

PASSION CREEK KIDS

Policies & Procedures

FOR CHILDREN'S MINISTRIES

At our church, we take our responsibility to care for children very seriously. These guidelines are intended to facilitate a safe and nurturing environment in which children can be formed by Jesus, together, for others.

INTERNAL · STAFF & VOLUNTEERS · UPDATED AUGUST 2026

Welcome to Passion Creek Kids Ministry

Dear Kids Volunteer or Staff Member,

At our church, we take our responsibility to care for children very seriously. These guidelines are intended to facilitate a safe and nurturing environment in which children can be formed by Jesus, together, for others.

The pages of this handbook provide a general overview of procedures and guidelines for our volunteers and staff members. Our policies are intended to create a safe environment for children, protecting children, you, and the mission of this church. The following procedures have been adopted and will be strictly enforced.

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

Sincerely,

Juli Minahan

PCC KIDS DIRECTOR

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OUR PASSION

Make ~~attenders~~ disciples who reorient their lives to be formed by Jesus, together, for others.

Safety System at Passion Creek Church

Because we love children and desire to protect them, our church requires all staff members and volunteers working with children to complete 4 safety steps before ministry work or volunteer placements begin.

1 Screening Process

Staff members and volunteers are required to complete our Screening Process, which requires a staff member or volunteer to:

- Complete a volunteer application
- Meet with the Kid's Director to talk about roles and responsibilities.

2 Criminal Background Check

Our church requires that all staff members and volunteers working or volunteering in children's or student activities or programming undergo a criminal background check. Depending upon position, differing levels or intensity of background check may be required.

3 Policies & Procedures

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

4 Sexual Abuse Awareness Training

Our policies and procedures require that staff members and volunteers avoid abusive behavior of any kind. Staff members and volunteers are required to report any policy violations to a supervisor or a member of our Safety Team. Staff members and volunteers should have a basic understanding of the characteristics of sexual abusers and their behaviors in 'grooming' a child for sexual abuse.

To equip our staff members and volunteers with information necessary to recognize abuser characteristics and grooming behavior, we require all staff members and volunteers to complete sexual abuse awareness training.

Building Safety

No child will ever be left unattended in the classrooms/buildings or on the children's playground during kids ministry programming or classes.

PCC Kids staff members or volunteers are prohibited from being alone with an individual child in any room or building. In the event a staff member or volunteer finds he/she alone with children after departure of other adults, that staff member or volunteer will take the child to a room or building occupied by others, or to a location easily observed by others. (*Example: if a child is the last in a class to be picked up by a parent, move to an adjoining room where other staff members or volunteers are present.*) After every programming event, Passion Creek Staff members and volunteers must ensure every room and restroom is checked prior to leaving.

One to One Interactions with Children

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

This church is committed to providing adequate supervision in all Children's Ministries programs. Arizona Department of Education recommends that the primary leader be at least 18 years old, and any main helpers be 5 years older than the oldest child participant. A minimum of two adults are required to be present in any room with children at all times.

We do not allow any volunteers to take any photographs of children on personal cameras or cell phones. We also encourage volunteers to be fully present to the children when volunteering. This includes limiting phone use to emergency or necessary situations in which a parent needs to be contacted.

Bathroom Supervision & Assistance

INFANTS & TODDLERS CLASS

Diapering

- 01 Only adult (18+) female volunteers, or the child's parent/legal guardian, may change a child's diaper.
- 02 Volunteers under 18 may not change diapers.
- 03 Diapering must be done in plain sight of other classroom volunteers, on the designated changing table only.
- 04 Children will never be left unattended on the changing table.
- 05 Any special instructions given by parents leaving children in the classroom will be noted at check-in ("Seth Adams has medicine in the bag for rash.")
- 06 Children should be re-diapered and re-clothed immediately upon the completion of changing their soiled diaper.

Toileting

- 01 Volunteers in this class do not take children to the restroom, including for toilet-training purposes — even if a child is potty-trained.
- 02 If a child indicates a need to use the restroom, a parent or guardian must be contacted to assist.
- 03 If a child is potty-trained and developmentally ready to sit through short lessons, the parent may speak with the Kids Director about moving the child up to Little Kids, where restroom assistance is available.

