

# UNIVERSITY BAPTIST CHURCH

Glorifying **T**reasuring **R**eaching

## Child & Volunteer Protection Policy\*

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### University Baptist Church

Dear UBC Children's Ministry parent, volunteer, or staff member,

Welcome to University Baptist Church!

At UBC, we take our responsibility to care for children very seriously. The following policies are intended to create and help facilitate a safe and loving environment for children, protecting them, you, and the mission of UBC. These procedures have been adopted by the elders of UBC and will be strictly enforced.

The policies outlined in this handbook applies to official children's ministry (birth to 4<sup>th</sup> grade) occurring during UBC's regularly scheduled weekly meetings held on the church campus (Sunday morning & evening service), or specific children's ministry-related church-sponsored activities (conferences and seminars, Parents' Night Out, VBS, and Bible studies held at the church with accompanying childcare), and to all approved to serve in those areas (volunteers, church staff, paid childcare workers, etc.)

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\* Revised and approved by the elders on 4/10/2019

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## Our Vision:

The Children's Ministry of UBC (The Growing Place and Kid-U) is a vital ministry where we focus on biblical foundations for children to grasp the immeasurable love of God in all things, and his call on all peoples to worship him in spirit and truth. To this end, we seek to pass on the hope of the gospel by teaching the truths of God's Word to the children entrusted to our care, as commanded and modeled in Deuteronomy 6:4–9 and 2 Timothy 3:14–15.

## Our Mission:

The Children's Ministry of University Baptist Church exists to glorify God by:

- Maintaining a safe and secure environment for our children.
- Supporting, encouraging, and equipping parents to be the primary disciplers in teaching their children biblical truths (Eph. 6:4).
- Making the whole counsel of Scripture known to children with special emphasis on the gospel (Deut. 6:6–9; Rom. 1:16–17).
- Praying for the children and relying on the Holy Spirit to regenerate their hearts through the faithful teaching of his Word (Rom. 10:17; Eph. 2:4–10).
- Living faithfully before the children and modeling for them how Christians are called to respond to God, love one another, and interact with the world around us (Matt. 5:16; 1 Cor. 11:1).
- Encouraging children to learn to serve others and to not just be served (Mark 10:43–45).
- Pursuing holiness such that volunteers always live and serve above reproach, protecting the reputation of the gospel of Jesus Christ and the corporate witness of UBC.
- Striving to maintain the unity of the Spirit in the bond of peace by serving the members and children of UBC, and to equip the saints for the work of ministry and for building up the body of Christ (Eph. 4:3, 11–12).

## Staff and Volunteer Expectations

All children's ministry staff and volunteers share a particular responsibility for:

- Loving the children as Christ loves them
- Setting an example of proper Christian conduct in the way we live our lives
- Providing a safe and comfortable environment for children and parents
- Following the policies and procedures outlined in this handbook
- Understanding that the care of children is not a right, but a privilege—a privilege that embodies responsibilities to God for ministering to and caring for the children

## Child Protection

Our first concern is that children be safe while they are in our care. To this end we:

- Screen all children’s ministry volunteers prior to service, including issuing a criminal background check and sexual abuse awareness training (see below for a complete list of the screening procedure)
- Use parent authentication identification system for child check-in and check-out
- Employ scheduling procedures and volunteer/child ratios that optimize safety
- Employ Childcare Coordinators and hall monitors to promote and maintain safety
- Equip each room with a first aid kit
- Educate our staff and volunteers to recognize suspected child abuse and to require them to understand and follow any applicable reporting laws
- Adhere to a healthy child policy for admittance to children’s ministry
- Adhere to a two-volunteer room policy
- Equip our volunteers to know how to evacuate children safely in case of an emergency

## Protecting Children Before They Arrive

Ensuring a safe environment begins long before weekly services. Because we love children and desire to protect them, every applicant who wishes to serve in UBC children’s ministry is required to go through a screening process and must complete the following steps before ministry work or volunteer placement begin.

### **Screening Procedure**

#### **STEP ONE: Screening Process**

Staff members and volunteers are required to complete the UBC screening process before they begin serving. The screening process requires the staff member or volunteer to:

1. Complete a children’s ministry **volunteer application**.
2. Complete a **criminal background check** and **sexual abuse awareness training**.
  - UBC requires that staff members and volunteers avoid abusive behavior of any kind. UBC also seeks to educate all staff members and volunteers so that they can recognize potential abusers and signs of abuse, and report these instances to the appropriate authorities. Staff members and volunteers are required to report any policy violations to the pastoral assistant over children’s ministry or a UBC elder.
  - 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 UBC staff members and volunteers with the information necessary to recognize abuser characteristics and grooming behaviors, UBC requires all staff members and volunteers to complete MinistrySafe sexual abuse awareness training (live or online at [www.MinistrySafe.com](http://www.MinistrySafe.com))
3. Provide **references** that are checked by children’s ministry leaders. At least one reference check must be satisfactorily completed before serving.
4. Complete a face-to-face **interview** with children’s ministry staff or elder responsible for children’s ministry. The interview is held after the above criteria are first met by the applicant.

5. Be **members of UBC for six months** before being eligible to serve in positions providing access to children, students, or other vulnerable populations.

### **STEP TWO: Policies & Procedures Training**

Once the staff member or volunteer have completed the screening process, they will be asked to attend a policies and procedures training. All staff and volunteers who work with children are required to review the policies contained in this manual and to attend a children's ministry training that covers all items listed in this policy, as well as classroom procedures. These trainings are designed to equip our volunteers, helpers, staff, and elders with the best information to help all families have a great experience when entrusting their children to our care.

All children's ministry staff and volunteers must attend UBC's childcare training before they are allowed to work with the children. Additional training sessions will be scheduled for existing volunteers to update them on policies and procedures. Full-time staff who do not have direct contact with children will receive training on child protection policies. Parents are welcome to attend these sessions.

### **Additional Screening**

In order to ensure safe and quality care, UBC has established the following additional screening procedures:

- All volunteers must be members of UBC in good standing.
- Children or youth who are at least one grade older than the children they are assisting are welcome to help (subject to the approval of the childcare coordinator and pastoral assistant over children's ministry), but are always in addition to the adult volunteers, and are not to be solely responsible for the children in care at any point. All helpers serving with newborns and toddlers must be 16 years or older. (See glossary on page 30 for further definitions.)
- All volunteers must repeat the sexual abuse awareness training and criminal background checks every two years. Trainings must be repeated every three years, or upon revisions to the policies and procedures.

UBC reserves the right to reject any applicant for volunteer service or dismiss an existing volunteer for any reason, including, but not limited to, refusing or failing to complete screening; failing to provide requested information; providing false or misleading information; sin or suffering issues that compromise the applicant or volunteer's ability to care for children; any criminal report or charge; obtaining information from references or criminal record checks that suggest that the applicant is not suitable to help with children.

Any volunteer, helper, staff, or elder (or any UBC member) who learns of or has knowledge of misconduct by an applicant must report that knowledge to the pastoral assistant who oversees children's ministry or an elder. He or she also must be personally responsible for any legal obligation that he or she may have to disclose such information to the authorities.

UBC has a zero tolerance for abuse in children's ministry. It is the responsibility of every staff member and volunteer at UBC to act in the best interest of all children under our care. More

information on reporting policy violations, suspected abuse, and suspicious or inappropriate behavior can be found on page 14 of this handbook.

### **Paid Childcare Workers**

UBC employs part-time paid childcare workers to assist with childcare that extends beyond the church's regularly scheduled meetings. Whenever possible, we prefer that all paid childcare workers are UBC members, but will hire additional outside help when necessary. All paid childcare workers, if they are not UBC members, must meet the following requirements:

1. Complete the same screening process listed above, including completing a volunteer application, criminal background check, sexual abuse awareness training, references, face-to-face interview, and a policies and procedures training.
2. Be members in good standing of a like-minded evangelical church.
3. Follow the same expectations, policies, and procedures this handbook requires of all UBC members who serve in children's ministry.

