



Volunteer Handbook

For Children and Youth Ministries

Dear Amazing Volunteers,

We are so thankful to serve with such a gifted team of incredible volunteers like you! You are serving in one of the most important ministries in the church. When we are successful, the difference isn't measured in lives, but in generations. We believe that together, we can make an impact that will change our community – one precious life at a time.

The Children and Youth Ministries are passionately pursuing the mission of our church to REACH people for Christ, ROOT people in Christ, and RELEASE people to serve Christ.

Thank you for your willingness to be used by God to do His work. You are joining a mighty team of other like-minded people who are experiencing community and spiritual growth while helping our children do the same. Our prayer is that while serving the children and youth of New Hope, you will experience powerful and lasting life-change as you make a difference in the lives of your younger brothers and sisters in Christ.

God bless you and keep you,

Rachel Tate

Children's Ministry Team Leader

Lindsey Allen

Youth Director

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New Hope Church's Mission Statement

The mission of New Hope Church is to REACH people for Christ, ROOT people in Christ, and RELEASE people to serve Christ.

Ministry Partnership Statement

Our hope is to partner with you as volunteers to raise children who will grow up to love and trust Jesus; and serve Him.

Volunteer Positions and Descriptions

Children's Ministry

Teacher: A TEACHER prepares for and leads the class.

Shepherd: A SHEPHERD assists the TEACHER in leading the class, specifically aiding the children in their activities.

Tribe, Crew, or Team Leader: Guide a group of children through the event activities.

Tribe, Crew, or Team Shepherd: Assist the Leader in guiding the children through the event activities.

Activity Leader: Lead main activity, assisted by Teachers, Tribe, Crew, or Team leaders and Shepherds.

Youth Volunteers: Youth Volunteers are able to serve from 6th Grade through 12th Grade as Shepherds.

Youth Ministry

The Youth Ministry always needs extra adults on hand. The nature of our events varies greatly, causing our Volunteer Positions to change based on the event. Please see New Hope's website for more information.

Safety and Security Policies

Check In/Check Out Procedures

Please adhere to the following check in and check out procedures in order to keep our children safe.

Nursery

Check In: Our Nursery Welcome Center has 3-part Safety Stickers to be filled out for each child by the parent or guardian. Once a Safety Sticker has been filled out and adhered it to the child's back and or gear, each child should be entered in on the attendance sheet found on the Nursery Welcome Center Desk by the parent or guardians. Then, the child may be left in the care of our Nursery Team.

Check Out: When a child is retrieved from the Nursery, each parent or guardian should let a Nursery Team member know. Please check each child off of the attendance sheet as they are picked up.

Preschool through 5th Grade

All children 5th grade and under must be walked into and out of the church by a parent or guardian.

Check In:

Sunday School, Praise School, and School House Sunday School:

2-part Safety Stickers can be found in the back of the pews in the Sanctuary. Each child should have a safety sticker with parent/guardian information adhered to them. The second part of the safety sticker remains with the parent or guardian.

KidSpace: Each child should be signed in on the attendance sheet with the KidSpace Lead by a parent or guardian.

WOW: Each child should check in with their Tribe Leader in the Sanctuary.

Club 45: Each child should sign in on the attendance sheet with the Club 45 Lead.

VBS and Sports Camp: Each Camp has a Registration on Day 1. Each child will be checked in at the Registration Table. After the first day of Registration, each child will sign in with his/her assigned group leader.

Junior Worship Choir: Each child should be escorted by their parent or guardian to the Music Room and signed in on the attendance sheet.

Check Out:

Sunday School, Praise School, and School House Sunday School:

Children may be released to a parent or guardian with the appropriately matching lower portion of the safety sticker.

KidSpace: Each child should be signed out by a parent or guardian on the attendance sheet with the KidSpace Lead.

WOW: Each parent or guardian should sign his/her child out with their Tribe Leader in the Sanctuary

Club 45: Each parent or guardian should sign his/her child out on the attendance sheet with the Club 45 Lead.

VBS and Sports Camp: Each parent or guardian should sign his/her child out with His/her group leader at the assigned location.

