



Volunteer Ministry Handbook

Revised Spring 2009

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Ministry Practices at Main Street Baptist Church

These standards are set forth to provide a safe and nurturing environment in which children and youth can come to know and grow in Christ. We view ourselves as partners with parents/guardians, seeking to provide quality care and instruction in our ministry to the family.

*All your children will be taught by the LORD,
And great will be their peace.
Isaiah 54:13*

At Main Street Baptist Church:

- Children/youth are valued as precious - worthy of the most honourable treatment.
- We are committed to providing a safe, welcoming environment.
- We understand our obligation to teach, uphold, walk alongside and nurture the emotional, physical, spiritual and social health of our children/youth.
- We understand our obligation to provide a refuge from a fallen world by modelling the genuine love of Christ.
- All children/youth will be treated fairly, equitably, with dignity and respect.
- The behaviour of staff and volunteers working with children/youth will be exemplary at all times and serve as a model for children/youth to emulate.

Main Street Baptist Church is committed to the following:

- All volunteers will read the Volunteer Ministry Handbook. Those seeking to volunteer with Children & Youth Ministries must complete and sign the Volunteer Application Form (see Forms - Page 20-21). This is to be submitted to the Associate Pastor, who will review the information with you. All sensitive information will be kept strictly confidential.
- Volunteers must also submit a Criminal Record Check. (This needs to be done every three years.) Someone with a criminal record seeking the opportunity for Volunteer Ministry will be asked to meet confidentially with a Pastor(s). At the discretion of the Pastor(s) the individual may be asked to meet with a committee composed of members of the Pastoral Staff and Deacons Board to discuss the implications, if any, for their ministry at MSBC. Anyone who has been accused, convicted or is under suspicion of crimes against children/youth will be excluded from working with children/youth.
- MSBC will follow the "Six Month" rule. Volunteers will be accepted for any ministry with children or youth or any teaching ministry only after they have been regular attendees or members of MSBC for a period of six months. (This provision may be waived, at the discretion of a Pastor, where the person is transferring from another church and has a letter of recommendation signed by the Pastor of that church.)

NOTE: Children are those age 0 to age 11; Youth are those age 12 to 18.

Volunteers are responsible to uphold their responsibilities as outlined in this handbook.

The Christian Education (CE) Board of Main Street Baptist Church will ensure that:

- All of our volunteers are trained in the expectations of Volunteer Ministry at MSBC. For those who work with children or youth, this training will include how to understand the nature of child abuse and how to carry out our policies to prevent abuse happening at MSBC.
- All guidelines are strictly enforced.
- An annual training program is scheduled each Fall as school begins and church programs gear up for the new church year. Additional classes will be scheduled as required.

1. Safe Environment

Workers should always conduct themselves in a Godly manner, being an example of obedience to God and showing respect to those in their care.

Programs that involve children and youth must always include adequate supervisory personnel. Supervision should also be maintained before and after the event until all children are in the care of their parents or legal guardians.

Our desire is to provide a safe, loving environment where the child/youth feels comfortable and learning can take place. Therefore we have adopted the following policy:

Two Leaders

There is to be a minimum of two leaders in any room with children and youth. An approved leader shall be a person who is at least 15 years old and has been accepted as a volunteer worker at MSBC. In the case of teenagers, they must work with children at least 4 years younger than themselves. (Exceptions may be made by a Pastor(s).) In the case of the nursery, one leader must be a worker 21 years or older.

Parent/Guardian Permission

One on one time is an important part of building relationships and discipling children and youth. This must occur in a public place and with parental/guardian consent. Workers must also notify an appropriate church leader of such meetings in advance. In an emergency or crisis situation, good judgement must prevail. The crisis situation must be reported to a pastor in a timely manner. Children/Youth must always have parental permission (see pages 10) for involvement in church sponsored field trips or overnight events.

Confidentiality

Volunteers should be people who can be trusted and can keep confidences, particularly of the children/youth to which they are ministering. However, volunteers must never promise to keep matters confidential in which someone is being harmed or causing themselves harm (e.g. abuse, suicide, self-harm). In such cases a Pastor and appropriate authorities must be informed for the welfare of the child/youth.