## **Protecting Children as They Arrive and Depart**

### **Arrival and Departure Times**

Volunteers should be ready to accept children 15 minutes prior to the start of any session, so that parents and volunteers have enough time to transition and share any important information before the session begins. All nursery and preschool volunteers should check in at the children's check-in station on the 1<sup>st</sup> floor of Randall Hall before going to their classrooms.

Parents are encouraged to pick up their children immediately after the conclusion of the session. In the event that a child is not picked up within 15 minutes of the end of the session, volunteers will ask the Childcare Coordinator to locate the parents.

### **Diaper Bags & Backpacks**

All diaper bags and backpacks accompanying a child must be clearly labeled with the child's name either prior to or upon arrival. Bag tags and masking tape are available. All bottles, cups, pacifiers, diapers should also be labeled when removed from the bag. We cannot risk giving a bottle, cup or pacifier to the wrong child.

### **Checking a Child in to The Growing Place (Nursery/Preschool)**

In order to protect the children in our care, each child must be checked into their class by a parent or guardian at the check-in station on the 1<sup>st</sup> floor of Randall Hall. The parent/guardian should use this as an opportunity to note any allergies or special needs the child might have.

Once the child is checked in, the child will receive a sticker label that includes the following:

- Name
- Service the child is attending
- Classroom assignment
- Any allergies, medical concerns, or special needs
- A three-digit personal identification code

Before a child can be permitted to a classroom, the child must have a check-in label on their person. If a child does not have a check-in label, please direct the guardian with the child to the check-in station.

Upon check-in, all parents/guardians will receive two parent receipt labels with the same three-digit identification code found on their child's check-in label. If a parent/guardian has more than one child checked in, the same identification code is used for each child. The intent is for the code to be used to match the parent/guardian with the child. The code is unique to that family and changes every time a child is checked in.

### **Checking a Child out of The Growing Place (Nursery/Preschool)**

When a parent/guardian comes to pick up their child:

- The volunteer will bring the child to the door, check the parent's receipt label and remove the child's label to check if the identification codes match before releasing the child. Do not take the parent's receipt as they may need to pick up another child in a different class.
- If the codes match, volunteers should remove the child's label before they release the child to their parent/guardian. Please keep all labels until every child has been checked out of the class. Once every child has been checked out, throw all the labels away.

Only the parent/guardian who checked the child in may pick up the child. Exceptions are:

- In the event of an emergency that would result in neither parent/guardian being available to sign out the child, the child will be released to the care of an elder, staff member, or other authorized person.
- A member can send their spouse or the child's sibling, as long as they show the parent receipt label.
- A member parent may make prior arrangements with staff or ministry leader to allow for someone other than him/herself or his/her spouse to pick up the child, as long as they show the parent receipt label and the parent notifies children's ministry staff.

In the event of a lost parent receipt label, the parent/guardian should come to the check-in area for assistance. In order to receive a new label, the parent will be asked to show their driver's license (if they are not known by the volunteer) and the Childcare Coordinator or check-in volunteer will match this to the child using the computer system or visitor registration card.

Children should remain under the care of the volunteers until the parent receives a new label with a signature indicating that a check-in volunteer or staff has granted them permission to pick up the child.

### **Signing a Child in to Kid U (K–4<sup>th</sup> Grade)**

A parent/guardian should accompany their child to the appropriate classroom on the 2<sup>nd</sup> floor of the Main Hall when he/she arrives, granting permission for the child to participate in that class by signing the child into the class via the class roster outside the classroom entrance. The parent should also use this opportunity to note any allergies or special needs the child may have.

### **Signing a Child out of Kid U (K–4<sup>th</sup> Grade)**

Parents are asked to pick up their children promptly at 10:15am so that volunteers can go over any important information with them, as well as make it to the 10:30 service on time. Only parents/ guardians, or older siblings, are eligible to pick up a child from class. Children should not be released from class until a parent/guardian or older sibling checks them out.

At 10:25, any children that have not been checked out will be accompanied by the elementary coordinator and hallway monitors to the Legacy Room on 3<sup>rd</sup> floor Main Hall where parents/guardians and older siblings may pick up their children for the main service.

### **Miscellaneous Check-in**

Team-leaders and staff have the right to refuse any child at check-in. Reasons might include potential illness, behavior that endangers other children, the room being closed because the adult/child ratio, or anything else that might impair our ability to maintain a safe and secure environment.

A parent or designated guardian must be in the church building at all times while their children are checked-in, with the monthly exception of Parents' Night Out.

In a situation where the parents are divorced or separated, the custodial parent needs to meet with the pastor or pastoral assistant responsible for children's ministry to help them better understand their custodial rights. The volunteers should only release the child to the parent who has the parent receipt label. If the other parent or anyone else attempts to check-out the child, the volunteer or staff should immediately contact children's ministry leadership.

## **Protecting the Children while They Are in Our Care**

### **Two-Volunteer Rule**

For all children's classes and programs, at least two unrelated trained and approved adult volunteers must be present in each classroom at all times. Married couples may serve together but count as one volunteer toward the two-volunteer rule. Helpers are always in addition to and supervised by the two adults, and never to be left alone at any time with children. A child should never be left alone in a classroom under any circumstances.

Staff members and volunteers are prohibited from being alone with an individual child in any room or building. Policies are in place to prevent this. Prior to ever finding themselves in a situation where they could be alone with a child, the volunteer should alert a children's ministry leader to find additional help, and 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.)

Two male volunteers may not serve together in the same room without a female volunteer also being present. The only exception to this rule is when a male coordinator temporarily substitutes for a female volunteer who is taking children to the restroom.



A staff member, coordinator, or volunteer may take children out of the nursery or classroom only for a compelling reason, such as to use the bathroom or in cases of illness, emergency, or evacuation.

Staff or volunteers should never have private one-on-one, unobserved meetings or interaction with a child. When a meeting on the church premises is necessary, it should be done with at least one other volunteer present, and held with the knowledge and consent of the staff and the parents when possible.

## **Visibility**

When children's classes or programs are in session, the interior doors and windows should allow for unobstructed views from the outside of everyone inside the room.

## **Childcare Coordinator**

The Childcare Coordinator is a qualified male or female volunteer whose duties are not limited to any one classroom. Childcare Coordinators generally move about the hallways and buildings during scheduled session times to observe any unusual activity and be of service to volunteers (e.g., locating parents or substituting temporarily for another volunteer.) The Childcare Coordinator and each classroom leader should have a cell phone strictly to facilitate communication. A Childcare Coordinator is on duty during both hours on Sunday mornings and during Sunday evening services.

## **Child-to-Volunteer Ratios**

In addition to always having at least two volunteers present, we strive to maintain the following ratios:

- Children 0–11 months: two adults for every six children
- Children 12–35 months: two adults for every eight children
- Children ages 3–5: two adults for every fourteen children
- Children ages 6–11: two adults for every eighteen children

Once a ratio is met, additional children should not be accepted into a classroom until additional volunteers are added. If for any reason the ratio is exceeded, the Childcare Coordinator should be notified and asked for more volunteers in order to maintain these ratios. Whenever age groups are combined, the ratio is determined by the age of the youngest child.

## **Diaper Changing and Restroom Procedure**

### ***0 Months through 2 Years Old***

Parents of children with dirty diapers are asked to change their children prior to signing them into the classroom. Volunteers will change diapers at least once or as needed during service. Only women are allowed to change diapers. Diapers must be changed in the presence of at least one other volunteer.

- Never move away from or turn your back on the changing table while changing a diaper.
- Wear disposable gloves while changing soiled diapers and dealing with bodily fluids.
- Dispose of diaper and gloves in provided covered trash can.

- Wash your hands after changing diapers.
- Disinfect diaper-changing area after every diaper change.

### ***2 Years Old through Pre-K***

Parents should take their children to the restroom prior to drop-off. At check-in and drop-off, parents should inform staff members and classroom volunteers where their child is in the toilet training process before dropping off the child. If the child is toilet training, parents should provide a pull-up. Any special instructions given by parents should be recorded on the class roster in the class binder (i.e. My child can use the toilet, but she needs to be reminded—ask her if she needs to go”).