LITTLE KIDS CLASS

- 01 Volunteers may not change diapers in this class. If a child (age 3 or older) needs a diaper changed, a parent or guardian must be contacted.
- 02 Volunteers may take children to use the restroom in the Mother's Room. One adult may take at least two children at a time — a volunteer must never take a single child alone.
- 03 To arrange a restroom trip, the teacher will contact the Coordinator via text message.
- 04 The volunteer must not assist the child with toileting or wiping, and must not dress or undress the child.
- 05 The volunteer may assist with washing hands (outside the restroom) or adjusting clothing.
- 06 The volunteer must never be alone with a child in a closed restroom.
- 07 If any issues arise, the parent or guardian must be contacted immediately.

Bathroom Supervision & Assistance

BIG KIDS CLASS

- 01 Children tell their teacher when they need to use the restroom. The teacher selects at least two children to go together — never a single child alone.
- 02 A Safety Team member escorts the children to the restroom and waits outside until they are finished, then leads them back to the classroom.
- 03 The Safety Team member may check on a child only if accompanied by another worker, or with the door left open — a Safety Team member is never alone with a single child in the restroom.
- 04 This procedure protects both the children in our care and our volunteers.

SPECIAL NEEDS

Parents will offer instruction to staff members or volunteers to change the diapers of special needs individuals. After the age of 4, parents or legal guardians will change all special needs individuals.

05 · TEEN VOLUNTEERS

Teenage Volunteer Guidelines

Teenage volunteers are able to assist in Passion Creek Kids. They will provide support and assistance to the adults in the room if they follow these guidelines:

- 01 Must read the Policies and Procedures in this Manual, sign, and return to Kids Director.
- 02 Must be at least 10 years old AND at least 5 years older than the oldest child in order to volunteer in Infants & Toddlers or in Little Kids.
- 03 Must be at least 5 years older than the oldest child to serve in Big Kids.
- 04 Teenage Volunteers cannot change diapers.
- 05 Teenage Volunteers cannot take any children to the bathroom.
- 06 Teenage Volunteers cannot contact parents via phone/text or address behavioral concerns with parents. They must bring all behavioral issues or concerns to the adult volunteers who will communicate with parents as needed.
- 07 Discipline and behavioral issues will be addressed by adult volunteers.

Child Check In/Out Procedure

At any time that a child has been entrusted to our Passion Creek Kids staff members or volunteers, our church incurs responsibility for the safety and well-being of the child.

Staff members and volunteers are expected to provide adequate supervision for children in their care while working in church programs and must act to ensure the appropriate supervision and safety of children in their charge. Kids Ministry staff members or volunteers are responsible for releasing children in their care only to parents, legal guardians, or other persons designated by parents or legal guardians at the close of services or activities.

It is presumed a person who drops off a child or student has authority to pick up the child. In the event that staff members or volunteers are uncertain of the propriety of releasing a child, they should immediately locate or contact their immediate supervisor or the Children's Director before releasing the child.

INFANTS & TODDLERS AND LITTLE KIDS CHECK-IN

- 01** We use Planning Center to check children in.
- 02** Upon checking in, children are given a name tag with a four-digit code and parents receive a tag with the same code.
- 03** After checking in, children are taken to their respective classrooms by their parent/guardian.
- 04** After helping their child settle in (up to 10 minutes), parents/guardians must exit the classroom area unless they are scheduled to volunteer in Passion Creek Kids that Sunday.

BIG KIDS CHECK-IN

- 01** We use Planning Center to check children in.
- 02** Upon checking in, children are given a name tag with a four-digit code and parents receive a tag with the same code.
- 03** After checking in, children attend the first part of the service until dismissed with a Big Kids volunteer and Safety Team member to their classroom.

Child Check In/Out Procedure

INFANTS & TODDLERS AND LITTLE KIDS CHECK-OUT

- 01** Parents go to the Check-In/Out desk and return their 4-digit code tag.
- 02** The Check-In volunteer may radio the Security volunteer in the child's classroom that their parent is picking up their child.
- 03** Parents go to the Infants & Toddlers or Little Kids classroom to pick up their child after being directed by the Check-In/Out volunteer.
- 04** If a parent also has a child in Big Kids, they will check out their Big Kid from the Check In/Out desk and the child will be released to them at the desk.
- 05** Staff/volunteers must remove the child's name tag sticker upon check-out and verify that the roster on the iPad shows that the child has been checked out.