Preschool Rooms

All preschool rooms are to be staffed with at least one female worker to better facilitate observance of the washroom guidelines (see page 6-7).

Supervision of Rooms

Ministry leaders (or designates) should make regular visits to meeting places to make sure the area is properly staffed and supervised by volunteers.

Family Members Ministering Together

Family ministry teams work well together. However, for the protection of the family unit, we recommend the presence of at least one other volunteer not related to the family.

2. Child Security

The names, contact information, and emergency information for children will be carefully maintained by ministry leaders

The Nurseries must provide a sign-in sheet. An accurate sign-in procedure will include each child's name, parent's name and parent's location during that period of time. Space will be provided for parents to list any special needs/instructions. A child will be released only to a parent/guardian or individual designated by the parent. Children are never to be dropped off in the nurseries without volunteers present. Doors are to be supervised so that children are not able to exit alone and/or a parent/guardian cannot take them from the room without being signed out.

In Children's Ministry, attendance will be taken. A child will be released only to a parent/guardian or individual designated by the parent. Children are never to be dropped off in the room without volunteers present. Doors are to be supervised so that children are not able to exit alone and/or a parent/guardian cannot take them from the room without informing the volunteer.

If children's photos are to be posted on the church website (or any other mass media) permission will first be obtained from their parent/guardian to do so. Children/youth given access to church computers will have their internet access supervised.

3. Washrooms

Parents are to be encouraged to take their children to the washroom prior to each class or service.

Nursery Children

Diaper changing must take place in such a way that another nursery worker can easily see the child that is being changed.

Children must be 12 years of age or older, with appropriate training, before being permitted to change an infant's diaper.

Preschool - Grade 2 Children

If a child must go to the washroom, an adult volunteer will escort them to the washroom and prop the outside door open. Having made sure there is no one loitering in the washroom, the volunteer will then remain outside the washroom door and wait for the child before escorting him/her back to the classroom.

When a child needs assistance in the washroom, an adult may enter the washroom cubicle* to assist when a second adult is within visual contact. If this is not possible, the volunteer will inform another adult when taking a child to the washroom and when returning.

*Female volunteers may assist male or female children in the washroom. Male volunteers may only assist male children in the washroom.

4. Health and Safety

Sick Children

A child who is ill and could therefore expose other children and workers to illness should not be received at the nursery. This is left to the parents discretion as outlined in the Nursery pamphlet.

Medications / Emergencies

MSBC volunteers are not to give or apply any medication. Only in extreme cases (allergies, asthma, etc.) will medications be provided to a worker. Arrangements must be made with the child's parent/guardian for use of emergency medication such as EpiPens, puffers, etc. Training on administering an EpiPen will be given yearly to volunteers.

Standard Precautions for Dealing with Blood or Body Fluids (vomit, feces)

In the case where blood or other body fluids are spilled, separate the child involved from the other children. Isolate the area where body fluid may have covered carpet, toys, etc. Put on gloves, apply first aid measures in the case of blood and if necessary, send someone to locate the parent/guardian.

If other children have had contact with body fluids, their parent/guardian should be informed.

First Aid Measures for a Cut

- Put on gloves (available in all first-aid kits and in change area of nursery), bandage the injury, avoiding contact with your mouth, ears and eyes as well as those of the child.
- While wearing gloves, carefully wipe up all blood and bloody bandages and remove to a secure, inaccessible waste removal receptacle (i.e. tie securely in a plastic bag)
- While wearing gloves, any blood on the floor, table tops, counters or toys must be washed away quickly using a solution of one part bleach to ten parts water.
- Properly remove and dispose of gloves in bag with bandages etc. Wash hands carefully with soap.

Cleanliness

All surfaces, toys, tables, trays, bedding, bibs and doors must be cleaned regularly. Place used bedding and toys in a bin marked for washing. The nursery and all toys (nursery and toddlers) will be sanitized once a year.

Incident Report

A volunteer will fill out an incident report (pg. 23) whenever an injury occurs or suspected abuse is to be reported (see pg. 14).

