

Policies, Procedures, & Guidelines

for Children & Youth Workers



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Preface



Audience

The audience of this document is *adults* serving in children and youth ministries at Queensway Baptist Church. There is an equivalent document for minors working in children and youth ministries: *Policies, Procedures, & Guidelines for Student Leaders*.

Purpose

The purpose of this document is to provide a clear standard for how we operate and conduct ourselves as adult ministers to children and youth. Though this document is indeed quite large, every sentence has been carefully considered to offer the most complete set of policies, procedures, and guidelines in as few of words as possible. Therefore we urge everyone who works with children and youth to read and absorb every page so that we might provide the most effective and safe ministry possible.

Documents & Forms

This document makes frequent reference (*in italics*) to other documents and forms pertaining to children and youth ministry at Queensway Baptist Church. These documents (including a copy of this document) can be found at <http://www.queensway.org/leadership-documents>.

Revisions of this Document

Due to the always-developing nature of children and youth ministry, this is a continually working document and is subject to revision at any time. All active ministry personnel will be notified of revisions to these policies when they occur.

All revisions of this document must be approved by the Church Council of Queensway Baptist Church or its delegate.



Emergencies



Fire

Plan Ahead

- **Know where fire extinguishers & fire pull stations are located.** Please refer to the *Emergency Floor Plan*.
- **Know your fire escape route.** Although fire escape routes are posted in every classroom, try to memorize the escape route from the rooms you commonly serve in.
- **Know the fire meetup location: the James Hillier School sign.** After the building is evacuated, everyone must cross the street *safely* and meet there.
- **Know the building address: 211 Saint George St.** This will be vital if you ever need to call 9-1-1.
- **Keep escape routes clear.** If you notice an obstruction within the escape routes, please notify pastoral staff or a member of the Property Management Committee as soon as possible.

Emergency Procedure

If you discover a fire:

- If it is a small fire and you have been trained in the use of a fire extinguisher, first activate the fire alarm and then attempt to extinguish the fire.
- If you cannot extinguish the fire or the smoke presents a hazard, leave the fire area.
- Close all doors behind you.
- Activate the fire alarm at the closest pull station (usually located at emergency exits).
- Evacuate using the nearest exit.
- Proceed to the fire meetup location (see above).

Upon Hearing the fire alarm:

- Have everyone line up with one ministry staff at the head of the line and one at the tail.
- Take the Ministry Clipboard, which should include the attendance sheet.
- Leave the building via the fire escape route for your room.
- Close all doors behind you.
- Proceed to the fire meetup location (see above).

Upon Arrival at the Fire Meetup Location:

- Have someone with a cell phone call 9-1-1.
- Take attendance and ensure everyone has evacuated. *If someone is missing DO NOT enter the building. Notify the fire fighters when they arrive of any missing people.*

If you cannot escape the room:

- If smoke is heavy in the corridor it may be safer to stay in your area - close door and place a wet towel at base of door.
- Crouch low to the floor if smoke enters the room.
- Move to the most protected area of the room and partially open the window for air. Close the window if smoke comes in.
- Call the Brantford Fire Department, using 9-1-1, tell the communications operator where you are located. Wait to be rescued - remain calm - do not panic or jump.

Emergencies

Fire Drills

The Ontario Fire Code requires that every program must conduct a fire drill once a year (except for the Queensway Preschool which must conduct one every month). Fire drills must be done in cooperation with the Property Management Committee, which is responsible for seeing that fire drills are completed. Records of all fire drills are to be kept and made available at the request of fire officials.

Severe Allergy

Plan Ahead

- ▶ **Know the allergies of the people in your group.** Allergy information is available on the group roster and/or sign-in/sign-out sheets (where applicable).
- ▶ **Do not serve food or drink that someone has a known allergy to.**
- ▶ **Never use peanuts in your snacks.** QBC is a peanut-aware facility.
- ▶ **Know where the group roster is located.** This information will be needed to notify parents and to notify emergency crews of vital information.

Signs & Symptoms of Severe Allergic Reaction (Anaphylaxis)

Most Dangerous Symptoms:

- ▶ Trouble breathing caused by swelling of the airways (including a severe asthma attack).
- ▶ A drop in blood pressure causing dizziness, light-headedness, feeling faint, or passing out.

