the friends he/she is sitting around and will be required to sit near the teacher.

Third Offense: If they misbehave again, you - the parents - will be notified of it at the end of the teaching session.

Final Offense: If they misbehave again, the parents will be required to take their child with them back to their Sunday School class.

Note: Each child gets three chances to improve their behavior/attitude.

What do we consider to be bad behavior?

- Talking when the teacher is talking.
- Pinching, pushing, hitting, etc. the child's neighbor.
- Making fun of someone else.
- Misusing church property (which is God's property): putting feet on backs of chairs, standing/running on chairs, running up on the stage, etc.

Please let your children know your expectations of them as well. We appreciate your help in communicating this information to your children.

C) Dress Code

Children should dress in a manner that is reasonable and appropriate - in a way that is God honoring. That means no shirts that show midriffs, no short skirts, no low-cut shirts, no low pants revealing underwear, etc.

SECTION III

STAFF & CHILD ISSUES

A) Background Checks:

All staff and volunteers MUST undergo a complete background check so as to ensure members that their children are safe. No one serves without being checked. All background checks are kept strictly confidential. Only one pair of eyes will see report.

B) Training:

All volunteers will be trained for the position they are serving in so they will know the proper procedures to follow.

All volunteers will have read this policies and procedures manual.

C) Number of Adults in Rooms:

We will have a minimum of 2 adults per room.

D) How to Identify and Report Child Abuse and Neglect:

Child abuse is defined as a non-accidental injury or pattern of injuries to a child. Child abuse includes non-accidental physical, sexual and emotional abuse. Child neglect can be defined as any serious disregard for a juvenile's supervision, care or discipline.

NC Division of Social Services, General Statute 7A-517(1) defines an abused child as "a child less than 18 years of age whose parent, guardian, custodian or caretaker inflicts or allows to be inflicted, serious physical injury by other than accidental means, or creates or allows to be created serious risk of injury or sexual abuse."

General Statute 517-21 defines a neglected child as a child who does not receive proper care, supervision, or discipline from the parent, who has been abandoned, has not been provided necessary medical care, or who lives in an environment injurious to the child's welfare.

It is important to remember that abuse and neglect are rarely isolated incidents. There is usually a pattern that emerges, as opposed to an isolated incident or series of isolated incidents.

If you suspect abuse or neglect, communicate this to the Children's Minister. Document any suspicious findings, such as marks, bruising, etc. Pay careful attention to the child, noticing such things as the child's interaction with other children and adults and any change in the child's physical appearance. Under no circumstances may you question a child about your suspicions.

Adult volunteers are allowed to freely exchange information about all children. We can discuss which children are moving up, discipline problems, etc. **However, in cases that pertain to a possible allegation of abuse or neglect, this information must remain strictly confidential and must not leave the classroom.** This is to protect everyone involved.

Any person or institution who has cause to suspect that a child is being abused or neglected is required by law to report. If you make a report in good faith, you will receive immunity from possible civil or criminal liability that might result from your report. Failure to report a suspected case of child abuse can be punished as a misdemeanor.

If the Dept. of Social Services determines that intervention is warranted, Child Protective Services is required to initiate an investigation within 24 hours for abuse and 72 hours for neglect. The investigation will include a visit to the child's school and interviews with those in contact with the child.

An allegation of child abuse or neglect is extremely serious. The children are our top priority at Neighborhood Church NC. However, due to the consequences of a frivolous report, we must all work together on this issue if it arises to insure the child and the family are helped and not hindered by our intervention.

For more information on this subject, please refer to the pamphlet provided by *Prevent Child Abuse in North Carolina* and *the NC Division of Social services*, "Reporting Child Abuse and Neglect."

E) Teacher Etiquette:

Eating in front of the Children:

It is not appropriate to eat in front of the children when they are not eating.

All drinks must be in covered containers. No hot liquids are permitted in the classrooms at any time. Of course adult volunteers will never share their food or drinks with a child.