Informing Parents

Children/youth volunteers will inform parents/guardians of any incidents (e.g. cuts, bruises) that occurred while in their care. (See Incident Report, pg. 23)

Use of Pagers in the Nursery

A parent/guardian will be retrieved or paged (on our nursery paging system) immediately, if a child needs medical attention (beyond a minor scrap or bruise) or has been crying for an extended period of time. A parent/guardian may give further instructions on when they desire to be retrieved/paged when they sign their child into the nursery.

5. Discipline Policy

Discipline is not punishment for bad behaviour but an opportunity to teach children/youth appropriate ways to meet their needs. Our purpose in disciplining a child/youth is to immediately stop any inappropriate behaviour (behaviour that might hurt someone, destroy materials or disrupt the group) and secondly, to help the child/youth find another more appropriate way to behave. Discipline of children/youth should NEVER include any sort of negative physical touching (spanking, slapping, swatting, tapping, shaking, pulling, biting back or the like). It also NEVER includes ridicule, sarcasm, threats or withholding any sort of care from a child/youth.

- **Rock N' Roll Rules**

The following "Rock N' Roll Rules" have been put into effect for all children/youth events at the church. These rules are posted and explained to participants.

R - Respect.

Respect God, leaders, workers, other kids, and the church.

O- On Time.

Come on time, while the doors are open.

C - Camp In.

Stay inside for the full time. Learn & have fun.

K - Keep Out.

Keep anything dangerous or distracting out of the church.

- **Three Strikes Policy**

Normally, a child/youth committing incidents of misbehaviour will be given two chances to correct the behaviour. On the occasion of the third incident, the child/youth will be removed from the activity. In the case of a child, he/she will be taken to another secure place, parents/guardians will be called and he/she will be sent with the parents/guardians. In the case of a youth, he/she will be escorted from the building or parents/guardians will be called to pick up this person and take them home.

At the leader(s) discretion, in situations where the child/youth is an immediate threat to themselves or others, the child/youth will be immediately removed, without any chances to correct their behaviour.

- **Restraint for Safety of Others**

In the rare occasion when a child/youth is being a safety risk to himself/herself or to others, it may be necessary to restrain the child/youth until arrangements are made to take him/her home.

6. Special Events and Overnight Policies

Leaders are encouraged to have special activities outside of the church, such as social activities, field trips and service projects. The following precautions need to be taken with these activities.

Field Trips/Special Events/Overnight Events

- Field Trips and special events must be pre-approved by a Pastor, the Children's Ministry Mobilizer or the Sunday School Team Leader.
- Parents should be notified at least one week prior to the event.
- Proper permission slips and medical release forms are required for each child participating in all field trips and special events. (See Forms pg. 24.)
- All trips and outings must be supervised by a minimum ratio of one approved leader for every five children/youth.
- When the transporting of children/youth is involved in an activity, all automobile drivers must have a valid driver's license, must be at least 25 years of age and have at least 5 years driving experience and hold current automobile insurance. The number of persons per car must never exceed the number of seat belts. The vehicle must be in good repair with snow tires during the winter season and have age-appropriate booster seats.
- When volunteers are transporting children/youth on a field trip or to a special event off-site, there must be at least 2 adults in a vehicle. (When a parent/guardian is transporting children/youth to a church function this does not apply. These arrangements are the responsibility of the parent/guardian.)
- In the case of an overnight event, males and females will have separate sleeping quarters. The ratio (1 leader per 5 children/youth) and the 2-adult rule (pg. 5) will apply.

Billets

- We are thankful for those who open their homes to be billets and offer the gift of hospitality to others. All billets are treated the same as our volunteers with children/youth and must follow the "Six Month" rule (pg. 3), must complete a Billet Form (pg. 25) and must complete a Criminal Record Check (pg. 22).

7. Main Street Church Bus

- Each driver must have a class 4 New Brunswick driver's license.
- Each driver must have completed the Main Street Baptist Church Volunteer Application Form and criminal record check (in order to transport children/youth).
- When the church bus is carrying children/youth, there must always be another adult on board other than the driver.
- If an incident occurs while children/youth are being transported, it is to be reported immediately to the pastoral staff and an incident report (pg. 23) is to be completed by any adult witnesses.
- A stocked First Aid Kit is to be kept on the bus.

