

# NEXTGEN

M I N I S T R I E S

# Leader Handbook

Hi NextGen Leaders,

Welcome to NextGen Ministry at CPCC. This handbook is designed to help you gain an understanding of our vision for ministry, our programs and ministry policies. These guidelines help to ensure a safe, secure, and loving environment so we can provide the best experience for each child and family.

Remember:

**You do not have to be an expert**

No Bible college degree is required in order to be a great leader. If you have a heart for God and love His children, that's what we require. We'll provide all the training and resources you need.

**There are so many opportunities to serve within NextGen Ministry**

It doesn't matter what your time commitment, gifts or interests are, we have a place for you to serve in ministry to kids and their families.

**You are not alone**

You will be part of a team supported by staff and other key leaders. We are in ministry together and will encourage, equip, energize, and empower you to show our kids what it means to follow Jesus.

I look forward to getting to know you and share ministry with you. Thank you for partnering with us to make a huge impact in a child's faith journey.

Serving Him along with you,

Tammy Phillips  
NextGen Executive Pastor  
Center Pointe Christian Church



## Center Pointe Mission Statement:

Relying on the Holy Spirit, we will be a church where broken people can experience the unconditional love of Jesus.

## NextGen Mission

NextGen is a ministry empowering generation's to passionately follow Jesus one home at a time.

## NextGen Vision

We **partner** with families to raise the next generation to be followers of Jesus.

- **Each child** will learn from the generation before it and serve the generation after it.
- **Each family** will be equipped and encouraged to fulfill its God-given role.
- **Each leader** will be empowered to connect children to God's story.

## NextGen Values

### Safe

We will make it safe

### Love

We will love everybody

### Fun

We will bring the fun!

### Truth

We will teach truth in grace

### Excellence

We will commit to excellence

# NextGen Ministries Staff

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# NextGen Name Tag

NextGen Volunteers must check in electronically and receive a sticker nametag. If you are a volunteer and a parent, checking in your kids, you will simply print out your NextGen Volunteer nametag along with your kids tags and place it on your shirt.

**You may not enter any NextGen environment without this nametag.**

Each leader in NextGen Ministry is required to wear their name tag as a means of identification to signify they are authorized leaders in the room. Coaches wear a lanyard and can be identified as our environment specialists to help you with any needs you have. If someone enters your environment and says they are a parent or are from another church and “just want to look around,” please direct them to our NextGen Check-In Hub where they will receive a “Be Our Guest” tag. Do not allow unauthorized individuals in your area. If you have any questions about someone entering your area, contact someone from the leadership team.

For safety purposes we do not permit people to wander around the children’s environments unattended. Because of the size of our ministry, we depend upon you to assist us in helping to make NextGen a safe environment for all our children. Anyone wandering around the halls without a nametag should be reported immediately to a staff person or ministry leader.

What do you do if you see someone wearing a “Be Our Guest” tag? Just keep your eye out and help us make sure they are following the Guest Observer rules:

1. Just like you, they must never be alone with a child.
2. They should not be leading any activity with kids or helping with restroom runs.
3. If they have a child in the environment, they must check out by showing a matching security tag just like any other parent.
4. They must check out with a staff member before they leave.
5. They must wear their “Be Our Guest” tag at all times.

If you have a concern about any guests not following the rules, contact a staff member immediately. The bottom line is that they are our guests, and we’re happy to have them, but keeping kids safe is our number one priority.

If someone wanders into the environment without any kind of tag, direct them to the NextGen Check-In Hub to get checked in.

At dismissal, volunteers must remove sticker tags off of our kids as they are picked up from their environments. If you see a child in the hallway with a tag, please escort child back into correct environment and confirm that their parent has picked them up. Contact a Coach to locate parent to pick up child.

# Check In & Check Out

All children (Nursery through 5<sup>th</sup> grade) **MUST** be dropped off and picked up by a parent or legal guardian.