Each nursery and preschool classroom is equipped with its own bathroom. When a child needs to use the restroom, the female volunteer will wait outside the partially open bathroom door unless the child needs help. If the child needs assistance, the female volunteer may help, but the restroom door must remain open. The child and volunteer must wash their hands before returning to the class. Only female volunteers are permitted to help children in the restroom.

“Accidents” should be handled discretely by reassuring the child and completing the changing of diapers or underwear and clothing. Extra clothing and diapers are available in the check-in area, if the parent has not furnished a change of clothes.

### ***K to 4th Grade***

Any elementary child needing to use the restroom shall go with another child of the same age and sex. Staff members and volunteers should never take a lone child to the restroom. A female volunteer will accompany the pair to the 2<sup>nd</sup> floor Main Hall restroom. Before allowing the children to enter, the volunteer should give a verbal and visual check to make sure the restroom is clear. Children should wait to use the restroom until it is clear. The volunteer should then wait outside the closed bathroom door until the children are finished.

If a child needs assistance, the staff member or volunteer should seek out another volunteer to accompany her. If another volunteer is not available, she should go to the exterior bathroom door, knock, and ask if the child needs assistance. If the child needs help, the volunteer should leave the exterior bathroom door open when entering the bathroom and try to verbally assist the child in completing their activities, while the child remains behind the door of the bathroom stall. Any assistance with the straightening or fastening of garments should be done in the presence of another staff member or volunteer. The children must wash their hands with soap and water (or anti-bacterial sanitizer) and return with the volunteer to their classroom.

A Hall Monitor will be available to step into a classroom temporarily if necessary to maintain appropriate child to volunteer ratios and the two-volunteer rule. We ask that adults refrain from using restrooms in the children and youth areas.

### ***Special Needs***

We value all children and are committed to working with parents of children of special needs to serve those needs. Parents of children with special needs are encouraged to speak with a

children's ministry leader about how best to meet the needs of their child, including any special instructions for assisting their child in the restroom or with diaper changes.

### **Appropriate Discipline**

All children's ministry volunteers are responsible for providing a loving, respectful, and orderly atmosphere in which children can learn, play, and interact with others.

Correction should be discrete; in the classroom (not in the hallway); and never outside of the sight of others. If a child must be removed from a classroom, then a volunteer will find the Childcare Coordinator, staff, or another leader, in order to visit with the child about his or her behavior in the steps listed below.

Steps of correction might include (depending on the age of the child):

1. Removing the child from the situation or problem;
2. Pointing out the problematic behavior; talking to the child about his/her sin and need for Christ;
3. Verbally encouraging positive behavior;
4. Praying for the child and proactively redirecting to a new, acceptable activity;
5. Helping the child to reconcile with the offended children when appropriate.

### **Volunteers should view misbehavior as an opportunity to introduce children to the gospel.**

Children's ministry volunteers and staff members are strictly prohibited from using any form of physical punishment. They should never speak harsh words, insults, belittling comments, threatening words, or any other verbal humiliation to children.

If a child's behavior is uncontrollable, volunteers should ask the Childcare Coordinator to call the parents. If the child assaults, harasses, or bullies other children, misbehaves beyond minor correction, or has a pattern of misbehavior, the parents should be immediately called so the child can be removed. Volunteers, staff, or the Childcare Coordinator are only allowed to physically restrain a child if he/she is physically endangering other children. Please report any of these problems (as well as the appropriate response taken to deal with the behavior) to the pastor or pastoral assistant responsible for children's ministry. Once a child is removed from children's ministry, they can be reintroduced at the determination of the pastor and pastoral assistant who oversee children's ministry.

### **Physical Touch Policy**

Two types of relationships are important to consider: volunteer-to-child and child/teen-to-child.

#### ***Volunteer-to-Child***

While appropriate physical contact with children can be an effective means of aiding in communication, redirecting attention, calming restlessness, or showing godly love and care, it can also be misinterpreted. Particularly in our interaction with children, we want to be blameless and above reproach. The following will help workers to avoid any compromise in this area:

- Always remain in open sight of other adults.

- Appropriate touch is positive physical contact that nurtures children and develops a sense of emotional security and maturity in their interactions with adults. Appropriate touch is applied to meet the needs of children and not the adults.
- Appropriate physical contact will vary according to the age of the child. What is appropriate for nursery children (holding, rocking, sitting on laps, etc.) will not be appropriate for grade school children.
- Inappropriate touch involves, but is not limited to coercion or other forms of physical contact which exploits the child's lack of knowledge, satisfies adult physical needs at the expense of the child, violates laws against sexual or physical contact between adult and child, and any attempt to modify child behavior with physical force.
- Only women can take children to the restroom and change diapers.
- Sitting on laps is only appropriate for nursery and younger preschool-aged children.
- In general, a man will need to limit physical contact more than a woman in the same situation, especially when working with older children.
- Volunteers should refrain from tickling, rough-housing, wrestling, shoulder or piggy-back rides, rubbing, massaging, or any physical activity that might make a child feel unsafe or uncomfortable.
- Only touch children in "safe" areas and for brief time. "Safe" areas generally include hands, arms, shoulders, upper back, or gentle pats on the top of the head. Never touch a child on or near any region that is private or personal, unless when necessary while assisting in a diaper change or restroom visit.
- Never touch a child out of frustration or anger. Physical discipline is not an appropriate means of correcting someone else's child.

### ***Child/Teen-to-Child***

- No male or female under eighteen should ever be alone together while in children's ministry.
- No inappropriate touching (as defined above and in the appendix) of any kind will be accepted.
- Fighting will not be tolerated and any child participating in violent action will be dismissed from a class/program and placed into his or her parent's care.

Further guidelines on appropriate and inappropriate touch can be found in Appendix 1.

### **Parents in the Classroom**

If a new child is visiting UBC and would feel more at ease, it is permissible to allow a parent to join the child in the class until the child feels more comfortable, especially if the child is experiencing separation anxiety.

However, the presence of an adult non-member in the classroom should not become normative, and at no point is the guest to be considered as an adult volunteer, and therefore should never be entrusted with the care of children.

### **Photography and Electronic Device Usage**

Volunteers should not take pictures or selfies with children. Photos are taken for special events (VBS) or at the request of the pastoral assistant over children's ministry by designated, pre-approved volunteers. If UBC wishes to use a photo of a child, the pastoral assistant who oversees children's ministry will first get permission from a parent/guardian.

While serving, volunteers are encouraged to use their cell phones or other electronic devices only in the case of an emergency, or to contact Children's ministry staff, the Childcare Coordinator, or parents.

## **Food and Drink Policy**

One of the ways we protect children is to limit the food and drink allowed in classrooms. Volunteers are not permitted to bring food or drink with them that they intend to share with children. Volunteer food and drink should always be kept out of reach of children.

In most nursery and preschool classrooms, allergen free crackers and water are supplied for snack time during the transition between the ABF hour and main service. Parents should verbally notify teachers upon check-in about the nature of any allergy or food limitations. Volunteers are not permitted to provide any food to children beyond a church-supplied snack, even with parental consent.

*Why do we do this?* The nature of childcare is very hectic and dynamic so we cannot guarantee:

- (1) a child's bag will be properly marked at all times
- (2) the childcare volunteer will reach into the correct bag
- (3) another child won't grab food/drink and eat it
- (4) a child won't share his food/drink with other children

Some children will also struggle with allergies or react adversely even to the mere exposure of certain foods (i.e. peanuts). To limit this risk, we need to limit all food and drink in our children's ministry.

For the same reasons, we don't allow children to bring their own food and to feed themselves. We can't guarantee that volunteers will find/give the right food to the right child or that a child won't grab and eat another child's food or that a child won't share their food with others.

If a parent wants to feed their child something other than the church-supplied snack, that parent may feed them in a designated area outside of the classroom.