8. Equipment and Facility

Security and safety will be of utmost concern in any architectural design. The following items are to be kept in mind:

- Doors must have windows; sight lines through these windows should remain unobstructed at all times.
- Toilets in the preschool area prevent the need for children to leave the room. Child-size fixtures make it possible for children to use the washroom with little assistance.
- Nursery change tables should be in full view. Nursery doors should be secured from the inside to prevent anyone from entering unnoticed. Nursery sleeping rooms should have a window on the door. Workers must be able to hear what goes on in the sleeping room (e.g.: close proximity to or a radio transmitter into the adjoining room.) Electrical outlets must be covered or out of reach of children. Cribs and toys must meet safety standards.
- An emergency exit plan with maps of primary and secondary exits and procedures should be visible in each room. All workers need to be familiar with the emergency exit plan. During annual volunteer training, procedures will be reviewed for fire emergencies.
- A first-aid box must be kept on hand and all workers are to know the location. The Trustees are to ensure that the contents are reviewed and restocked regularly. An up-to-date list will be kept of those ministry leaders holding CPR/first-aid certificates.

9. Proper Display of Affection

Touch is essential to nurturing and promoting emotional and social growth. Volunteers need to be aware of, and sensitive to, differences in sexual development, cultural differences, family backgrounds, individual personalities, and special needs. Physical contact with children/youth should be age and developmentally appropriate. The following guidelines are recommended as pure, genuine and positive displays of God's love:

Appropriate Touch/Words

- Bending down to the child's eye level and speaking kindly; listening to him/her carefully
- Taking a young child's hand and leading him/her to an activity
- Putting an arm around the shoulder of a child who needs quieting or comforting
- Taking both of a young child's hands as you say, "You did such a good job!" (or "I'm so glad to see you. We've missed you!" etc.)
- Patting a child/youth on the head, hand, shoulder or back to affirm him/her
- Holding a young child by the shoulders or hand to keep his/her attention while you redirect the child's behaviour
- Accepting an initiated hug in a public setting
- Holding a preschool child who is crying
- Telling a child/youth that something they did was wrong
- Using encouraging words

Inappropriate Touch/Words

You must avoid:

- Kissing a child/youth, coaxing a child/youth to kiss you, extended hugging and tickling
- Touching a child/youth in any area that would be covered by a bathing suit (except when assisting a child with toileting as previously outlined - page 6)
- Carrying older children/youth or having them sit on your lap
- Being alone with a child/youth
- Any type of physical/corporal punishment
- Words that put down, berate or intimidate. Care should be taken with using sarcasm. The intention should never be to berate or insult.

10. Symptoms of Abuse or Neglect

Volunteers must be aware of symptoms of abuse or neglect. If neglect or abuse is suspected, it must be reported. (See "Reporting Abuse or Neglect" - page 14).

- Possible symptoms of a *physically abused child/youth* include:
 - frequent or large bruises
 - bone fractures
 - head injuries
 - other inadequately explained injuries

- Possible symptoms of a *sexually abused child/youth* include:
 - difficulty in walking or sitting
 - stained or bloody clothing
 - vaginal discharge or sexually transmitted disease
 - unusual interest in or knowledge about sexual activity

- Possible symptoms of an *emotionally abused child/youth* include:
 - delays in physical, mental and emotional development
 - sudden speech disorders
 - continual expressions of low self-esteem
 - overreaction to mistakes
 - extreme fear of any new situation
 - inappropriate response to pain
 - neurotic behaviour
 - extremes of passivity or aggression

- Possible symptoms of a *neglected child/youth* include:
 - severe undernourishment
 - inadequate clothing
 - chronic infection
 - emotionally rejected
 - inadequately supervised by parents, guardians or other caregivers

- Possible symptoms of an *abused or neglected child/youth* include:
 - unnatural quietness or timidity
 - unnatural hyperactivity and aggressiveness
 - fearful of adults
 - overly affectionate towards strangers

11. Reporting Child Abuse or Neglect

If you have observed what appears to be an incident of child abuse or neglect, or a child comes to you reporting such an incident, procedures within this section must be followed. {See the chart on page 15.}