Partiality:

Everyone who works as a volunteer tends to have a favorite, one or several children they have bonded with. This is perfectly acceptable, so long as you do not vocalize your preference. It is unacceptable for adult volunteers to show partiality under any circumstances, as this could be construed as a preference for one child over another.

Proper Storage of Caregiver Possessions:

Any items belonging to any adult volunteer working in the classroom that are not specifically designed and approved for use by the children must be kept out of the children's reach. This includes items such as purses, jackets, etc. If an item belonging to a caregiver is hazardous or contains hazardous materials, such as a purse with cigarettes and a lighter or medications of any kind, this/these item(s) must be kept in a secure location at all times. It is not acceptable to store items of a hazardous nature simply out of the children's reach, such as on top of the shelving. They must be in a secured location.

On a separate but related issue, Neighborhood Church NC is not responsible for your personal belongings. Do not leave an item that is valuable unattended in your classroom.

Caregiver Conduct and Modest Clothing While On Duty:

While you are serving, you are expected to behave professionally and to be a good role model to the children in your care. You are to dress modestly.

The following are NOT PERMITTED:

1. Standing in a classroom door chatting with other adults or children while your class is unsupervised.
2. Chatting one-on-one with a parent about frivolous subjects at drop-off or pick-up time, with little regard for the rest of your class.
3. It is unacceptable to constantly ask for someone to stand in your room while you make phone calls, get food, chat with other caregiver adults, etc.
4. Do not allow any child to go to the bathroom alone or walk the halls. Children must remain with teachers at all times.

F) CPR:

CPR classes will be offered for anyone working with children/students on a yearly basis. There will be at least one CPR certified teacher/leader at church each Sunday, while the children/students are on the church campus.

SECTION IV

CAREGIVER DUTIES AND RESPONSIBILITIES

A) How Often Fire Drills Occur

Fire drills are scheduled and executed once or twice a year.

B) Procedures to Follow in Case of Fire

Fire drills are scheduled and executed once or twice a year. Familiarize yourself with the primary and secondary escape routes from the building. Re-familiarize yourself with exit procedures and destinations when you go to a new classroom. See map with all exit routes for your classroom. It is posted in your classroom notebook.

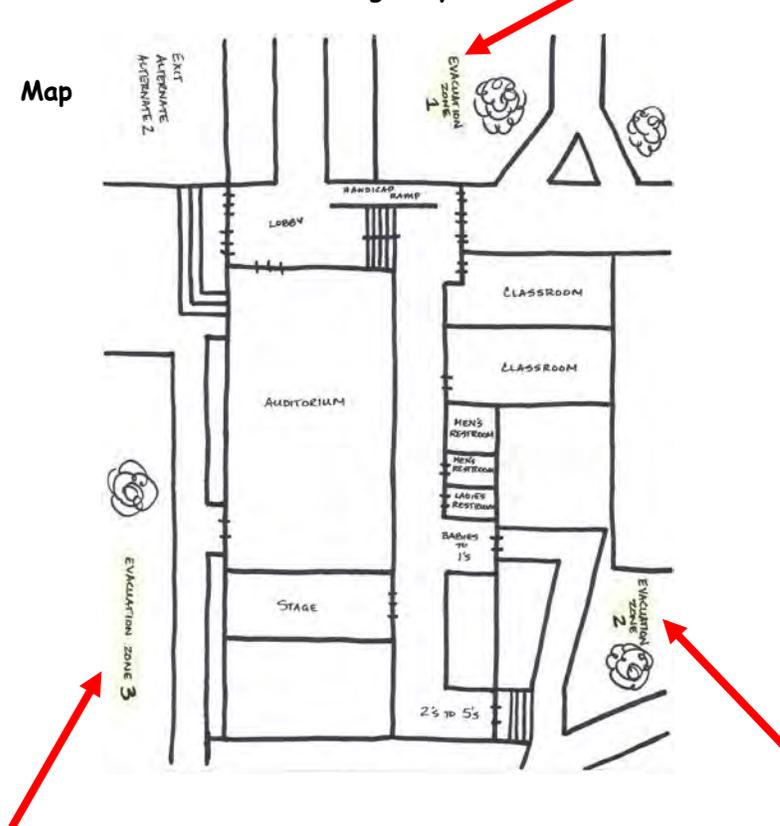
All classes have an exit door, and you will use it when you hear the alarm. Please do not come to your child's classroom. Make your way out of the building at the nearest exit. You will be asked to pick up your child at the appropriate location as soon as you have exited the building. Note below where each class's destination is, once they exit the building. Before leaving, please report to your child's teacher that you have taken your child.

