

UR Kids {Samuel School}

"His presence transforming children and families."

Policies and Procedures Handbook

Dear Samuel School Volunteer and Leader,

If you are reading this, you are choosing to go on an adventure with Holy Spirit, Jesus, and Father God. To know God through the lens of a child is to open your heart to the simplicity and power of the living and moving gospel. Because He who calls us is faithful, we are confident that He will meet you in your yes as you serve.

Our vision in Samuel School is to partner Spirit and Truth to lead children into relationship with the Godhead. We want them to have a strong and unshakeable spiritual foundation, and we know that is only possible when they are grounded in Truth and have encountered the heart of God through the Spirit. We believe that their lives and families will be transformed by them knowing and walking with Him. Just like Samuel in the Bible, we want them to recognize His voice because they know His heart.

This handbook serves to protect both our children and you as a volunteer. We will be adhering to the guidelines in this manual, so it is imperative that you know and understand them. Please read through it carefully, and let us know if you have any questions concerning the content. You will be required to sign and turn in the last page before you serve so that we know you are in agreement with these guidelines.

We are honored to serve alongside each of you. Jesus said even just giving a child a cup of cold water in His name is like doing the same for Him; you will probably never know how impactful your roll in this place is. Thank you for saying yes. You are loved.

Let's do this!

The Samuel School Team

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VOLUNTEER APPLICATION PROCESS

The following process will be required for anyone who wants to serve in any capacity with our children at UR Dallas:

1. APPLICATION

There is an online application that each volunteer is required to fill out and submit.

2. BACKGROUND CHECK

Within the application is information required to run a background check. We take the safety of our children seriously, which is why each of our volunteers will have a background check run before they serve.

3. INTERVIEW

Any potential volunteer must meet for a brief interview with a member of the Samuel School leadership team.

4. HANDBOOK

Before serving, each volunteer must read through this handbook, sign the last page, and turn it into one of the directors of Samuel School.

5. TRAINING

After reading the handbook, all volunteers must attend a brief training with the Samuel School leadership team to review the policies and procedures and to discuss specifics for the class in which they are serving.

MANDATORY REPORTING

1. MANDATORY REPORTING IN THE STATE OF TEXAS

The following information is provided by Texas State Family Code, and we will honor these laws and regulations:

Adults in the State of Texas are required to make a report of **suspected abuse** to Child Protective Services, 1-800-252-5400/www.txabusehotline.org, or to law enforcement by calling 911. Failure to report suspected abuse is a crime. The person hearing an “outcry” from a child should remain calm and supportive. Investigation of the alleged abuse should remain with law enforcement and CPS professionals and should not be undertaken by the organization.

2. REPORTING REQUIREMENTS

All volunteers and employees shall immediately report and document any incident of abuse of which they have knowledge or which they have observed. Any person making such a report shall keep the information strictly confidential after reporting to the proper authorities and to a UR Dallas staff member.

3. INCIDENT OF ABUSE DEFINED

An “incident of abuse” means any occurrence in which any person:

- . Has threatened to inflict or has inflicted physical injury upon a child, youth, or vulnerable adult, or is reasonably expected to have done so.
- .Commits or allows to be committed any sexual offense against a child, youth, or vulnerable adult, or is reasonably expected to have done so.
- . With respect to a child, youth, or vulnerable adult makes any kind of sexual advance, or makes a request for sexual favors, or engages in sexually motivated physical contact, or is reasonably expected to have done so.
- .Exposes a child, youth, or vulnerable adult to verbal, visual, or physical conduct of a sexual nature, or is reasonably expected to have done so.

4. IMMINENT THREAT

In all cases where an imminent threat of continued or actual abuse exists, any witness shall immediately contact a UR Dallas staff member to request that immediate steps be taken to ensure the safety of the alleged victim. After the safety of the alleged victim has been secured, the person witnessing or with knowledge of the incident of abuse shall complete a written report of the incident of abuse and shall submit the report to the Family and Children's Director or to another appropriate staff member of UR Dallas.