BIG KIDS CHECK-OUT

- 01** Parents will go to the Check In/Out desk with their 4-digit code to pick up their child.
- 02** Staff/volunteers must remove the child's name tag sticker upon check-out.

Parental Contact

Parents who leave a child in the care of our staff members and volunteers during church services or activities will be contacted if their child becomes ill, injured, or has a severe disciplinary problem while participating in Passion Creek Kids programs. Therefore, you must always have contact information for each child.

Discipline Policy

It is the policy that staff members and volunteers are prohibited from using physical discipline in any manner for behavioral management of children. No form of physical discipline is acceptable.

This prohibition includes spanking, slapping, pinching, hitting, or any other physical force as retaliation or correction for inappropriate behaviors by children. Uncontrollable or unusual behavior should be reported immediately to the parents and the Kids Director. Children are to be disciplined using time-outs and other non-physical methods of behavior management as appropriate by the child's age and ability. *If* employing this procedure, staff members and volunteers should observe the following guidelines:

- 01 Verbally redirect the child before physically intervening. With younger children some physical redirection may be necessary (for example, removing a toy from the hands of a child that is hitting another).
- 02 If the behavior does not cease, remove or direct the child away from the group to a corner of the room where the group is meeting (avoid being alone with the child).
- 03 Provide the child with a simple, understandable reason for the time-out, and provide the child with a clear explanation of your expectations. ("Jamie, you didn't stop hitting Chris when I asked you to, so you need to sit quietly in the blue chair for three minutes.") In addition, be verbally reassuring, as being removed from the group will likely upset the child. Do not physically hold the child in time-out.
- 04 Provide the child with a chair to sit in or a "spot" to sit on (using a pillow, blanket, carpet square, etc.) until their time-out is complete.
- 05 Follow the rule of thumb that a time-out is ineffective if it lasts longer than one minute for every year of the child's life (3 years old, 3 minutes).
- 06 Monitor the child through the entire time-out without giving your undivided attention. For longer time-outs give intermittent praise to reassure the child and keep them on task. ("Jamie, you're doing a great job of sitting quietly – just 2 more minutes.")
- 07 Praise the child once he or she has completed the time-out and tell them that their reward is being able to rejoin the group. Remind them that repeating their initial behavior will result in further time-out. Follow this with praise.

Physical Contact

Our church is committed to protecting children in its care. To this end, our church has implemented a ‘physical contact policy’ which promotes a positive, nurturing environment for our Kids Ministry while protecting children.

The following guidelines are to be carefully followed by anyone working in Passion Creek Kids ministry programs:

- 01** Side hugs, pats on the back and other forms of appropriate physical affection between staff members or volunteers and children are important for children’s development and are generally suitable in the church setting.

- 02** Inappropriate touching and inappropriate displays of affection are forbidden. Any inappropriate physical contact, touching or displays of affection should be immediately reported to an immediate supervisor, the Kids Director, or the Pastor.

- 03** Physical contact should be for the benefit of the child, and never be based upon the emotional needs of a staff member or volunteer.

- 04** Physical contact and affection should be given only in observable places or when in the presence of other children or children’s staff members and volunteers. It is much less likely that touch will be inappropriate or misinterpreted when physical contact is open to observation.

- 05** Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of staff members or volunteers in PCC Kids must always foster trust. Personal conduct must be above reproach.

- 06** Do not force physical contact, touch, or affection on a reluctant child. A child’s preference not to be touched must be respected.

- 07** Children’s staff members and volunteers are responsible for protecting children under their supervision from inappropriate or unwanted touch by others.

- 08** Any inappropriate behavior or suspected abuse by a staff member or volunteer must be reported immediately to an immediate supervisor, the Kids Director, or the Elders.