Where zones are located:

Zone 1: is located in the area outside, behind the auditorium, near the rear auditorium entrance.

Zone 2: is located right outside the hallway exit doors, left side of the auditorium - behind the auditorium building.

Zone 3: is located in the grassy area outside the auditorium at the front of the school.



Notice the destination location for each class:

- Children/students in the auditorium building, first classroom - will evacuate to zone 1. If that exit is blocked, then they will evacuate to zone 3. Children/students will evacuate to Zone 2 only if zones 1 and 3 are blocked.
- Children/students in the auditorium building, second classroom - will evacuate to zone 1. If that exit is blocked, then they will evacuate to zone 3. Children/students will evacuate to Zone 2 only if zones 1 and 3 are blocked.

ALL CAREGIVERS PLEASE NOTE THAT SOME EXIT PATHS ARE NEAR THE PARKING LOT. SO BE AWARE OF ALL CARS. KEEP YOUR CHILDREN TOGETHER AS YOU GO TO YOUR ZONE AND UNTIL THEIR PARENTS HAVE COME TO PICK THEM UP.

Parents, before you leave the church, please report to your child's teacher that you have taken your child.

These tasks must be accomplished when you hear the fire alarm:

First, know how many children are in your class. Not just in case of a fire drill, but always. You need to know the number of children in your class, so no child can become missing. And you certainly need to know how many children are in your class as you prepare to exit the building in anticipation of a fire.

Don't panic. Reassure your class, even if you think the alarm might really signify a fire. Be calm and carry out your tasks quickly. **Close the hallway door.**

Get your Notebook. This helps identify the children in class at the time of the fire drill. If there is a true emergency and we cannot reenter the building, we will need these names available to us.

Before you exit the building, make sure your exit door is not locked so you can easily re-enter the building (in case of a fire drill).

Do not re-enter the building until a member of the children's ministry team informs you it is safe.

C) Procedures to Follow in Case of Weather Related Events:

In the event of a tornado warning or severe lightning/thunderstorm:

You will be notified by Phyllis Gordon or Landon Horton:

Babies through High School

Take children AND notebook to room with NO WINDOWS:

All children/students - will go into the bathrooms along the hallway to the left of the stage in the auditorium. If it is a tornado, they will get on their knees, crouch down and cover their heads with their hands until it is cleared for them to leave that room. If it is a severe thunderstorm, keep class together - sitting on floor comfortably.

Stay where you are until you are notified that it is safe for you to return to your classroom. Either Phyllis or Landon will notify the teachers that it is safe to return to their classrooms.

D) Procedures to Follow in Case of a Lock Down Situation

If you notice any suspicious activity or suspicious person(s) either inside the church or outside the church, please call Phyllis and Landon to report it immediately. Should the situation become unsafe, we will go into lock down mode. Phyllis or Landon will call 911.

You, the teacher, will be called and notified to keep the children in the classroom with you. Always have your cell phone with you so that you can receive a call if necessary.

Do NOT leave the room for any reason. Phyllis and another designated person will go around the church to secure the doors to the rooms. You and the children will remain in the room. This is for your protection. Do NOT open the door for anyone other than Phyllis Gordon or Landon Horton.