## Nursery

1. Parents will obtain a security sticker from Check-in Hub. Parents place security sticker on child & drop off at nursery door.
2. Leaders verify special instructions with parents (ex. feeding schedule, allergy, diaper changes.)
3. When parents pick up their child, leaders will match the parent's tag to their child's tag before releasing the child. Please remove tag from child before releasing to parent.

## Preschool

1. Parents obtain security sticker from Check-in Hub.
2. Parents escort child to preschool environment dropping them off at the Entry door, to receive their colored tag.
3. When parents pick up child, leader at the exit door will match parent's tag to their child's tag and remove tag before releasing the child.

## Elementary (K-5th grade)

1. Parents obtain security sticker from Check-in Hub.
2. Parents escort child to Backyard or Loft environment.
3. When parents pick up child, leaders will match parent's tag to their child's sticker and remove sticker before releasing the child.

# Times

**All leaders must be in their environments, prepared to receive children, 20 minutes before the service. This allows us to be ready to receive children 15 minutes before the service begins.**

**Leader's Time Commitment - Show you care by being on time!**

8:30 Service 8:10  
10:00 Service 9:40  
11:30 Service 11:10

# Substitutes

We are a church that is committed to reproducing leaders. We realize there may be times you need to miss, **please take this responsibility seriously and find a substitute to fill in for you when you are sick or on vacation.**

## Take careful note of the procedures you will follow for getting a substitute:

- Find someone to fill in for you (see options listed below).
- Let your Coach know who will be replacing you...please email or text name of sub and dates they will be covering. We will need to verify a current background check.
- If you are unable to find a sub, please contact your Coach for assistance.
- If you have a last-minute emergency, contact your Coach. It is our goal to have every room completely staffed, every hour. When you fail to notify us, it may result in your room being closed and leaving your small group without a leader, which can be upsetting to children and parents.

## Who Can I Ask to be a Sub?

- Ask leaders serving the opposite month or hour rotation (as yourself) to cover your shift/swap shifts with them.
- Ask a parent of a child in your group to step in.
- Ask a member of your family, a friend (CPCC Attendees) or a member of your Small Group to serve for you.

# General Evacuation Procedures

## FIRE

1. Read and understand the evacuation route posted at exit door in each environment and room.
2. Before evacuating, count the number of children in your room or small group. Carry your attendance sheet and be sure all of the children in your room/small group are accounted for. Take attendance when you arrive safely to your evacuation area.

**Infants through Toddlers:** Place children in the red fire crib or use provided safety rope and lead them to your designated evacuation area.

**Preschool through and Elementary:** Children should line up and follow as a group to your designated evacuation area. Children must stay with their group.

3. Once evacuated, please wait for further instructions from a member of the Center Pointe staff.
4. Please stay with your group at all times. **Do not leave to find your own children**, to obtain first aid, or for any other reason. First aid will be brought to you if needed.
5. Do not release children to their parents (for ALL ages) during the evacuation process. Parents may walk with you, but children may only be released after you have arrived at your designated location, attendance has been taken and you have been given permission from a member of the Center Pointe staff.

## SEVERE WEATHER

In the event of a tornado warning or other severe weather, follow the evacuation route which is posted at the exit door of your environment or room. Go to the furthest corner away from the door as others will be taking shelter in the same area. Have children kneel and cover their heads with their hands.

## LOCKDOWN SITUATION

In the event of a lockdown, move all children away from doors and windows. You may not open the door under any circumstances. A Center Pointe staff member will give you the all clear when our building is safe and secure.

## Medical Procedures

**Minor Injuries** can be treated with a little tender loving care, a cool cloth, and a Band-Aid. Small first aid kits are available in each of our environments. Always wear gloves when dealing with cuts, scrapes and nose bleeds. Administering medication is prohibited (this includes lotions and ointments).

When a child is treated, please complete an “Ouch Report” and have your Coach or staff member sign the report. Please have the parent sign the Ouch Report and give it to your Coach. When the parent arrives, please let them know what happened. A staff member will follow up with the parent, if necessary, the following week.