Other Symptoms:

- ▶ Skin system: hives, swelling, itching, warmth, redness, rash.
- ▶ Respiratory system (breathing): coughing, wheezing, shortness of breath, chest pain/tightness, throat tightness, hoarse voice, nasal congestion, trouble swallowing.
- ▶ Gastrointestinal system (stomach): nausea, pain/cramps, vomiting, diarrhea.
- ▶ Cardiovascular system (heart): pale/blue colour, weak pulse, passing out, dizzy/lightheaded.
- ▶ Other: anxiety, feeling of "impending doom", headache, uterine cramps, metallic taste.

Emergency Procedure

Have one ministry staff stay with the person having an allergic reaction (must be an adult), and have another notify emergency crews.

For the ministry staff notifying emergency crews:

- ▶ Take the group roster.
- ▶ Call 9-1-1. Use the closest phone available (locations are on the *Emergency Floor Plan*), preferably a cell phone.
- ▶ Notify the ministry supervisor on site.
- ▶ Notify the parents. If the parents are on site, notify them in person. If not, call them using phone numbers on the roster.
- ▶ If the parents are unavailable, call the emergency contact on the roster.

For the ministry staff staying with the person:

- ▶ Have the child/youth give themselves epinephrine (e.g., EpiPen, Twinject or Allerject). If he/she is hesitant, hold the injector along with him/her (over their hand) and guide their hand to push the injector into his/her outer thigh.
- ▶ Have them give themselves a second dose of epinephrine in 5-15 minutes if available and if the reaction continues or gets worse.
- ▶ Stay with the person until emergency crews arrive.
- ▶ Fill out an *Incident Report Form* and submit it (see the "Incident Reporting" section).

Medical

Plan Ahead

- ▶ **Know the medical conditions of the people in your group.** Medical information is available on the group roster.
- ▶ **Know where the group roster is located.** This information will be needed to notify parents and to notify emergency crews of vital information.

First Aid Procedure

First aid is for **minor injuries** (see "Definitions" section).

- ▶ Have one ministry staff attend to the injured person. This ministry staff should preferably be one with first aid training and preferably not the primary ministry staff of the classroom/group.
- ▶ If there is a specified first aid location for the program, have 2 ministry staff escort the child to the first aid location.
- ▶ Treat the injury using supplies from the first aid kit.
- ▶ Notify parents at the earliest convenience.
- ▶ Fill out an *Incident Report Form* and submit it (see the "Incident Reporting" section).

Medical Emergency Procedure

This procedure is for **major injuries** (see "Definitions" section). Have one ministry staff stay with the injured person (must be an adult, and preferably one with first aid training), and have another notify emergency crews.

For the ministry staff notifying emergency crews:

- ▶ Take the group roster.
- ▶ Call 9-1-1. Use the closest phone available (locations are on the *Emergency Floor Plan*), preferably a cell phone.
- ▶ Notify the ministry supervisor on site.
- ▶ Notify the parents. If the parents are on site, notify them in person. If not, call them using phone numbers on the roster.
- ▶ If the parents are unavailable, call the emergency contact on the roster.

For the ministry staff staying with the injured person:

- ▶ If you are first-aid-trained, provide care per your level of training until emergency crews arrive.
- ▶ Ensure the scene is safe and reassure the injured person that help is on the way.
- ▶ Do not move the injured person unless absolutely necessary.
- ▶ Stay with the injured person until emergency crews arrive.
- ▶ If the decision is made to transport the child/youth to the hospital, the ministry supervisor should accompany them. Stay with the child until the parents arrive.
- ▶ Fill out an *Incident Report Form* and submit it to the Pastor of Family Ministries.

Mental Health

General Procedure

In Canada, 1 in 5 people will suffer a mental illness in their lifetime. Often these illnesses are of a more constant nature, but sometimes they bring about acute mental health episodes. Many of these episodes can rightly be considered an emergency situation, especially if you feel unqualified or unprepared to deal with whatever symptoms the child or youth is displaying.

In the case of a mental health emergency, follow the “Medical Emergency Procedure” above. **Do not hesitate to call 9-1-1 if you feel that someone is displaying signs of an acute mental health episode.**

Examples of mental health episodes include (but are not limited to) panic attacks, psychotic episodes, extreme irrational or uncontrollable behaviour, etc. Specific training on mental health disorders is beyond the scope of this document. For further information and resources on mental health, check out the Canadian Mental Health Association (<http://www.cmha.ca>) or the Centre for Addiction and Mental Health (<http://www.camh.ca>).