During Parents' Night Out parents may supply a meal for their children to be administered by volunteers in the classroom, but in order to protect children who struggle with allergies or may react adversely to certain foods, all foods should be peanut free and not shared with other children.

***Exception to this snack rule – If a child has a food allergy the parent may provide a substitute snack.***

## **Administering Snacks and Food**

In nursery and preschool, volunteers should always check each child's label for allergy information before serving a snack. If the child should not receive a snack, they will receive a red wristband upon check-in. If instructions are not clear, no food should be given to the child without clarification from the parent/guardian. The volunteer may send to clarify with the child's parent or guardian.

### ***3 months – 17 Months***

Parents may provide a snack & sippy cup/bottle labeled with the child's name.

### ***18 Months to Preschool***

An allergen free snack and water will be offered.

### ***K-4<sup>th</sup> Grade***

A small snack and water will be offered. On occasion, a treat may be sent home with children.

If a child should not be given a snack, the parent should do the following:

- Verbally notify the volunteers in the child's classroom of the allergy and that the child should not receive a snack.
- Receive a red Allergy Alert wristband from the check-in volunteers, classroom volunteers, or Childcare Coordinator and place it on the child's wrist. Red wristbands can be found at visitor check-in computer and in each classroom binder.
- Note the nature of the allergy and how to respond to an allergic reaction in the appropriate spot in the class roster.

## **Ongoing Care for Children with Allergies**

Parents of children with allergies should talk with the childcare coordinator or pastoral assistant over children's ministry about how to handle any allergic reactions. Upon parental request, allergy information about children of members may be posted in the child's classroom.

## **Security and Emergency Response**

### **Accidents, First Aid, and Medical Emergencies**

All classrooms are equipped with basic first aid kits. In the event of a life-threatening injury or illness, emergency medical services will be called and parents should be located and informed immediately.

In the case of injury, whether major or minor, volunteers should complete an "Accident Report Form" and give a copy to the parents and to the Childcare Coordinator before they leave the church campus. Copies of the "Accident Report Form" are located in classroom binders.

### **Evacuation Procedures**

Evacuation and relocation information are located on all floors of each building, as well as in each classroom. Volunteers and parents should familiarize themselves with this information. When a class must evacuate the building, volunteers should do a headcount of children and bring the classroom binder with them if it is safe to do so and time permits.

- **Tornado** – elementary children will take shelter in the interior (no window) classrooms on 2<sup>nd</sup> floor Main Hall. Classes meeting on the 1<sup>st</sup> Floor of Randall Hall will take shelter in the Randall Hall stairwell or the playroom (Room 108). Classes meeting on the 1<sup>st</sup> floor of Chism Hall will take shelter in the interior of Chism Hall or the bottom stairwell of Randall Hall.
- **Power Outage, Winter Storm, etc.** – In the event of a power outage throughout the UBC campus, children and volunteers should remain in their classrooms until parents have come to pick up their children. Parents will be notified to pick up their children immediately.
- **Earthquake** - All doors to classrooms and to the outside will be opened. Children will be instructed to get under the tables in the classroom. Children will not be taken outside until it is safe to do so.
- **Threatening Intruder** – UBC staffs a FPD officer to be on campus during the ABF hour and main service on Sunday mornings to help deter threatening activity. If someone is threatening to come into our building to do harm, staff will be notified by two-way radio or cell phone to lock all classroom doors and children will be moved away from the door and windows, and police will be immediately called by the UBC Safety Team. Parents are not to come into the building until it is safe.
- **Active Shooter** – In the event of an active shooter on campus, volunteers should follow the Run, Hide, Fight protocol. If it is safe to do so, volunteers and children should evacuate the building as quickly as possible. Once it is safe to do so, volunteers should call 911. If running is not a safe option, close and lock all doors, barricade the doors with heavy furniture, turn off the lights, silence all electronics, and hide in as safe a place as possible. If neither running or hiding is a safe option, adults should try to disrupt or incapacitate the shooter by using aggressive force and items in their surroundings, such as a fire extinguisher or chairs. A step-by-step procedure for responding to an active shooter can be found in Appendix 5.
- **Fire, Bomb Threat, Gas Leak, etc. (anytime we must immediately evacuate the building)** – All nursery and preschool children with their teachers will evacuate to the northwest parking lot of UBC (Red Lot D) on Maple Street. Elementary students and their teachers will evacuate through the Vandevanter doors on the 1<sup>st</sup> Floor of the Main Hall and relocate to the northwest parking lot (Red Lot D). If we cannot re-enter the building in a reasonable amount of time, children will be relocated\*.

\* In case of any catastrophe or disaster that requires **relocation**, children and their teachers will walk to:

**Washington Elementary School**  
425 N. Highland 479-444-3073  
(Two blocks east on Maple Street from UBC)

Children with any special needs will be transported by a volunteer/deacon/elder/staff member in their personal vehicle.

## Healthy Child Policy

## **Communicable Disease Policy**

In order to prevent the spread of communicable diseases among the children, several guidelines are in place:

1. Sick children should be kept home until they are no longer contagious. Children should be free of a fever, vomiting or diarrhea for 24 hours before coming to children's ministry.
2. Volunteers will use disposable latex gloves and proper hygiene procedures to change diapers, wipe noses, and handle blood spills.
3. Hand washing or use of anti-bacterial hand sanitizer must be a regular habit for both children and volunteers.
4. All soiled linens (i.e. sheets, clothing) should be treated as potential infectious agents.
5. Toys and equipment should be washed and disinfected regularly. In rooms with children ages 23 months and below, remove toys that children have mouthed from the general play area. Set them in the container by the sink and wash.
6. At the end of the session, rooms should be disinfected with disinfectant spray.
7. UBC is dedicated to preventing the spread of disease among the children. Childcare coordinators and the pastoral assistant over children's ministry have the right to refuse a child on the basis of questionable symptoms. To prevent this, parents are asked to use good judgment and common sense when considering their child's health.

Children who appear ill during a class will be kept at the check-in area with a volunteer while the Childcare Coordinator locates the parents.

If a volunteer or parent becomes aware that a child has contracted an illness at UBC they should notify the Childcare Coordinator so that they can notify other parents.

Neither volunteers nor church staff may give any medication to any child.

Parents of children with special needs are encouraged to contact the pastoral assistant over children's ministry *before* checking a child into a class. This allows the staff to assess the needs of the child and assist parents in transitioning their child into a classroom setting.

## **Neglect & Abuse Prevention, Reporting and Response**

UBC will ensure that a caring response is always provided to any suspicion or witnessing of neglect or abuse. Every allegation of neglect or abuse will be taken seriously. Proper guidelines for handling such complaints will be followed diligently and exhaustively. The victim(s) and victim's family will be cared for by the church in whatever way is available. Situations will be handled forthrightly with due respect for all parties' privacy and confidentiality.

### **Definitions**

According to the state of Arkansas child maltreatment means abuse, sexual abuse, neglect, sexual exploitation, or abandonment by the caretaker of the child (a parent, guardian, custodian, or foster parent). The caretaker may be anyone who is age 10 or older and entrusted with the child's care. Child maltreatment occurs when the caretaker harms the child or lets harm come to the child, or fails to meet the child's basic needs.



Sexual abuse, in particular, is any tricked, forced, manipulated, or coerced sexual activity for the pleasure of the abuser.

Child spiritual abuse is the use of spiritual authority (the Bible or church authority) to emotionally, physically, and/or sexually abuse a child.

For further definition and explanation of child abuse, neglect, and maltreatment you can visit the AR department of human services website at

<https://humanservices.arkansas.gov/images/uploads/dcf/PUB-357.pdf>

## **Prevention**

UBC takes protection against and reporting of neglect and abuse very seriously. In an effort to prevent abuse and neglect, we:

- Educate and equip staff and volunteers about neglect and abuse through sexual abuse awareness training.
- Adhere to the procedures and guidelines as set out in this policy manual. Many of the policies are written to protect children, including the two-adult rule, visibility guidelines, and diaper and bathroom policy.
- Train and screen all staff and volunteers prior to contact with any children.
- Require all staff and volunteers to submit to a criminal background check prior to joining staff or serving.
- Repeat screening procedures and criminal background checks for full-time staff and volunteers every two years.
- Require volunteers and staff to be members for at least six months prior to serving in children's ministry.