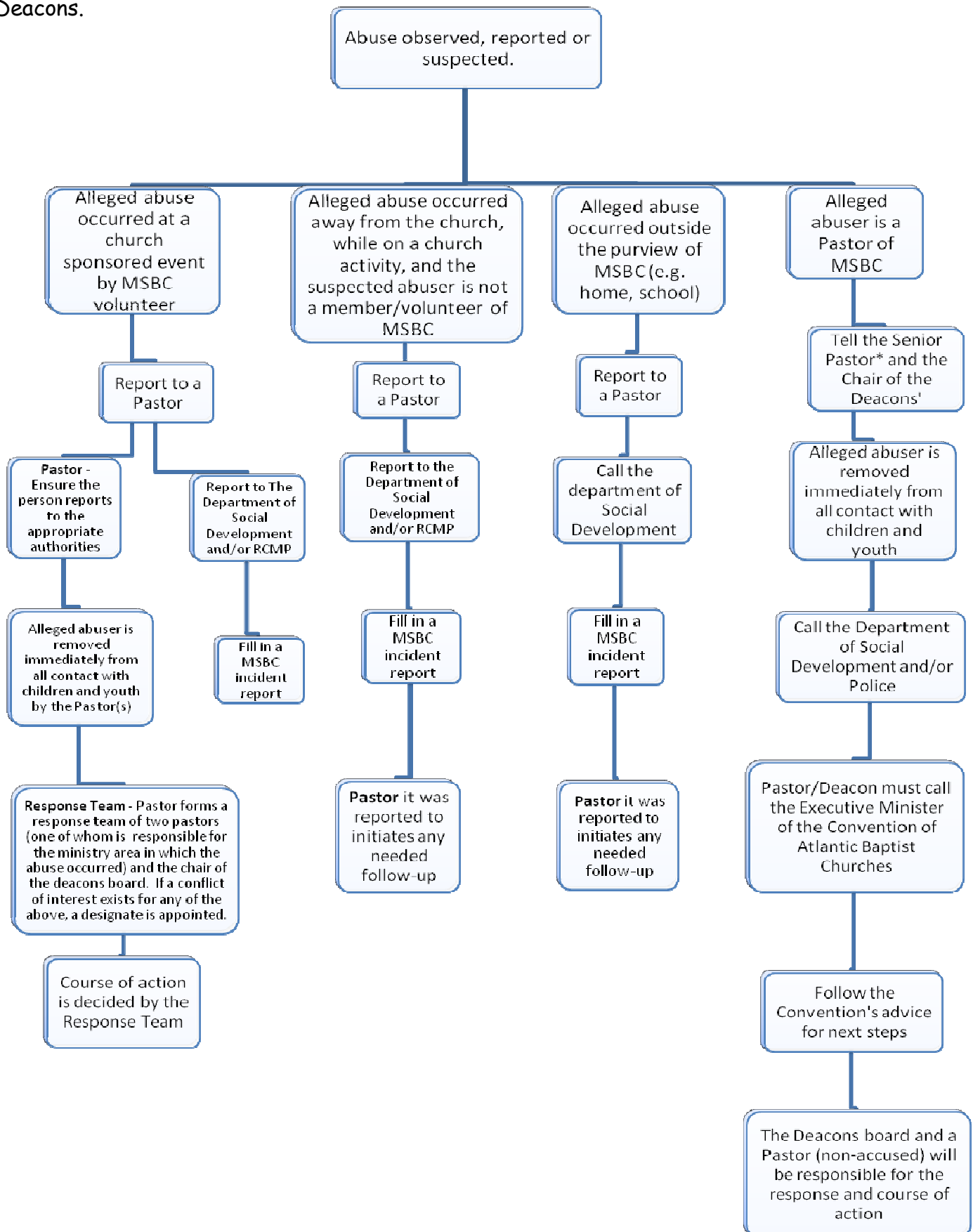
NOTE: Under Section 30 of the "Family Services Act", any person who suspects that a child is being abused or neglected, is required to report their suspicions to the Department of Social Development immediately. This must be done even if the person obtained the information through their professional practice or within a confidential relationship. It is an offense under the "Act" if there is a failure to make such reports when abuse or neglect is suspected.

As of March 2009, the mandatory reporting of suspected child abuse and neglect situations is limited to children under the age of sixteen years and to disabled children nineteen years and under. Reporting of incidents concerning youth between sixteen and nineteen should be done with their consent. In neither instance is parent/guardian consent required for advising the Department of Social Development of suspected abuse/neglect.