Suicide

Suicidal thoughts are often part of major depression. Through the course of caring for a child or youth, you may come to suspect that they might be thinking about taking their own life. Although there is no formula for caring for someone through depression, here are 3 questions you can ask to assess the immediate risk and determine your requirement to report:

- ▶ Ask: *"Have you thought about taking your life?"*
- ▶ If **"yes"**, ask: *"Do you have a plan?"*
- ▶ If **"no"**...
 - Make sure they are not alone for the next 24 hours.
 - Have them agree to contact you if things get worse.
 - Notify the parents/guardians and the Pastor of Family Ministries.
 - Check up on them in 24 hours.
- ▶ If **"yes"**, ask: *"Do you have the means to carry out that plan?"*
- ▶ If **"no"**...
 - This is now high-risk! Talk about the consequences of their decision.
 - Make sure they are not alone for the next 24 hours.
 - Follow the procedure in the “Reporting to Authorities” section.
- ▶ If **"yes"**, take them to the emergency room immediately (call 9-1-1 if unwilling), and notify the parents and the Pastor of Family Ministries *as soon as possible*.

Emergencies

Hear, O Israel: The LORD our God, the LORD is one. Love the LORD your God with all your heart and with all your soul and with all your strength. These commandments that I give you today are to be on your hearts. Impress them on your children. Talk about them when you sit at home and when you walk along the road, when you lie down and when you get up.

Deuteronomy 6:4-7 (TNIV)



Adult-Minor Interaction



General Rules



Two-Adult Rule

The Two-Adult Rule is a general guideline to promote security for children and adults alike. It is equally important for both preventing abuse and preventing false accusations of abuse. It also ensures that at any point there is support for ministry staff who need help.

Definition of the Two-Adult Rule:

For any QBC program for youth or children there should be at least two unrelated, screened adults (18 and over) in each room or visible area.

Situational considerations:

- ▶ In a small group or classroom situation, if only one screened adult is in the room, the second screened adult must be circulating periodically from room to room. The room must have clear lines of visibility in place, or have the door open.
- ▶ In situations such as games or breakout groups where youth may be in a room without constant adult supervision, the two screened adults must be circulating periodically from room to room.
- ▶ Only one screened adult is required if meeting in a public place with several people around.
- ▶ When transporting youth in a vehicle, one screened adult may accompany at least two youth in Grade 6 and up.

Adult-Child Ratios

QBC children and youth programs must maintain the following minimum adult-child ratios for each program:

- ▶ Infants (0-17 months): 1 adult for 3 children.
- ▶ Toddlers & Preschoolers (18 months - 5 years): 1 adult for 5 children.
- ▶ School Age (6 years - 18 years): 1 adult for 10 children.

Keep in mind that these are *minimum* ratios. Ideal ratios will depend on the program or situation.

Dating

Adult ministry staff working with youth may not pursue a dating relationship with a minor participating in QBC programs.

Displays of Affection

Recognizing that children and youth need appropriate displays of affection that reflect pure, genuine, and positive displays of God's love, appropriate touch with children and youth will be age and developmentally appropriate.

General Precautions

It is always possible to take a positive thing too far. Children and youth ministry staff need to fully appreciate the position of power they are in, and how easily affection can be misinterpreted, especially with a child or youth you do not know well. Therefore, we strongly advise each ministry staff adopt the following general precautions:

- **Keep physical contact to a minimum.** For a typical 1-2 hour program it is appropriate to use 1-2 forms of appropriate touch per person.
- **Gauge your displays of affection according to how well you know the child or youth.** For example, it is wise to not initiate a hug with a youth you do not know well. You never know how it will be interpreted. High-fives are a good alternative for greeting youth for the first time. Use your best judgement to determine what displays of affection are accepted and appropriate for a particular child or youth.
- **Never be over-exuberant with your affection.** Even acceptable and positive displays of affection can come off as inappropriate or “creepy” if done with too much exuberance or frequency.
- **Be extra cautious about inter-gender touch.** Even the most innocent of intentions can be misinterpreted by the youth or their parents. You might even find that a youth takes a liking to you and frequently initiates displays of affection. Do your best to encourage healthy boundaries, and seek help from your ministry staff peers if you are unsure how to proceed.

Examples of Appropriate Touch

- Hold a preschool child who is crying.
- Hold a child's hands when speaking, listening or walking him or her to an activity,
- Gently hold the child's shoulder or hand to keep his or her attention while you redirect the child's behaviour.
- Put your arm around the shoulder of a child when comforting or quieting is needed.
- Pat a child on the head, hand, shoulder or back to affirm him or her.
- High fives.