**Serious Injuries** involving broken bones, convulsions, fainting unconsciousness, or other serious bodily injury should be treated as follows:

1. Do not move the injured child. A NextGen leader must remain with the child.



2. Stay calm and speak assuring to the child while another team leader removes other children from your class.
3. Have another team leader call 911 and the (ERT) Emergency Response Team.
4. The staff member will contact the parent and bring them to the child.
5. The staff member will contact you with updates of the child's condition. You may be asked to give information to assist the staff in reporting the incident.
6. Epi-pens - with increased allergies, leaders of children requiring an epi-pen will receive specific procedures to equip them should the need arise.

### **Allergy Alert: Snacks**

We are seeing an increase in the number of children with food allergies, many of which can be life threatening. Please be sensitive to this serious problem and do not offer snacks or candy in your environment.

Note: Our environments are peanut-free. Allergies, food sensitivities and medical alerts are listed on each class roster and security sticker. For special occasions or projects, use of food items may be desired – this must be approved by environment staff.

## **Epi-Pen Procedure**

**Please follow the procedures below in the event a child, required to carry an Epi-Pen, checks into an environment:**

1. Every child requiring an Epi-Pen must have this information, along with their specific allergy, recorded in their NextGen Ministry Enrollment.
2. When a child checks into an environment with their Epi-Pen, the parent must sign a "Release and Waiver" form. These forms can be found at the Connections Desk and the Check-in Hub. This form will be kept on file, but must be renewed each ministry year.
3. After check-in, the child must wear the nametag stating such allergies and that an Epi-Pen is necessary.
4. The Epi-Pen will be stored by the leader in each ministry area and returned to the parent upon check-in.
5. In the event the child has an allergic reaction and is necessary to administer an Epi-Pen, immediately call 911, radio ERT team. A trained volunteer may administer an Epi-Pen.
6. If, based on the information available to Center Pointe at the time, it appears there is sufficient time to wait for emergency services or a trained healthcare provider, then the "Release and Waiver" form signed by the parent or guardian would authorize Center Pointe staff or volunteers to administer the Epi-Pen to the child.

# Well Child Environment

To help keep our NextGen environments healthy, we have instituted the following Infectious Disease Policy.

In the best interest of children, staff and leaders, we request that individuals with a contagious illness refrain from participating in NextGen ministries until symptoms are gone.

## Symptoms include:

- Fever above 99.6 degrees (must be normal for 24 hours prior to participation.)
- Wheezing or shortness of breath
- Hard cough and/or consistent cough
- Constant runny nose with yellow/green tint
- Lethargy
- Diarrhea or vomiting during past 24 hours
- Redness or runny eyes
- Sore throat or swollen glands
- Undiagnosed or contagious rashes
- Persistent itching
- Uncovered sores
- Any highly contagious disease such as Chicken Pox, Hand Foot & Mouth, etc.

## Standard Precautions for All Staff and Ministry Leaders

1. Gloves must be worn before touching or cleaning surfaces affected by blood and bodily fluids. Gloves can be found in each diaper changing area as well as all check-in environments. Hands must be washed immediately after removing gloves.
2. All wounds on volunteers or children that have not formed a scab must be covered.
3. All contaminated cleanup materials including gloves, shall be disposed of in a sealed plastic trash bag and placed in a larger trash bag out of reach of children.
4. Every table is to be disinfected after each service.

# Restroom & Diapering Policy

## REMINDERS

- When taking a child to the restroom, do not enter the stall with him/her. The restroom door should remain open, and you should wait for the child near the sinks. You should always take more than one child with you if at all possible. This is for your protection as well as the child's.
- Never be alone with a child.
- Male leaders **may not** take any child to the restroom.
- Male leaders **may not** change diapers.
- Female leaders must leave the stall door open if it is necessary to help a child.
- Make sure the restroom is clear before allowing a child to enter – ask adults who wish to enter the restroom to please wait until all children have exited the restroom.
- Coaches are available in our environments to accompany children so that you can remain with your small group.
- If a child needs assistance, you should prop open the door and ask another adult to help monitor the situation.
- Nursery Coaches are available to assist so you can remain in your room allowing us to maintain adult/child ratios at all times.