Responding to a Child/Youth Disclosing Abuse/Neglect

When a child/youth comes to you, be sure to take their word seriously. Don't deny the problem, but stay calm and listen. Give emotional support, reminding the person that they are not at fault. Tell him/her that he/she was right in telling you about the problem. Do not promise the person you will not tell anyone. Notify a pastor immediately and if abuse is suspected, the following procedures will be followed (see the chart of the following page).

* In the case where the alleged abuser is the Senior Pastor report directly to the Chair of the Deacons.



Public Response to Allegations of Abuse

No one other than the Senior Pastor or designate will be the spokesperson for the church. After consultation with the church's lawyer the Senior Pastor will speak, as necessary, to the media and the congregation regarding the matter in a discreet, informed, truthful and diplomatic way.

In an allegation of abuse, the statement below may be used by the Senior Pastor for a public response until all of the facts are uncovered and the case reviewed:

It is always tragic when children/youth are abused or exploited. Main Street Baptist Church has taken careful precautions to protect the children/youth entrusted to our care. We are distressed by any accusation of child abuse. We will do everything in our power to address any needs in this situation. For the welfare of those involved, all information has been directed to the appropriate authorities.

Use a Lawyer

Always have the church's lawyer present while answering any investigative questions from the police or social service agencies. Full cooperation must be given to civil authorities under the guidance of our church lawyer.

Responsibilities of Response Team

The Team will be composed of two pastors and the Chair of the Deacons' Board. The team may invite other professionals, as deemed necessary by the team, to advise and/or join the team. If a conflict of interest exists for any member, a designate will be appointed. The responsibilities of the response team:

- Ensures the accused is removed from contact with children/youth.
- The Chair of the Team liaises with Department of Social Development and/or police authorities.
- The Team will ensure counselling is available to victim(s), accused and their families.
- Keeps confidentiality.
- Ensures that the Pastor, on behalf of the Team, communicates appropriately, and as deemed necessary by the Team, with the accused, alleged victim(s) and their families.
- Ensures that written communications occurs to the accused that outlines conditions regarding ministry and church involvement while investigation of the situation is ongoing. These expectations may be reviewed and revised, at the discretion of the team, during the course of the investigation. Once the results of the investigation of the Department of Social Development and/or police authorities are determined, conditions regarding ministry and church involvement will be reviewed and revised.
- Ensures that the needs of those in the church family directly and indirectly affected are appropriately addressed.
- Ensures that reconciliation between the accused, victim(s) and church family is facilitated at the appropriate time.
- Determine the involvement of the church lawyer.

- Will inform the Deacons' Board that an investigation is occurring. Subsequent communication with the Deacons' Board will be determined by the Team, respecting confidentiality, the fragility of the situation and those involved.
- Will keep extensive records of all meetings, contacts and courses of action.

Pastoral Follow Up

During the course of any abuse investigation the pastors will ensure that all involved will receive pastoral care. Pastoral care will continue to be provided subsequent to the result of the investigation.

Thank you!

Thank you for helping us live out our mission:

Main Street Baptist Church exists to reach out to the people of Saint John with the love of Jesus Christ by clearly proclaiming the Gospel and by providing ministries of care so that people will become disciples of Jesus Christ.

We are a team which supports each other through prayer, resources, partnerships and growing together in Christ. Our prayer is that you will grow in Christ as you promote growth in others. May you experience God's strength as you willingly use the gifts He has given.

God will not forget your work and the love you have shown him as you have helped his people and continue to help them.