Junior Worship Choir: Each parent or guardian should sign his/her child out on the attendance sheet.

Middle School Youth

For all Youth Events, unless noted otherwise: Youth may be dropped off and picked up at New Hope's front door. Please have your child wait in the Church until you have arrived.

High School Youth

For all Youth Events, unless noted otherwise: Youth may be dropped off and picked up at New Hope's front door Please have your child wait in the Church until you have arrived. If your child is driving, please remind them to buckle up and be safe.

Child and Youth Protection Policies

Safety Screening

All New Hope Church Staff members are screened through background checks. All Children's Ministry and Nursery Staff members are CPR and First Aid certified.

New Hope Support Team Members (Teachers, Shepherds, Leaders, etc.) are screened via background checks and an application process as well.

To work with New Hope's children and youth, please print and fill out the appropriate forms found below and return them to the appropriate Ministry Leader.

ABUSE FORM

BACKGROUND CHECK AUTHORIZATION FORM

ADULT VOLUNTEER APPLICATION

YOUTH VOLUNTEER APPLICATION

Supervision

For the supervision of minors, New Hope adheres to the *Two Adult Rule*. The Two Adult Rule requires that two screened and unrelated adults be present at every function and in each classroom, vehicle, or other enclosed area during all activities involving children and youth.

When the *Two Adult Rule* cannot be supported, the *Rule of Three* is instituted. The *Rule of Three* contemplates the possibility that one screened adult will be with one screened youth volunteer and one child/youth participant, or one screened adult with two children/youth participants.

Health Policies

Illness

As a Volunteer, you are in direct contact with New Hope's children and youth. If you notice a child that exhibits any of the symptoms below, please notify a Children's Ministry or Youth Ministry Member.

The State of Ohio requires that a child or youth exhibiting any of the following symptoms requires isolation and immediate discharge to his/her designated guardian.

Temperature of 100 degrees F in combination with any other signs of illness

- Diarrhea (more than 3 abnormally loose stools within a 24 hour period)
- Severe coughing (causing child to become red in the face or to make a whooping sound)
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye, obvious discharge, matted eyelashes, burning, itching
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or gray or white stool
- Stiff neck with elevated temperature
- Evidence of untreated lice, scabies, or other parasitic infestation
- Vomiting more than once than or when accompanied by any other illness
- Sore throat or difficulty swallowing

Special Needs Children and Youth

New Hope welcomes all children and youth just as God created them. We believe that each child/youth is individually and perfectly created by God. New Hope's Youth Director and Children's Ministry Team want to ensure the safety of every child/youth. Some Special Needs Children/Youth must have a parent, guardian, or aid (provided by parents/guardians) with them at church events. If a child/youth meets one of the criteria below, an adult must be present:

- Flight Risk
- Violent/Physical Outburst
- Safety to Self Risk
- Safety Risk to Others

We understand that many children and youth do better in quiet, controlled situations. New Hope cannot guarantee the availability of such spaces like this due to the nature of our events. We will work with families individually to plan the best route of success for each individual child.

Medical Needs

If a child has a special medical need, specifically an allergy or medical condition, it is the parent or guardian's responsibility to notify New Hope's Children's Ministry Director or Youth Director so that we may be as prepared as possible should symptoms arise while such a child is in our care. If you have a child with a special medical need in your care as a volunteer, you will be made aware of the need and trained on how to manage any issues that may arise.

Dispensing Medications

New Hope's Volunteers will not dispense medications to any child unless it is for life saving measures (Epi-pen). Medication will only be given by a First Aid Certified staff member.

Suspicion of Abuse or Neglect

In the case of suspected parental abuse, Staff and Volunteers will report concerns to the Children's Ministry Team Lead, the Youth Director, the Head Pastor, or the Associate Pastor. It is not the responsibility of the reporting person to substantiate any allegations or suspicions. Rather, we are responsible as a church to comply with the Child Abuse Prevention and Treatment Act (CAPTA) and cooperate fully with the Child Protection Services and the law enforcement officials in our community. At all times in such a process confidentiality will be upheld.