Any instance of suspected or observed abuse or neglect should be handled with the following guidelines.

## **Reporting of Neglect & Abuse**

### **Point of Contact for Reporting**

Anyone who suspects, witnesses, or has any reason to believe that a child has been or is likely to be neglected and/or harmed or threatened with abuse in any form should immediately contact that pastoral assistant over children's ministry or a UBC elder.

Volunteers should always act in the best interest of the child when they have reason to suspect abuse. Reasonable suspicion includes one or more of the following:

- You have received disclosure from a child about abuse, neglect, or boundary violations (inappropriate touching, grooming behaviors, etc.). The child has told you that he or she is being abused by an adult, or states that another child has been engaging in sexual harmful behaviors with them.
- You have received disclosure from a child that they have sexually harmed another child.
- You have received disclosure from an adult that they have sexually abused a child.
- You have witnessed a pattern of physical or behavioral signs of abuse or neglect, either in the child or parent/caregiver, or both (**see Appendix 2 for signs of abuse and neglect**).

- You have witnessed any signs of the grooming behaviors from an adult or youth that are characteristic of abusers (see MinistrySafe Sexual Abuse Awareness Training).
- You have witnessed a pattern of boundary violations by an adult or youth.
- You have intervened in boundary violations, and yet the person continues with similar behaviors.

Reasonable suspicion also includes questionable behavior (overly flirtatious behavior, shoulder massages or other intimate acts, etc.) and/or possible offenses (volunteers observing actual abuse or possible evidence of abuse, like abrasions, lacerations, etc.).

Any person who serves as the initial point of contact is required to report all allegations and/or eye-witness accounts to children’s ministry leadership or an elder. After an elder has been notified, the elder will work with the reporter to contact the appropriate authorities.

Every allegation will be taken seriously. These procedures will be followed diligently, exhaustively, and without delay.

If a parent, volunteer, staff person, or otherwise observes inappropriate behavior or policy violations that warrant concern but are not abuse, that individual should share their concern as soon as possible with children’s ministry staff or an elder.

### **Guidelines for Mandatory and Permissive Reporters**

In reporting of neglect or abuse to the authorities, it is important to distinguish between permissive and mandatory reporters.

A mandatory reporter is defined by 2010 AR Code § 12-18-402 and includes but is not limited to social workers, teachers and other school personnel, physicians and other health care workers, mental health professionals, childcare providers, law enforcement officers, and domestic violence workers, clergy, foster care provider, DHS staff and anyone trained in recognizing abuse and neglect.

Permissive reporters include anyone who is not a mandatory reporter, which could possibly be the majority of UBC’s volunteers and staff. The church has a moral and ethical obligation to report any neglect and abuse, so if the person suspects or witnessed or has knowledge of neglect or abuse, the person must talk to the point of contact for reporting—the pastoral assistant over children’s ministry, the pastor who oversees children’s ministry, or any elder at UBC.

If the person who suspects or witnessed or has knowledge of neglect or abuse is a mandatory reporter, he or she must follow the guidelines and laws set out for mandatory reporters. He or she must fulfill his/her obligations to the law, including reporting to Department of Human Services. At no time will the mandatory reporter be prohibited from reporting, even if their consultation with staff or leadership in the church results in a disagreement.

If the person who suspects or witnessed or has knowledge of maltreatment is a permissive reporter, they should contact the pastoral assistant over children’s ministry and/or the pastor who oversees children or any UBC elder before reporting.

Because permissive reporters do not have professional training or experience in recognizing abuse, they should report first to the pastoral assistant over children's ministry or any UBC elder. If reporting to appropriate authorities is deemed necessary by the points of contact, then that person must report.

Anyone who suspects child abuse or neglect may report. **If you need to report, please call the Crimes Against Children Hotline at 1-844-728-3224 or 1-800-482-5964.**

While Arkansas state law currently delineates between mandated and permissive reporters, UBC encourages every volunteer and staff member who serves with the children entrusted to our care to view themselves as a mandated reporter. Everyone who serves in the children's ministry of UBC has been thoroughly trained to recognize signs of abuse and abusers, and should feel the individual responsibility to report suspicion to the Crimes Against Children Hotline. If you feel you need to report and would like assistance, please immediately contact the pastoral assistant over children's ministry or an elder.

### **More Guidelines on Reporting**

When calling the hotline, the following information will be helpful:

- The name, age, gender and address of the victim(s).
- The name, age, gender and address of the alleged perpetrator/offender(s).
- The nature, frequency, date(s) and location(s) of the abuse alleged to have occurred.
- The relationship between the victim and the alleged perpetrator/offender.
- Other evidence that supports the allegations (eyewitness, medical exams, confessions, etc.) Keep all information factual and non-subjective.
- Other important information would be the parent/guardians name, contact phone number and school the victim attends

### **Before you report child maltreatment**

#### ***What should a volunteer, staff, or elder do when they suspect, hear about or observe what appears to be a sign or symptom of neglect or abuse?***

Talk immediately with the pastoral assistant over children's ministry or an elder. The volunteer, staff, or elder should document this information on the "Child Abuse Reporting" form, which is available in every class binder and Appendix 3 of this document.

#### ***What should children's ministry staff or elders say or do with the child who is allegedly neglected or abused?***

Only trained mandated reporters should talk with children regarding questions of alleged maltreatment. This includes the pastoral assistant, an elder, or staff member. Talk with the child and find out how the injury happened, though be careful of the level of detail you pursue. The way questions are asked could possibly hinder investigation from law enforcement officials. Also, asking for too much detail might be harmful for a child as it causes them to relive the abusive experience. If the child is describing what might be abuse, the objective is to obtain very general information that may help substantiate or alleviate the suspicion. Ask the child open-ended questions and get them to relay the event in their own words.

Be careful to not suggest answers to the child and be sensitive to the fact that the child will be scared to tell the story, sometimes out of fear that it will upset adults or will not be believed. Write out a report that should include signs or symptoms observed, notations about bruises or injuries that are visible, a summary of the conversation with the child, and a description of any emotions expressed by the child. Do not ask the child to undress in order to show bruises or injuries that are not visible. Include all of this information on the “Child Abuse Reporting” form, which is available in every class binder, as well as Appendix 3.

***What should volunteers or staff report when they hear of a story of abuse?***

Note what the child said happened, who the child was with when it happened, where it happened, and when it happened. All of this should be documented on the “Child Abuse Reporting” form located on Appendix 3.

***What should a volunteer or staff do when they observe an incident that may be abusive?***

Immediately intervene to protect the child; follow-up immediately with the pastoral assistant or an elder; write out a report about the incident (using the child abuse form); and act in accordance with all reporting laws. The volunteer or staff should keep an on-going log of the suspected person’s behavior and anything else that is relevant concerning the person or the child or their relationship.

***How Can We Learn About the Different Laws, Regulations, and Guidelines in Arkansas?***

You can visit the DHS website for Child Protective Services: How to report child abuse or neglect: <http://humanservices.arkansas.gov/dcfs/pages/childprotectiveservices.aspx>

**Response to Neglect & Abuse**

When reporting, have the “Child Abuse Reporting Form” ready to ensure accurate and detailed information. Call the Crimes Against Children Hotline at **1-800-482-5964**. Reporting can be kept confidential. You can request a copy of the report in writing. Instructions can be found at the DHS website: <http://humanservices.arkansas.gov/dcfs/pages/childprotectiveservices.aspx>

**Who should be notified?**

The church will seek professional assistance when deemed appropriate by the elders. Notification will be limited to those who need to know about the allegation and to those who can provide assistance in responding to neglect or abuse. The church will:

- Report suspicions, firsthand accounts, self-admissions of guilt, or any knowledge of abuse to civil authorities. Full cooperation must be given to civil authorities. UBC takes any allegation of abuse seriously and will not tolerate any incident of sexual misconduct or abuse. Such incidents are unscriptural and antithetical to the gospel. UBC will support the efforts of law enforcement to investigate, and, if substantiated, to prosecute any instance of abuse.
- Notify church disciplers, counselors, or medical personnel in order to obtain ongoing care for the victim(s) and the victim’s families. The church desires to extend care and support in whatever ways possible to victims and their families.
- Notify an insurance agent, denominational leaders, or any other outside officials.
- Notify and consult with a church attorney.