Hebrews 6:10

FORMS

VOLUNTEER APPLICATION FORM
CHILDREN & YOUTH MINISTRIES



Name: _____

Address:

Home Phone: _____ Work Phone: _____

Are you over 19? _____ E-mail: _____

Membership Status: Active Member Regular Attendee Other

1. What ministry position(s) are you currently working in or interested in working in?

2. Please indicate which age group(s) you wish to work with:

- | | |
|---|---|
| <input type="checkbox"/> Infant Nursery (Birth-1 yr) | <input type="checkbox"/> 4 th -5 th Grade (9-11 yr) |
| <input type="checkbox"/> Toddler Nursery (1-2 yr) | <input type="checkbox"/> Middle School (12-14 yr) |
| <input type="checkbox"/> Early Childhood (2-4 yr) | <input type="checkbox"/> High School (15-18 yr) |
| <input type="checkbox"/> Kindergarten to 3 rd Grade (5-9 yr) | <input type="checkbox"/> Adult |

3. List any previous church ministry experience you've had.

<u>Experience</u>	<u>Church</u>	<u>Year(s)</u>
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4. Are you CPR certified? _____

Do you have any medical training? (explain) _____

5. To assure everyone that our church is the safest place possible, we require all volunteers to get a **Criminal Record Check** done every three years. Please take a church letter to your local police detachment to get this done, and submit the result to the Associate Pastor. This information will be kept confidential.

Has this procedure been completed for Main Street Baptist Church? Yes No

Have you ever been convicted of a criminal code violation? Yes No

If yes, please explain on the back of this page.

6. Write a brief account of how you became a Christian.

7. List two people (unrelated to you) who have known you for at least two years, who may be contacted as a personal reference.

1. _____
Name Phone Number

Street City Province Postal Code

2. _____
Name Phone Number

Street City Province Postal Code

8. All details on this form will be filed at the Church and kept confidential. Access will be provided only to the Pastoral Staff, and the Coordinator of the particular ministry where you are serving in our Church.

Thank you for your interest in serving in the ministries of Main Street Baptist Church!

Please sign below to indicate that the information on this application is correct and that you have read and agree with expectations stated in the Volunteer Handbook.

Applicant's Signature

Date



Pastors: Rob Nysten, Renée Embree, Joe Page, John Knight

211 Main Street, Saint John, NB E2K 1H7

506 642-8060

www.mainstreetbaptist.ca

**CRIMINAL RECORD CHECK FOR CHILDREN'S AND YOUTH WORKERS
AT MAIN STREET BAPTIST CHURCH**

Main Street Baptist Church in Saint John offers many programs for children and youth. In order to ensure the safety of our children and youth, we are requesting that each volunteer worker provide a Criminal Record check from the Saint John Police Department.

_____ will be working with children and/or youth at our Church. Please perform the proper check for this individual.

Thank you.

Sincerely,

Associate Pastor Renée Embree
Main Street Baptist Church
renee@mainstreetbaptist.ca

PERMISSION SLIP



Name of Event: _____

Day/Time Range of Event: _____

Youth's/Child's Name: _____ Date of Birth: _____

Parent / Guardian's Name: _____

Address: _____

Phone number(s): _____
Home Work Cell

E-mail: _____ Youth's/Child's N.B. Health Card Number: _____

Do you have additional health coverage: Yes No

If yes, who is the carrier and what is your subscription number:

Does your son/daughter have any medical conditions, allergies, food intolerance, or difficulties we should be aware of:

Does your youth take any medications regularly? Yes No

How is this administered? _____

Any further specific instruction for the care of your youth for the above conditions?

Permission: I hereby give permission for my son/daughter to participate in _____ with the leaders of Main Street Baptist Church. I hereby give permission to the physician selected by my son/daughter's leader to hospitalize and secure proper treatment for my child if it is deemed necessary.

Parent's Signature

Date

BILLET FORM



Name: _____

Address: _____

Home Phone: _____ Work Phone: _____

E-mail: _____

Membership Status: Active Member Regular Attendee Other

Have you been a regular attendee at Main Street for at least six months? Yes No

How many beds (one per billet) can you provide? _____

Are you able to provide breakfast for each billet? Yes No

Are you able to provide a bagged lunch for each billet? Yes No

Are you able to provide the billet(s) with transportation to/from the church? Yes No

To assure everyone that our church is safe, we require all billets to get a **Criminal Record Check** done every three years. Please take a church letter to your local police detachment to get this done, and submit the result to the Associate Pastor. This information will be kept confidential.

Has this procedure been completed for Main Street Baptist Church? Yes No

List two people (unrelated to you) who have known you for at least two years, who may be contacted as a personal reference.

1. _____
Name Phone Number

Street City Province Postal Code

2. _____
Name Phone Number

Street City Province Postal Code

Billet's Signature

Date