Inclement Weather Policy

We will follow the Olentangy Public School District for inclement weather closings. When Olentangy Schools are closed due to inclement weather, all New Hope Children's and Youth events will be canceled. If Olentangy Schools operate on a delay, evening activities at New Hope Church will proceed as planned. Please check your email for inclement weather issues and plans.

Emergency Procedures

First Aid—New Hope’s Children’s Ministry and Nursery Staff is First Aid and CPR certified. Although we strive to maintain the safest environment possible, it is known that the nature of children’s activities occasionally leads to accidents. A fully-equipped first aid kit is onsite at all New Hope Children and Youth events. It is the policy of New Hope to immediately attend to the injured child, administering appropriate treatment (pressure on a bleeding wound, cleaning and bandaging a wound, applying ice, etc.) If the scope of the child’s injury requires emergency services, 911 will be contacted. New Hope will notify the child’s parents/guardian immediately following caring for the child’s immediate needs.

Fire—In the event of a fire, personnel have been trained to remain calm, count all children in the room and lead the children out of the room in an organized, quick fashion. In the case of a fire, please do not try to pick up your children before evacuating. Move to the meeting point then proceed to pick up your children at their meeting point. Fire plans and pick-up locations are listed in each classroom.

Tornadoes, Storms, and Severe Weather—Children will be calmly escorted to an enclosed part of the building, such as an inside hallway or restroom. They will be taught how to sit with their back against the wall, knees tucked under their chins, arms wrapped around the knees, and head bent down. All children will be accounted for, and efforts will be made to calm and entertain the children.

Intruder-New Hope Staff is trained in ALICE. A.L.I.C.E. is an acronym for Alert, Lockdown, Inform, Counter, and Evacuate. It is an enhanced lockdown technique that calls for making active decisions. We believe the A.L.I.C.E protocol provides options to our staff and volunteers in an emergency situation.

Alert - Use of clear concise language to convey the type and location of the event.

Lockdown - Doors are locked to provide a time barrier and give students and teachers time to recognize the threat and decide how to react.

Inform - If possible keep teachers, students, and police up to date on the armed intruder’s location inside the school.

Counter - Apply skills to distract, confuse and gain control.

Evacuate - Leave the premises and get away from the danger as soon as possible.

In the event that an unwanted intruder makes his/her way into New Hope Church, 911 will be called immediately. Children will be escorted into the closest safe, locked area

with an adult, or quickly and calmly led out of the building to the Zoo, where Zoo Safety Personnel will help guide the children to safety until the intruder is removed and the situation deemed safe by local law enforcement.

In the event that an unwanted intruder makes his/her way into New Hope Church, 911 will be called immediately. Children will be escorted into the closest safe, locked area with an adult, or quickly and calmly led out of the building to the Zoo, where Zoo Safety Personnel will help guide the children to safety until the intruder is removed and the situation deemed safe by local law enforcement.

Technology Policy

We understand how much of a role technology plays in our world today. However, when you are volunteering with us, we would like your focus to be on the children and youth. Technology may be part of a lesson or event, and it may not. Please take a moment to speak with your YOUTH VOLUNTEER about respecting each Ministry Leader's decision whether to use technology at an event or not. If a piece of technology (example: phone) becomes an issue, it will be held by the Ministry Leader until the end of the event.

God's House Rules

New Hope Children's and Youth's Ministries share the following guidelines for expected behavior while your children are in our care.

God's House Rules

1. Love God

- God's Top Ten
 1. God is #1
 2. Praise and worship God only
 3. Think first, speak second
 4. Work 6 Rest 1
 5. Obey your parents
 6. Harm no one
 7. Don't cheat
 8. If it's not yours, don't take it
 9. Tell the truth
 10. Don't be jealous of other people's stuff

2. Love Others

- Respect leaders and adults
- Keep your hands to yourself

3. Love Yourself

- Pay attention
- Make good choices

4. Respect God's House

- Use walking feet
- Use indoor voices
- Respect property

Focus verse: I will praise you Lord with all my heart. - Psalm 138:1

Program Information

Children's Ministry:

Nursery: Nursery Care is provided during Sunday morning Worship services, and for many other church events for children from birth to age 3.