- Allegations must be handled forthrightly and with due respect for the privacy of all involved parties. After consulting with the proper authorities, the elders of UBC will consider and address any further action the church must take in accordance with our Statement of Faith, Church Covenant, and other governing documents regarding the alleged perpetrator.

### **Confidentiality**

The church, as well as permissive or mandatory reporters, will maintain confidentiality to the extent that it deems appropriate for the care of its members and consistent with applicable law. Allegations and suspicion should be reported only to the persons specified in this policy manual.

### **Response to Media**

If appropriate, the UBC elders will respond to the media. Normally, one elder or member will be designated by the elder board to speak to the media on behalf of the church. A written statement should be distributed at the time of media disclosure. Great care should be taken to disclose only facts and not suspicion. Disclosed facts might include the nature of the abuse allegation and when the alleged abuse happened. Great care should be taken to protect the identity of all parties involved (the alleged abuser and victim). Alerting the media lets the alleged victim know that allegations will be taken seriously and gives other vulnerable members of the community a chance to be protected.

### **Summation of Reporting Steps**

In summary, if you have reasonable suspicion that a child has been or is being abused by an adult or another child, please immediately report that suspicion to the pastoral assistant over children's ministry or to an elder of UBC. If you are the initial point of contact, you are required to report all allegations and/or eye-witness accounts of abuse to children's ministry leadership or an elder. The pastoral assistant or elder will then work with the initial reporter to contact the appropriate civil authorities in accordance with mandated reporter laws. Your job, whether a mandated or permissive reporter, is always to act in the best interest of the children entrusted to our care. Communication is key in both preventing abuse and protecting children from abusers.

# APPENDIX 1

## **Inappropriate and Appropriate Touch**

UBC is committed to protecting the children under our care. To this end, UBC has implemented the following physical contact parameters, which promote a positive, nurturing environment for our Children's Ministry while protecting children. The following guidelines are to be carefully followed by anyone working in UBC children's ministry activities.

### **Inappropriate Touching**

- Shoving, hair pulling, shaking, slapping, pinching, biting, kicking, hitting, or spanking a child for any reasons.
- Squeezing of arm, neck, face, or any parts of the body.
- Tickling is not permitted. It is over stimulating and is considered by some professionals to be a deceptive device that could lead to inappropriate touching.
- A child sitting on laps of adults is inappropriate for preschool-aged children and older.
- Holding or restraining children on the lap. However, holding a preschool-aged child is appropriate for short time spans when comfort is needed by the child or the child's behavior is out-of-control or endangering other children.
- Touching a child in the genital areas except for younger and developmentally delayed children requiring a diaper change, bathing/washing and assistance with toileting procedures. Otherwise, touch in the genital area is only permitted by medical personnel in case of injury or suspected injury.
- Kissing a child on the lips, neck, or anywhere else. A child should never be allowed to kiss a staff member, volunteer, or another child on the lips, neck, or anywhere else. Children are also not allowed to kiss one another. (Note: A kiss is appropriate on the cheek when it is included in a greeting).
- Slapping a child on the behind, even when playing.
- Fondling children, even in non-private areas.
- Carrying a child on the back unless the child is unable to walk.

### **Appropriate Touching**

- A comforting pat on the shoulder and back, or allowing an emotionally distressed child to lean their head on your shoulder is appropriate.
- Back rub to help comfort, or put an irritable child to sleep is appropriate.
- High-Fives, handshakes, or the touching of two fists are appropriate and recommended touch, especially when interacting with older children.
- Holding hands is permitted with children 10 years and under when initiated by the child, or when helping a child to walk, climb stairs, etc.
- Holding a child firmly with your hands to restrain him/her is appropriate when it is used to prevent a child from an accident, injury, hurting self, others, or you.

## APPENDIX 2

### **Definitions and Signs of Abuse and Neglect**

UBC is dedicated to providing a caring response to any suspicion or witnessing of child abuse or neglect. We take every allegation very seriously, and are committed to following all reporting laws in accordance with Arkansas state law. Anyone who suspects, witnesses, or has any reason to believe that a child has been or is likely to be neglected and/or harmed or threatened with abuse in any form should immediately contact the pastoral assistant over children's ministry or a UBC elder.

The following is intended to help our staff and volunteers know what to look for and when to report, if they reasonably suspect that a child is being abused.

#### **Child Abuse**

##### ***Definition of Physical Abuse***

Physical abuse occurs when a parent or a person responsible for the child's welfare:

- Inflicts a physical injury to a child that is non-accidental, including bruises, bites, bone fractures, cuts, welts, and burns
- Creates a substantial risk of physical harm to a child
- Violates a court order that prohibits the perpetrator from having access to the child
- Deliberately inflicts cruel or unusual treatment which results in physical or mental suffering by the child;
- Inflicts **excessive** corporal punishment (NOTE: If physical injury occurs during overly harsh discipline, it doesn't matter if the caregiver didn't intend to hurt the child.)
- Gives or allows a controlled substance to be given to a child under 18 years of age
- Exposes the child to the manufacture of methamphetamine

##### ***Possible Signs of Physical Abuse:***

Some children show obvious, outward signs of abuse, such as:

- Unexplained marks on the body (cuts, bruises, welts, burns, black eyes, fractures or dislocations)
- Bruises or welts in various stages of healing, or in clusters or patterns in the shape of an object, like a belt or an electrical cord
- Pattern burns, such as cigarette burns, iron burns, burns in the shape of a specific object, or scald burns in an immersion pattern
- Marks hidden from typically exposed areas of skin

Other children may show more subtle indicators, such as behavioral changes, including:

- Extreme vigilance or watchfulness
- Bullying smaller children
- Poor social interactions
- Extreme fear of parents or caregivers (e.g. does not want to go home)
- Harming animals

NOTE: You may notice some of these signs after a child has missed church activities for a period of time. However, some children will not display any overt behavioral changes.

### **Possible Signs of Emotional Abuse:**

Emotional abuse may cause children to have trouble functioning at their normal performance level. Substantial impairment of functioning as a result of emotional abuse may only be reported to the Hotline by specific professions including: medical or mental health professionals, teachers, and daycare workers.

## **Child Sexual Abuse**

### ***Definition of Sexual Abuse:***

Sexual abuse is any tricked, forced, manipulated, or coerced sexual activity for the pleasure of the abuser. Sexual abuse occurs when a parent or a caregiver commits any of the following acts:

- Sexual penetration. This means any contact between the sex organ of one person and the sex organ, mouth, or anus of another person. Acts include vaginal, anal, and oral sex.
- Sexual molestation of a child. This occurs when the perpetrator touches the child or asks the child to touch him for the sexual gratification or arousal of the perpetrator or the child. Examples include fondling a child or having the child fondle the perpetrator.
- Sexual exploitation. This is the “sexual use of a child for sexual arousal, gratification, advantage or profit,” as defined by DCFS. It includes child pornography, forcing a child to watch sex acts, or exposing genitals to a child.