5. OBLIGATION TO REPORT TO LAW ENFORCEMENT

In all cases where any volunteer or staff member has reasonable cause to believe that a child, youth, or vulnerable adult, has been abused or neglected either by known or unknown persons inside or outside of UR Dallas, they shall make a report to the local law enforcement or child protective agency within 48 hours of the determination of reasonable cause. If the volunteer or staff member is in doubt regarding whether a report should be made, he or she shall telephone CPS or law enforcement anonymously and discuss the situation with an investigator to determine whether the report should be made. The volunteer or staff member shall make a written record of the name and the title of the investigator with whom he or she spoke and the recommendation made by the investigator, then shall submit a copy of the written record to the Family and Children's Director. This report can be submitted anonymously if so desired.

6. INTERNAL REPORTING PROCEDURE

Any volunteer or staff member suspicious of inappropriate behavior occurring within the walls of UR Dallas shall contact the Family and Children's Director or an appropriate staff member of UR Dallas. The reporter shall provide information regarding all relevant facts with respect to the incident of suspicious behavior. Upon receiving such a report, the Family and Children's Director shall complete a written report of the incident.

7. MINISTRY RESPONSE TO REPORT

When the Family and Children's Director receives a report of an incident of abuse or injury, he or she shall immediately take steps to ensure the safety of the alleged victim. After the safety of the alleged victim has been secured, and after the report has been appropriately documented, the person receiving the report shall:

. Immediately contact the parents or guardian of the child/youth to inform them of the incident.

.The main office shall, within 72 hours of report, determine whether there is reasonable cause to believe that the abuse or injury may have occurred.

.Take all reasonable steps necessary to ensure that any wrongdoer (if any wrongdoer) has no contact with the children, youth, or vulnerable adults of UR Dallas if legal action has been taken.

. Take all steps necessary to ensure that the alleged wrongdoer is barred from further work with the children, youth, or vulnerable adults of UR Dallas, pending the investigation.

8. CONCLUSION OF NO ABUSE

If UR Dallas' legal counsel concludes that there is not reasonable cause to believe the abuse may have occurred, they shall provide a written report to the Board of Elders documenting the conclusions reached and the basis for those conclusions. The contents of the report presented shall remain confidential unless requested by law enforcement officials.

9. CONCLUSION OF ABUSE

If UR Dallas' legal counsel concludes that there is reasonable cause to believe that abuse may have occurred, they shall provide a written report to the Board of Elders documenting the conclusions reached and the basis for those conclusions. We are not the ones to determine what happens in the outcome that legal action is taken. We are just responsible to ensure the safety of those who attend UR Dallas.

10. DETAILS OF WRITTEN REPORT

Any written report shall:

.Identify the alleged victim, the alleged wrongdoer, and all witnesses identified and contacted.

.Set forth the allegations and the steps taken to investigate the allegations.

.Set forth the facts revealed by each significant witness.

VOLUNTEER AND CHILD PROTECTION

UR Dallas notes the health, safety, and well-being of volunteers and children to be essential. In order to create a safe place for both volunteers and children, the following rules are in place:

1. TWO VOLUNTEER POLICY

In order to create an environment that is above reproach and that protects children from possible predators and volunteers from false accusations, no volunteer will be allowed to be alone with a child or with children. This is applicable in any and every situation.

2. RESTROOM POLICY

When using the bathrooms in the UR Kids hallway:

- . Only female volunteers may help children inside the actual restroom.
- . If a child is young enough to need help inside the restroom, one volunteer may go inside while another stands directly outside the door where they can see and verify that nothing inappropriate is happening.
- . If a child is old enough to not need help, one volunteer may stand in the hallway within sight of another volunteer while he or she waits for the child or children to finish.
- . Volunteers may not use the children's restrooms.
- . If elementary students are taken to use the adult restrooms, two volunteers must walk with them, one female and one male. The two volunteers will take turns checking their appropriate restroom to ensure no one is inside before allowing the children to enter. The two volunteers shall wait outside the restrooms and shall not allow anyone to enter the restrooms until all the children have finished. Children are not allowed to walk back to class on their own.

3. DIAPER POLICY

- Every baby should have their diaper changed at least once while in our care.
- For each diaper change, pull out a clean sheet of the diaper paper and put on a fresh pair of gloves.
- Never leave a baby on the changing table or turn your back to a baby while they're on the changing table.
- After the diaper change is finished, wipe everything down with a Clorox wipe and disinfect your hands with hand sanitizer.
- Men are not allowed to change diapers.

4. PHYSICAL CONTACT AND VERBAL CONDUCT

It is of utmost importance for love to be the motive behind how we interact with, speak to, and touch children.