Once the situation has been handled and a safe environment has been restored, we will come back and notify you. At this point you and the children in your class could leave the room.

SECTION V

NUCLEAR EMERGENCY PLAN

Neighborhood Church NC is located within the ten mile emergency planning zone for McGuire Nuclear Station. In the unlikely event of a radiological emergency at the Station, a radiological emergency response plan developed by Duke Energy along with state and local emergency management officials will be implemented.

We always expect McGuire to operate safely; but in the event of a problem, we want you to be prepared. If you hear the sirens sound, we want you to know what they mean and what you need to do. Should a siren be heard at the church, there are three ways for the staff to obtain important information immediately. First way includes the staff will immediately turn our emergency radio on and listen to emergency alert information. The second way is for some of the staff to check local TV stations for this information. The third way is for staff to check a radio station that the state and county officials use to provide emergency information and instructions through the emergency alert system (EAS). There are two stations to listen to: FM 107.9 WLINK, Charlotte and FM 106.5 WEND, Salisbury. Please read this information carefully and study the map below. If you familiarize yourself with this plan, you and your family will be prepared.

If an emergency occurs on a Sunday morning, children will be picked up by their parents and then they will leave as a family to go to the safe zone.

Neighborhood Church NC is located in Zone F. Should an evacuation become necessary, families will be notified to relocate to UNC Charlotte (take I-77 S to I-85 N to NC 49, north to reception center at UNCC).

Directions to UNCC

mapquest

Trip to:
University Of North Carolina - UNCC
9201 University City Blvd
Charlotte, NC 28223
(704) 687-2000
11.40 miles / 19 minutes

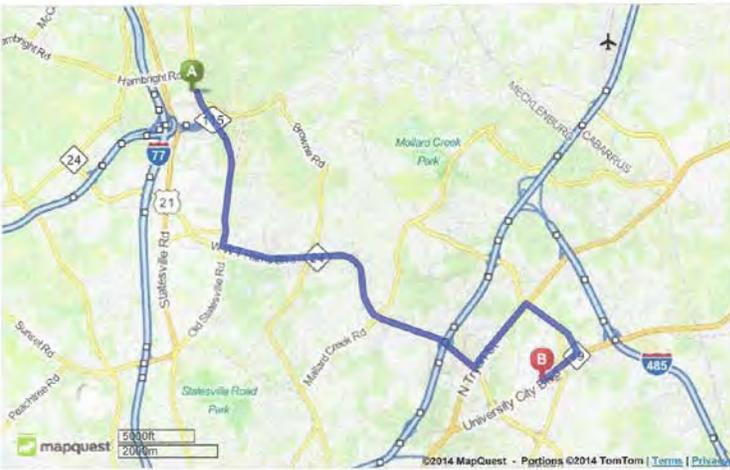
North Mecklenburg High School
11201 Old Statesville Rd, Huntersville, NC 28078
(980) 343-3840

Download Free App

1. Start out going south on Old Statesville Rd / NC-115 toward Preysing St. [Map](#) **2.8 Mi**
2.8 Mi Total
2. Turn left onto W W T Harris Blvd / NC-24. [Map](#) **5.2 Mi**
8.0 Mi Total
3. Turn left onto N Tryon St / US-29 N. [Map](#) **1.4 Mi**
9.4 Mi Total
4. Turn right onto E Mallard Creek Church Rd. [Map](#) **1.2 Mi**
10.7 Mi Total
5. Turn right onto University City Blvd / NC-49. [Map](#) **0.7 Mi**
11.4 Mi Total
6. 9201 UNIVERSITY CITY BLVD is on the right. [Map](#)

University Of North Carolina - UNCC
Campus Police
9201 University City Blvd, Charlotte, NC 28223
(704) 687-2000

Total Travel Estimate: 11.40 miles - about 19 minutes



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If you have any other questions, please contact Duke Power's Mecklenburg County emergency management division at (704) 336-2412 during working hours or (704) 943-6200 during other hours.