### ***Possible Signs of Sexual Abuse:***

Some children who are sexually abused may show one or more of the following signs:

- sexual knowledge beyond what is age appropriate
- discharge, recurring pain, or itching in genital or anal areas
- sexually transmitted diseases
- frequent bladder or urinary tract infections
- genital injury
- unexplained regression or fear
- marks with varying histories of causes

Some children may exhibit sexual acting out behavior:

- Some **examples of sexual acting out behavior** include, but are not limited to:
  - **A child forcing another person to do things that are sexual in nature.** For example, a child telling another person to take off his/her clothes or trying to forcibly undress the other person. Another example is a child who aggressively tries to touch the genitals of adults or other children and gets angry when they are prohibited from doing so.
  - **Sexual acts that children do with themselves.** These may include exposing their genitals in public and getting angry when told not to do so, or touching/rubbing their own genitals to the point of hurting themselves.
- It is also important to assess the developmental age of the child or children and to consider any differences in power between them:



- When **two children of the same age** are involved in sexual exploration, it may be perfectly normal. It becomes a point of concern when one child uses force, bribery or threats, or when the acts show sexual knowledge that is not appropriate for the child's age. For example, it is not "age appropriate" for a 4-year-old child to ask another 4-year-old child to perform oral sex.
- Adults should be aware, not only of the age of the children, but also their **developmental level and power position**. If two ten-year-olds are engaged in sexual behaviors, but one of them is developmentally delayed and functioning at a 4-year-old level, you should suspect child abuse. Also, if one child is physically larger or stronger than the other child, this should raise your suspicion.

NOTE: Some children will NOT display any overt behavioral changes. Sexual predators often abuse children in ways that do not leave physical signs, such as fondling the child, exposing themselves to the child, or having the child perform sexual acts on the adult. Even sexual penetration of a child does not always leave obvious physical signs of abuse.

***Definition of Sexual Exploitation:***

Sexual abuse does not always involve an offender touching a child inappropriately. Sexual exploitation includes a child being allowed or encouraged to participate in prostitution, obscene photography or filming or obscenely depicting, posing or posturing a child.

**Child Neglect**

NOTE: A single incident regarding the neglect indicators does not necessarily meet the legal definition of neglect.

***Definition of Child Neglect:***

According to DCFS, neglect occurs when a parent or responsible caretaker fails to provide these minimum requirements for their child:

- adequate supervision
- medical care/attention
- food, clothing, or shelter

Neglect may also include significantly delaying the provision of these necessities (such as failing to take a child who has a broken bone for medical treatment). Other forms of neglect include taking illegal drugs during pregnancy, placing a child at risk of harm, or exposing a child to hazardous living conditions. Any child who is present during the manufacture of methamphetamine is considered abused and/or neglected.

NOTE: Poverty does not necessarily equate with neglect. Most parents are able to provide the minimum requirements for their child.

***Possible Signs of Child Neglect:***

- Often hungry in the morning
- Poor hygiene
- Evidence of no or poor supervision

- Underweight, poor growth, failure to thrive
- Dressed inappropriately for the weather
- Erratic attendance

***Definition of Medical Neglect:***

Medical neglect is lack of medical/mental treatment for a health problem or condition, which if left untreated could become serious or cause long-term harm. This includes lack of follow-through on a prescribed treatment plan if it could cause serious or long-term harm if the plan is not followed.

## APPENDIX 3: **Child Abuse Reporting Form**

Instructions: If a volunteer, staff, or elder suspect, hear about, or observe signs or symptoms of abuse, please:

1. Talk immediately with the pastoral assistant over children's ministry or an elder;
2. Document any relevant information on this form.
3. Together with the pastoral assistant or elder, contact the Arkansas Crimes Against Children Hotline at 1-844-728-3224 or 1-800-482-5964.

This report should include signs or symptoms observed, notations about bruises or injuries that are visible, a summary of what the child said, and a description of any emotions expressed by the child. Do not go back and interview the child. Fill this form out based on whatever information has already been obtained.

Today's Date: \_\_\_\_\_ Name of Child: \_\_\_\_\_

Name of Parent/Guardian: \_\_\_\_\_

Name of Volunteer: \_\_\_\_\_

Name of all people notified: \_\_\_\_\_

Name of all alleged perpetrator (if applicable): \_\_\_\_\_

Signs or Symptoms of Abuse Observed:

Bruises or Injuries that are Visible:

Emotions expressed by the Child:

Summary of the Conversation with the Child:

Anything Else that is Relevant:

**APPENDIX 4:**  
**Injury or Accident Report Form**

Instructions: In the event of an injury or accident involving a child during a UBC children's ministry related activity or if a child is exposed to bodily fluids (blood, urine, stool, or vomit) other than their own, please complete this form and notify a Childcare Coordinator or member of the children's ministry staff about the nature of the incident. Upon parent pick-up, the ministry leader and volunteer should inform the parent/guardian of the nature of the injury or accident. Parents should sign and date this form acknowledging they were notified. A copy should be given to the parent/guardian. The original should be retained by the pastoral assistant over children's ministry.

Today's Date: \_\_\_\_\_

Name of Child: \_\_\_\_\_

Name of Parent/Guardian: \_\_\_\_\_

Name of Volunteer who responded: \_\_\_\_\_

Name(s) of Other Witnesses: \_\_\_\_\_

Time of Injury: \_\_\_\_\_ Room Where Injury Occurred: \_\_\_\_\_

Location of Injury on the Child:

Explanation of Circumstances (please be thorough):

List Any Care Administered to the Child:

**Signature of Volunteer:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature of Parent:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature of Children's Coordinator:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## APPENDIX 5

### **Active Threat Response, Missing Children, and Security Door Lockdowns**

#### ***An Active Threat***

An active threat includes a shooting or any other type of security hazard.

#### Step 1: Volunteers and staff evacuate children

- As soon as a volunteer is confronted with a real threat, they should respond immediately. If it is safe to do so, their first course of action should be to evacuate the building with the children under their care as quickly as possible. Once out of the building, convene in a safe area away from the building.
- Under no circumstances should children be abandoned by volunteers during evacuation.

#### Step 2: Volunteers and Staff Communicate the Danger

- When it is safe to do so, whoever sees or hears the active threat should notify the nearest UBC Safety Team member, Childcare Coordinator, or children's ministry staff about the problem. The Childcare Coordinator or staff should then notify other volunteers.
- When it is safe to do so, 911 should be called. Give the following information:
  - Location and nature of threat
  - If shots have been fired, tell police we have an "active shooter." Fayetteville PD is specifically trained to respond to active shooter situations.

#### Step 3: Hide

- If running is not a safe option, hide in a safe place as possible.
- Close and lock the door. Barricade the door with furniture.
- Close and lock windows and close blinds.
- Turn off the lights.
- Silence all electronic devices.
- Maintain silence.
- Move children away from the door and have them lie or sit on the floor out of the sight of any interior windows.

#### Step 4: Volunteers Fight the Active Threat

- If neither running or hiding is a safe option, as a last resort, when confronted adults should try to disrupt or incapacitate the shooter by any means necessary. Use aggressive force and items in your environment, such as chairs or a fire extinguisher.
- Under no circumstances should children be allowed to confront the potential danger.

After the area has been made safe and secure by police, staff or elders will give the "all clear" sign to anyone who is in lock-down mode.

#### ***Missing Child or Kidnapping***

In the case of a missing child, the staff will first do a thorough check of the children's ministry area to make sure the child is not in another part of the building. If the child is not found after a thorough check, the UBC safety team will be notified, each of whom will then monitor their assigned door until otherwise notified by staff or an elder. The Childcare Coordinator and other volunteers will continue to search for the child until they are found. If the child is not found, staff and elders will call police to secure further help.

In the case of a kidnapping, staff should call 911 to secure help from the police and alert the UBC safety team, each of whom will monitor their assigned doors and parts of campus until otherwise notified by an elder or the deacon of safety.

### ***Security Door Lockdowns***

Only visitors seeking to check-in their children, credentialed parents/guardians, volunteers, staff, and elders are permitted on the 1<sup>st</sup> floor of Randall Hall, 1<sup>st</sup> floor of Chism Hall, and 2<sup>nd</sup> floor of the Main Hall. All other members and visitors are encouraged to find alternate routes across campus.