Sunday School: Sunday School is offered for potty-trained 3-year olds through 5th graders during the 9:00 am Sunday morning service from September through May.

A blue rectangular poster with white and yellow text. At the top, it says "Children's Sunday School" in a large white serif font, followed by "Preschool through 5th Grade" in a smaller yellow sans-serif font. Below that, in a smaller white font, it reads: "Children are dismissed from the 9 am worship service after the Children's Message to attend Sunday School. Pick up is at 10 am in their classrooms." In the center, there is a white box with the title "Grade & Classroom Location" in a bold, italicized black font. Below the title, the following text is listed in various colors: "Preschool age 3 & 4 - Purple Room" (purple), "PreK - Red Room" (red), "Kindergarten - Blue Room" (blue), "1st Grade - Orange Room" (orange), "2nd Grade - Yellow Room" (yellow), "3rd Grade - Green Room" (green), and "4th & 5th Grade - Fellowship Hall C" (black). At the bottom of the poster, there is a cartoon illustration of four diverse children (two boys and two girls) standing around a large sign that says "DEEP BLUE" in a stylized font.

KidSpace: KidSpace is for potty-trained 3 year olds through 5th graders. Children enjoy fellowship and fun from 10:15 am -11:00 am, September through May, during the Adult Sunday School hour.

School House Sunday School: School House Sunday School is for potty-trained 3-year olds through 5th graders during the 11:15 am Sunday morning Worship service from September through May.

Praise School: Praise School is for potty-trained 3-year olds through 3rd graders. Children learn the joy of praise and worship during this fun mini worship service.



WOW: WOW is where Kindergarteners through 5th graders meet on Wednesday evenings throughout Fall and Winter. Kid's WOW is an evening of fun and fellowship, including Bible time, dinner, games, music, and crafts.

Backpack Blessing: The Backpack Blessing is in early August. Children can bring their backpacks to Worship to be prayed over by one of our pastors. A special time of fellowship will follow in Fellowship Hall B.

Junior Worship Choir: Kindergartners through 5th graders meet Sunday evenings for choir rehearsal September through May. JWC leads Sunday morning worship throughout the year, and has a Christmas program. JWC teaches praise and worship through music.

Birthday Party for Jesus: Birthday Party for Jesus is a celebration of Christ's birth held in December. Preschoolers through 5th graders are invited to celebrate the best birthday ever through fellowship, Bible time, games, pizza, and cake!

Easter Egg Hunt: The Easter Egg Hunt is for all people to celebrate the joy of Easter through games, crafts, face painting, and more!

Celebration Sunday: Celebration Sunday is a chance for New Hope's congregation to celebrate New Hope's graduates. Food Trucks, games, and

fellowship high light this event.

Sports Camp: Sports Camp is for 4 year-olds through 5th graders. It is an evening camp held in June; comprised of games, sports, Bible Time, and fun!

VBS: Vacation Bible School is for 4 year-olds through 5th graders. It is a morning camp held in the last week of July. VBS is an awesome week filled with Bible Time, music, games, creativity, and friends!

Youth Ministry

Sunday School Classes: Sunday School classes for 6th through 12th graders are offered at 10:15 am during the Adult Sunday School hour from September through May.

Youth Group: Middle School Youth: Youth Group is offered on Sunday evenings from 5:15 pm – 6:30 pm from September through May.

High School Youth: Youth Group is offered on Sunday Evenings from 7:00 pm – 8:15 pm.

The Youth Ministry offers various events throughout the year. Be sure to check out New Hope's website to stay up to date.

**New Hope Church
Receipt of Volunteer Handbook**

I have received a copy of the New Hope Church Children and Youth Ministry Volunteer Handbook. I am responsible for reading it in its entirety.

I understand that this Volunteer Handbook is presented for informational and training purposes to protect the children and youth that I serve, and to protect myself as a volunteer.

By signing this receipt, I acknowledge that I have read and understand the information set forth in the Volunteer Handbook.

Volunteer Name: _____
(Print full name)

Volunteer Signature: _____

Date Signed: _____