. Never touch or speak to a child from a place of anger or frustration. If you feel as though you cannot respond to a situation from a place of love, defer the handling of that situation to another volunteer in the room.

. Volunteers are not allowed to touch children in the following ways:

- wrestling
- piggy back rides
- in any way that could be perceived as sexually suggestive.
- between the naval and the knees.
- on their private parts (unless having their diaper changed)

.The following are appropriate ways to touch and interact with children:

- high fives and fist bumps
- brief hugs
- pat on the back or shoulder
- handshakes

. Happy Hands Policy: at any point another volunteer should be able to see your hands and verify that you are not touching a child inappropriately.

.Respectfully, there are some topics that we believe should be left to parents to discuss with and explain to their children. The only exception would be if a parent wanted a specific staff member to meet with them about their views of a certain topic. That being said, the following topics do not need to be discussed:

- human sexuality and reproduction
- the female menstrual cycle
- drugs, alcohol, or other questionable behavior before salvation
- Basically, if you were/are a parent and would not want someone else to discuss something with your child, do not discuss it while you are serving.

SECURITY

In order to ensure a safe and secure environment for both children and volunteers, we ask that you adhere to the following:

1. CHECK IN

In order to attend any of our classes, children must be checked into our system and given a sticker. Any child that is left in our care must be wearing a sticker. The parent is given a sticker with a matching number and must present it to the volunteers in order to pick up their child/children. If they have lost or cannot find their sticker, their child cannot be released to them without the approval from the Family and Children's Director or from a designated member of the Samuel School leadership team.

2. UR KIDS HALLWAY

While there are children in our care, the only people allowed in the UR Kids Hallway are children who have been checked in, volunteers scheduled to serve that day (please wear one of the orange lanyards so that our watchmen and the officer on duty will know it is okay for you to be there), and parents who have a pick up sticker. If someone is in the hallway who does not fit one of the above descriptions, you have authority to ask them to leave. If you notice something unsafe or that could be a security issue, please contact the watchmen via the walkie talkies located in one of the upper hand cabinets. If the watchmen do not respond and the security issue is urgent, inform the officer in the lobby about your concern and find the Family and Children's Director.

3. PARENT INVOLVEMENT

. Parents are encouraged to attend any class in which their child is involved. They simply need to have their copy of the security sticker and will not be allowed to participate in any activities or teaching, unless they have been through our application process and have read through this handbook.

. A parent should be called from service to pick up their child if the child is inconsolable (after at least ten minutes of care), is ill or injured, is a danger to himself/herself or other children, is having disciplinary issues.

. To call a parent, use the walkie talkie located in one of the upper hand cabinets to contact the watchmen. Give them the number on the child's security sticker (ie, I need the parents of 1234 to come to Samuel School.) Never ask them to put the name of the child or parent on the screen. If, for some reason, the walkie talkies do not work, contact the Family and Children's Director or whoever is serving in their stead, and ask them to communicate with the soundboard which child needs to be picked up.

DISCIPLINE

In order to facilitate class well, it is important to have healthy parameters for what is and is not allowed concerning discipline. That being said, the following guidelines are in place:

1. PHYSICAL RESTRAINT

Physical discipline such as spanking is never permitted. However, using physical restraint (ie, picking up a child who tried to run out the door, separating two kids who are wrestling ect.) is sometime needed and is permitted, as long as it is done from a healthy place not a frustrated one.

2. RULES OF SAMUEL SCHOOL

- Raise your hand before you speak.
- Don't cause commotion (ie, anything that would disrupt or distract from what God is doing in the room or from what the teacher is leading.)
- Have fun!

3. THE STRIKE POLICY

In Samuel School we have a 3 strike policy. This applies to pre-k and elementary students. They have three "strikes" concerning disciplinary issues. On the third strike, their parent is called to handle the situation themselves. When communicating with a parent about why they were called, communicate in a way that will dispel frustration and will empower the parent to respond in love.

4. PRACTICAL DISCIPLESHIP

Specifically in the younger classes, but also sometimes in the older ones, there are many opportunities for practical discipleship (ie, it's unkind to hit your friend, it's good to share your toys, let's pray for your owie, ect...) Don't be discouraged by these. They're just kids who are learning how to express their emotions and to look like Jesus. It's all helping to mold and shape their hearts.