Verbal Interactions & Conduct

10 • VERBAL INTERACTIONS

Verbal interactions between staff members or volunteers and children should be positive and uplifting. Our staff members and volunteers should strive to keep verbal interactions encouraging, constructive, and mindful of their mission of aiding parents in the spiritual growth and development of children. To this end, staff members and volunteers should not talk to children in a way that is or could be construed by any reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, staff members and volunteers are expected to refrain from swearing in the presence of children.

11 • SEXUALLY ORIENTED CONVERSATIONS

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

12 • NUDITY

Staff members and volunteers in PCC Kids should never be nude in the presence of children in their care. In the event there is a situation that may call for or contemplate the possibility of nudity (i.e. changing clothes during a pool party, weekend or overnight retreat, etc.), staff member/volunteer will submit a plan for approval to his/her supervisor concerning arrangements for showering or changing clothes.

13 • INTOXICANTS

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

14 • TOBACCO USE

Our church requires staff members and volunteers to abstain from the use or possession of tobacco products in church facilities, while in the presence of children or their parents, or during any activities or programs. Our church is a tobacco-free facility.

15 • MEDICATION

Medication may be given to a child by a staff member or volunteer ONLY if given instruction by a parent/legal guardian upon check-in. The medication must be in the original packaging, including over the counter medication. The only exceptions to this policy are diaper ointment/medication and insect bite cream if instructed to use by a parent upon check-in.

Donations Policy

Passion Creek Kids welcomes donations of *consumable items only* — including craft supplies, office supplies, cleaning supplies, and baby supplies (such as diapers and wipes). *Food donations are not accepted.*

- 01 All donations must be approved by the Kids Director, Juli Minahan, before they are brought to the church.

- 02 Donations brought directly to church without prior approval from the Kids Director will not be accepted.

- 03 If a volunteer is offered a donation by a parent or church member during a service, they should not accept it. Instead, direct the person to speak with the Kids Coordinator (Jackie) or the Kids Director (Juli), whichever is available.

- 04 If an item is left with a volunteer despite this, the volunteer should let Jackie or Juli know as soon as they are able — this is not urgent and can wait until after service.

- 05 Once a donation has been accepted, it becomes the property of Passion Creek Church and cannot be returned to the donor.

Child Safety Policies

ABUSE TOLERANCE

Our church has a ZERO tolerance for abuse in ministry programs and ministry activities. It is the responsibility of every staff member and volunteer at this church to act in the best interest of all children in every program.

In the event that staff or volunteers observe any inappropriate behaviors (i.e., policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse (physical, emotional, or sexual) it is their responsibility to immediately report their observations to the Kids Director.

REPORTING SUSPICIOUS OR INAPPROPRIATE BEHAVIORS

Our church is committed to providing a safe, secure environment for children and their families. To this end, any report of inappropriate behaviors or suspicions of abuse will be taken seriously and will be reported, in accordance with this policy and state law, to our Safety Team Lead and the Police Department, Child Protective Services, or other appropriate agency.

An element of the safe environment referenced above includes the fostering of a culture of reporting relevant information to a supervisor or a member of our Safety Committee. Because sexual abusers ‘groom’ children for abuse, it is possible a staff member or volunteer may witness behavior intended to ‘groom’ a child for sexual abuse. Staff members and volunteers are asked to report ‘grooming’ behavior, any policy violations, or any suspicious behaviors to a supervisor or a member of our Safety Committee.

ENFORCEMENT OF POLICIES

Our staff members and volunteers who supervise other staff members or volunteers are charged with the diligent enforcement of all our policies. Violations of these policies are grounds for immediate dismissal, disciplinary action, or reassignment from Children’s Ministry’s positions for both volunteers and staff members. Final decisions related to policy violations will be the responsibility of the Elders and the Church Leadership*.

**See page 19 for the Key Staff List for our Church*

Reporting Abuse or Suspicions of Abuse

REPORTING SUSPICIONS OF ABUSE

Staff members and volunteers at our church are required to report suspicions of child abuse or neglect, or any inappropriate behavior of a colleague or co-worker, to the immediate supervisor of the area. Our Safety Team will take appropriate action on behalf of the church when a report of abuse occurs. It is the responsibility of the Safety Team or Elders to interact with Law Enforcement agencies should a report be made.