**Please Note:** Parents of our kids must follow the same rules as any leader of an area.

## Leader Safety Reminders

- **Never be alone with a child, ever!**
- We do not allow kids to bring any outside toys into our environments. If a child shows up with a toy from home, a blanket or other security item, we ask for it to stay with the parent or placed in their diaper bag. First time guests are an exception, we allow them to keep a security item, but communicate with parents that this is not encouraged.

## Calling for Parents/Putting up a Number

Reason to put up a number:

- If a child becomes ill
- If a child remains inconsolable after a reasonable period of time

- If a child's behavior becomes unmanageable

If one of the above circumstances arises, notify your Coach or Producer who will call for the parent. Never leave your environment to find the parent...only Coaches or Staff should notify a parent.

### **Recognizing Signs of Child Abuse**

If, while serving in NextGen Ministries, you suspect or recognize child abuse, you are required to report what you suspect or recognize to your NextGen Staff immediately.

Child abuse can be recognized in four ways:

- The abuse is stated verbally to you by a child
- The abuse is received in written form by a child (ie. prayer request)
- You personally witness abuse to a child
- Signs of abuse are evident on a child (ie. bruises, burns, etc)

# H<sup>4</sup> Hug – High Five – Handshake – Hold

Not only is safety and security our number one value for our children, but it is for our leaders and staff as well! Here are a few guidelines to ensure safety for our children and leaders while providing ways for our leaders to show affection to our children without compromising their integrity:

## Hug

Hugging a child is a natural response when children seek affection.

- If a child runs to a leader for a hug, the “catch and release” method is preferred. Quickly give a hug and release from the hug gently.
- Side hugs are most appropriate. Instead of a body-to-body front hug, a side-to-side hug will not be misunderstood and be just as effective.

## High Five

High fives are a great way to show encouragement to a child and a fellow leader.

- It is a great expression to say, “Way to go!”
- Children as young as 12 months can learn how to high five.

## Handshake

Handshaking is a friendly way to greet someone, especially for the first time.

- A handshake with the right hand and cupped with the left is a more personable greeting.

## Hold

Some children seek to be held by a leader as a form of security or affection. Piggy back rides, roughhousing or swinging kids are not permitted.

- Early Childhood leaders may allow a child to sit on one leg, but not on center of lap.
- Elementary and Student leaders should never have kids on their lap.

# Discipline

**The NextGen Ministries Discipline Policy has three basic rules:**

- Respect God
- Respect Adults
- Respect Each Other

In order to minimize the amount of your teaching time lost in discipline, it is recommended that you follow these two steps:

**Verbal Warning:** Do not embarrass the child, but do tell them what good behavior is expected.

**Time Out:** If the child does not respond to your verbal warning, please ask a Coach or Staff Member to speak with the child. The child's response will determine whether the child is returned to small group or is kept with a Coach or Staff Member who will speak with the parent at pick-up time.

**DO NOT use physical punishment of any kind!! (spanking, wrist slapping, etc.)**

Never be alone with a child. If you need to have a discussion with a child, locate yourself in a hallway or a highly visible area where other adults can see you.

## One:2:One Ministry

When a child has a disability that interferes with his or her ability to enjoy a regular NextGen environment, the parent will coordinate with our One:2:One Ministry leader to arrange for appropriate and/or available adaptations within our church setting. Children with special needs are encouraged to participate in the regular environment setting with a "buddy". A self-contained special needs room is also available for the child and his or her "buddy" should the regular environment become over-stimulating or challenging for the child.

One:2:One Coach: Jeanne Lytle (j-lytle@roadrunner.com)