All exterior doors to UBC will be manned or locked beginning at 9:00am on Sunday mornings. Interior maglock doors leading to the 1<sup>st</sup> Floor Randall Hall preschool hallway and Chism Hall nursery will be closed and locked beginning at 8:45am or whenever children are present. The Childcare Coordinator and Check-in Volunteers can assist in allowing credentialed visitors, parents, and volunteers into those hallways. Others will not be permitted to use these hallways and will be encouraged to use alternate routes to access other parts of the church campus.

All exterior doors to UBC will be locked at 10:45 on Sunday mornings, except for the Main Hall front doors. Parents needing to access the preschool and nursery areas in Randall and Chism Hall must enter through the 1<sup>st</sup> Floor Randall Hall door located on the 3<sup>rd</sup> floor of the Main Hall. A UBC Safety Team member will greet the parent at the door. Before the parent can be permitted through, the parent must show the safety team member their parent receipt label they received at check in. If the parent has lost their parent receipt label, the Childcare Coordinator or pastoral assistant over children's ministry should be notified and escort the parent to their child's class and help them receive a new receipt label.

## APPENDIX 6

### **Playground and Playroom Usage**

Two outdoor playgrounds, as well as two indoor playrooms, are available for preschool-elementary children to use during church related activities when weather permits. Both playgrounds are located on the southeast corner of the UBC campus, in between the Main Hall and The Chapel. One indoor playroom is located on the 1<sup>st</sup> floor of Randall Hall (room 108), and the 2<sup>nd</sup> floor of Randall Hall (room 208).

Supervision of outdoor and indoor play ensures the safety of all children. The same procedures outlined in this policy are to be enforced on all play structures and in all playrooms. Volunteers are to be stationed at strategic locations throughout the playground at all times, reducing the risk of injury. Because these areas are areas of greater risk for injury or peer-to-peer sexual abuse to occur, volunteers are expected to give extra attention to these areas and to engage with students during indoor and outdoor playtime, patrolling the area, and using verbal supervision to maintain observation of all children at all times. Volunteers are not permitted to use their cell phones in these play areas unless in the event of an emergency.

On the outdoor playgrounds, staff members and volunteers are to circulate, watching children during play periods, giving particular attention to the area which are not easily seen from all viewpoints (i.e. under slides, in corners, behind structures, etc.). Any two children together in an unseen or less easily viewed area should be redirected to another (more open) area of the playground.

Two volunteers (at least one female) should be on the playground and in the playroom at all times. At no point should children be left alone on the playground or in the playroom. Any unsafe equipment should be reported to the Childcare Coordinator or children's ministry staff. Any class using the outside playgrounds should notify the UBC safety team member located at the 1<sup>st</sup> floor Randall Hall entrance before they leave the building.

#### **Maximum Occupancy for each playground:**

Upper: 25 children

Lower: 35 children

## Appendix 7

### **Glossary**

Adults are individuals eighteen years or older.

Minors are individuals under eighteen years of age (under AR law and for most state laws).

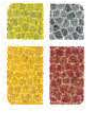
Staff is the paid employees of the church. All full-time church staff are required to receive a background check regardless of whether or not they have direct contact with children.

Volunteers are members of UBC, with the exception of paid childcare workers, who work with children and are not in the employment of the church. All volunteers who serve in children's ministry are required to go through both the children's ministry training and screening procedures before they serve. Volunteers include childcare workers, childcare coordinators, teachers, and anyone else who serves the children. The term 'volunteer' is used throughout this policy manual as an all-encompassing term for anyone who serves the children and is not church staff.

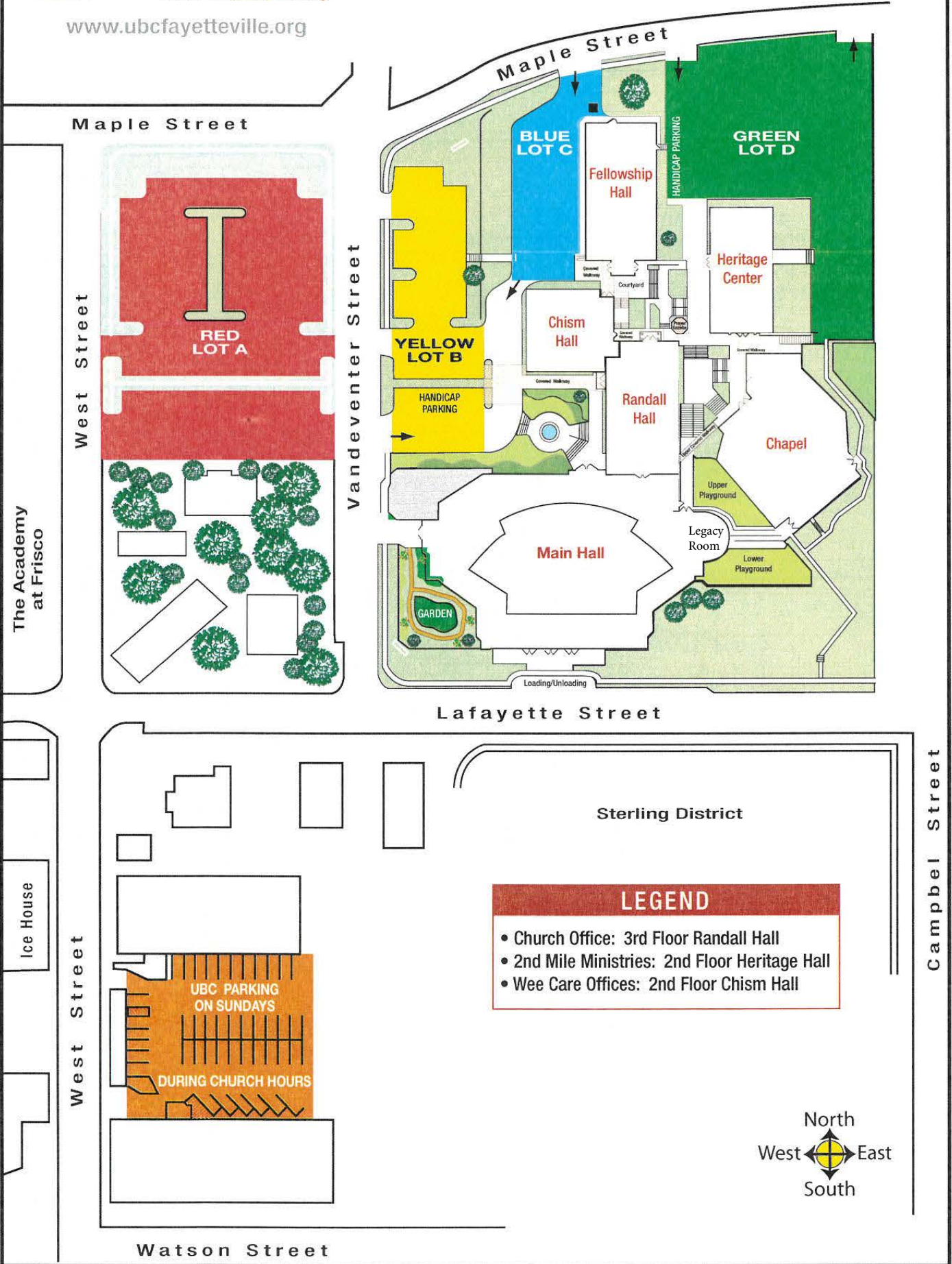
Helpers are minors who are at least one grade older than the children they are assisting and are assisting in some area of children's ministry alongside an adult. Helpers do not count towards the adult-to-child ratios. Helpers must be children of members; may or may not themselves be a member of the church; may not go through childcare training, but will be vetted by the children's ministry staff. Helpers will be supervised by the adult volunteers in the same room.

Pastors/elders are elected officers of the church who serve the church by providing teaching and leadership to the congregational as a whole. They must go through both the children's ministry training and screening procedures if they are to serve in children's ministry, just like any other volunteer.





# Campus Map



**LEGEND**

- Church Office: 3rd Floor Randall Hall
- 2nd Mile Ministries: 2nd Floor Heritage Hall
- Wee Care Offices: 2nd Floor Chism Hall