REPORTING A VIOLATION OF POLICY

In order to maintain a safe environment for our children, our staff members and volunteers must be aware of their individual responsibility to report any questionable circumstance, observation, act, omission, or situation that is a violation of these policies. All questions or concerns related to inappropriate, suspicious, or suspected grooming behavior should be directed to an immediate supervisor in the ministry area.

CONSEQUENCES OF VIOLATION

Any person accused of committing a prohibited act or any act considered by the church to be harmful to a child will be immediately suspended from participation in PCC Kids. This suspension will continue during any investigation by law enforcement or Child Protective agencies.

Any person found to have committed a prohibited act should be prohibited from future participation as a staff member or volunteer in all activities and programming that involves children at our church.

Failure to report a prohibited act to the designated person is a violation of this policy. Volunteers who fail to report a prohibited act may be restricted from participation in any activities involving children at our church.

Emergency Situations

MISSING CHILD

All volunteers will keep an accurate count of all kids and adults in their respective rooms at all times. A head count will be done to verify a child is missing and not hiding in the room.

Immediately notify the PCC Safety Team a child is missing. The Safety Team will then step in and follow the Safety Team's policies and procedures on how to handle this situation.

EVACUATION

Keep calm. This will keep the kids calm. Be aware of the count in the room (kids and adults), and be prepared to communicate this headcount to the Safety Team. Follow the directions of the Safety Team as they will coordinate any and all evacuations.

ACTIVE SHOOTER/LOCKDOWN

Once a lockdown is announced, immediately lock/barricade any doors that are not already locked. Cover any and all windows. Stay away from doors and windows. Keep the kids quiet and as calm as possible. Keep everyone together. Stay quiet and limit movement. Remember, kids mimic adults. If you stay calm, they will likely stay calm as well. Do NOT under any circumstances uncover a window to look out. Do NOT under any circumstances unlock any doors or windows at any time during a lockdown. A lockdown will be lifted by the Deacon of Safety (or Safety Team member in charge of the team that day) or by responding police/authorities. Safety Team members will have already notified local police and will respond appropriately to the threat.

SERIOUS INJURY

If life threatening, immediately call 911 and notify the Safety Team via walkie talkie. If it's a minor injury: (non-life threatening, but still serious) notify the Safety Team via walkie talkie. First aid may be rendered as needed by a qualified adult. The Safety Team lead will assess and decide on notifying parent or guardian immediately or after service based on what is most appropriate.

Passion Creek Key Staff

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Caleb Martinez

ELDER

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Jimmy Cook

SAFETY COORDINATOR

949-378-1878
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Statement of Acknowledgement and Agreement

I have received and read a copy of the Passion Creek Kids Ministry Policies and Procedures and understand the importance of the material in the manual. I agree to abide by these guidelines while serving or working at this church.

I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by this church. Any changes will be made public.

I have reviewed the duties listed in my ministry position description, and I agree to fulfill these duties. I understand I may choose to end my employment or voluntary service at any time (If possible, I will provide two weeks' notice to my supervisor).

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

I understand it is my responsibility to review new guidelines which may be created and distributed as well as manual guidelines that are changed or deleted.

I acknowledge receipt of the policies and procedures manual.

I agree to uphold Passion Creek Church's core values and commit to make Christ's will central in both personal conduct and community engagement.

_____ STAFF MEMBER OR VOLUNTEER'S NAME (PLEASE PRINT)

_____ STAFF MEMBER OR VOLUNTEER'S SIGNATURE

_____ DATE

This page to remain attached to the Staff/Volunteer Safety Policies.

Statement of Acknowledgement and Agreement

I have received and read a copy of the Passion Creek Kids Ministry Policies and Procedures and understand the importance of the material in the manual. I agree to abide by these guidelines while serving or working at this church.

I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by this church. Any changes will be made public.

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_____ STAFF MEMBER OR VOLUNTEER'S NAME (PLEASE PRINT)

_____ STAFF MEMBER OR VOLUNTEER'S SIGNATURE

_____ DATE

This page to be signed, detached, and delivered to the Kids Director.

THE POINT

Formed by *Jesus*,
together,
for others.