5. LOVE AND LOGIC

It is helpful to empower children to make choices. (ie, You can either choose to come be part of the group or I'll have to call your mom ect.)

EMERGENCY POLICIES

In case of an emergency stay calm, pray, and do the following:

(In any of these instances, parents still need a matching security sticker or the approval of the Family and Children's Director or a designated member of the Samuel School leadership team to pick up their children.)

1. HAZARDOUS WEATHER

In case of hazardous weather, gather all children into the two small room located at either end of the UR Kids Hallway, and wait for the weather to either subside or for parents to come pick up their children.

2. FIRE

In the event of a fire, get an accurate count of the children in your room, line them up, and walk them out the front door (if there is not fire in the lobby) across the parking lot and to the sidewalk trail. Walk them far enough down the trail to ensure you are all out of danger.

3. MEDICAL CONCERNS

If there is an emergency medical concern, call 911 and contact the Family and Children's Director or another appropriate staff member, and the child's parents or guardians. There is a first aid kit located in one of the upper cabinets in each room.

FOOD ALLERGIES

1. ALLERGY FREE ENVIRONMENT

In order to create a safe environment for all children, we now only offer snacks that are free of the top 8 allergens, plus corn. If a child brings their own snack (unless they are in the nursery), do not offer it to them during class.

2. STICKER SPECIFICATION

Even though we don't offer foods that contain allergens, we still ask parents if their children have a food allergy, just in case another child brings food into the room without us knowing it. If a child has food allergies, there will be a second sticker on their back specifying what they are specifically allergic to.

3. EPI PENS

If a child has a food allergy that is deserving of an epi pen, but the parents do not bring it, we do not accept that child into class for safety reasons.

4. NURSERY

If there is a baby that has food allergies, make sure they are seated one bucket seat away from the rest of the children at snack time, and be sure to pick up/sweep up any crumbs and wipe off all snack surfaces with a Clorox wipe before letting the child with allergies back down on the floor.

5. EXTRA STICKERS

There are extra labeling stickers in the rooms to label sippy cups, bottles, snack containers ect so that we don't accidentally mix them up.

VOLUNTEER ATTENDANCE GUIDELINES

1. PRAYER AND SET UP

Being on the same page and praying together makes all the difference in the climate of the classroom. Please be on time or early to the meeting before class so that can do this.

2. CLEAN UP

Please stay after children are picked up to help vacuum, wipe down surfaces and toys, put toys and supplies back where they were when you arrived, and reset the room.

3. SCHEDULING

Here at UR Dallas, we believe in walking out a culture of honor. That being said, we expect you to honor your commitment to serve on the days you have agreed to be scheduled. If you are unable to serve for a reason other than a family emergency or sickness, we expect you to find your own replacement from the contact list we provide. Please let the Family and Children's Director know who will be covering for you. Thanks!

4. INTOXICANTS

Volunteers and staff members are prohibited from the use, possession, or being under the influence of alcohol, tobacco, or any illegal drugs while working with or supervising children at UR Dallas.

5. DRESS CODE

Understanding that some things are appropriate to wear in normal everyday life, but not when playing on the floor with children and in an effort to honor our fellow volunteers as well as parents picking up children, the following dress code guidelines are in place:

.Women

- Please do not wear anything low cut or clingy.
- When wearing shorts, be sure they come to your fingertips.
- When wearing dresses or skirts, be sure they fall about knee length.

.Men

- Please be sure your boxers aren't showing when you bend down.
- Please refrain from wearing tight tank tops and work out shirts.

.Tattoos and Piercings

- We love creative expression at UR Dallas, and enjoy seeing that creativity expressed in a variety of ways, including tattoos and piercings. However, we also want to help both parents and children feel comfortable and at ease. That being said:
 - If you have a tattoo that could be scary or intimidating to a child or parent (ie, skulls, nudity ect) please cover up said tattoo while you are serving in Samuel School.
 - If you have a piercing that you could be scary or intimidating to a child or parent (ie, eye brow, lip, tongue, septum ect), please take it out while you are serving in Samuel School.
 - If you have any questions about a tattoo or piercing, please contact the Family and Children's Director.

POLICY AND PROCEDURES STATEMENT AND ACKNOWLEDGEMENT OF AGREEMENT

I, _____ have read and agree to abide by the policies and procedures listed in this handbook regarding serving with the children and families of UR Dallas.

Signature

Date