Inappropriate Touch

- Kissing.
- Extended hugging and tickling.
- Holding a child's face when talking to or disciplining the child.
- Touching someone in any area that would be covered by a bathing suit (except in cases of diapering and assisting preschoolers as outlined in the “Washrooms” section).
- Prolonged physical contact for children in kindergarten and up (carrying, piggybacks, sitting on laps, etc.).

Communication

Purpose

Today's youth are increasingly communicating through electronic means, and it is important to meet them where they are so that we can share in their lives. However, electronic communication also presents some challenges. If ministry staff do not proceed responsibly, they could leave themselves open to accusations. It is therefore the responsibility of all ministry staff to be conscious about the messages they are sending and how they are sending them.

One-to-One Communication Guidelines

Electronic communication and social networking sites have the potential to allow workers to communicate with youth on a one-to-one basis. However, we would strongly advise that any one-to-one communication is kept in the public eye to safeguard both young people and ministry staff.

- ▶ Prefer public messages over private messages. (e.g., Facebook timeline/wall messages, Twitter, etc.)
- ▶ For group messages, it is advisable that another adult is also copied on the message.
- ▶ Avoid initiating conversations through private messaging (text, email, Facebook messages, etc.).

Private Messaging Guidelines

Private messaging is messaging where only the sender and the recipient can see the message (e.g., text, email, Facebook messages, etc.). Private messaging should only regularly be used to communicate information about events and program updates.

From time to time, however, youth may choose to initiate a private message either for casual chat or to discuss personal struggles. In these situations it is important to adopt the following guidelines to prevent any accusation of impropriety:

- ▶ Keep private messaging to a minimum. The kinds of conversations that must be kept private are much better had in person.
- ▶ Casual chatting over private messaging is to be avoided. You never know what signals you are sending and it could give youth or parents the wrong idea about the state of your relationship.
- ▶ Let the parents know you are communicating with their child through private messaging, and ask if it is OK to continue.
- ▶ Partner with parents. Use this as an opportunity to get to know parents more and let them know that you are here to support their child.
- ▶ Never delete any messages. Back up messages frequently.

Adult-Minor Interaction

People were bringing little children to Jesus for him to place his hands on them, but the disciples rebuked them. When Jesus saw this, he was indignant. He said to them, "Let the little children come to me, and do not hinder them, for the kingdom of God belongs to such as these. Truly I tell you, anyone who will not receive the kingdom of God like a little child will never enter it." And he took the children in his arms, placed his hands on them and blessed them.

Mark 10:13-16 (TNIV)



Program Operation



Day-To-Day Admin

Ministry Clipboard

Every ministry program that involves children and youth will have a Ministry Clipboard prepared for them. It will contain a variety of documents to support your ministry.

- ▶ Ministry Checklist (described below).
- ▶ Group Roster (described below).
- ▶ Attendance sheet or sign-in/sign-out sheet (described below).
- ▶ *Emergency Floor Plan*.
- ▶ Blank copies of the *Incident Report Form*.

Ministry staff will be responsible for keeping the clipboards with the group. It must be returned to the church office mail slot at the conclusion of each program.

Ministry Checklist

On top of the Ministry Clipboard will be a Ministry Checklist. It serves as a reminder to ministry staff of the administration duties required to be done at the beginning or end of the program. The Ministry Checklist must be filled out and signed by one of the ministry staff on duty before the Ministry Clipboard is returned to the church office.

Group Roster

The group roster is a list of all children/youth who regularly attend the program. It also contains all the information received on their registration forms so that ministry staff may prevent and respond to emergencies. It is advised that each ministry staff person be aware of any youth that have medical conditions or severe allergies. For some programs, the group roster doubles as a sign-in/sign-out sheet.

Attendance

Attendance must be taken for each program involving children or youth. There will be either an attendance sheet or a sign-in/sign-out sheet in your Ministry Clipboard. The ministry staff on duty must also be recorded on the attendance sheet or sign-in/sign-out sheet.

Sign-in/Sign-out

- ▶ Programs involving children under Grade 1 are required to have a sign-in/sign-out sheet.
- ▶ Other programs may optionally implement a sign-in/sign-out sheet.
- ▶ Parents may indicate on their registration form or on the sign-in/sign-out sheet that their children in Grade 1 or above may self-release.
- ▶ Children in Grade 6 or above may always self-release, even without explicit parental permission.
- ▶ Sign-in/sign-out sheets will be considered attendance records.

Registration



Registration Forms

Parents/guardians of children and youth regularly involved in QBC programs must fill out a *Children & Youth Registration Form* for each program year. The program year starts on September 1st and goes until the following August 31st. The registration form is for:

- ▶ Collecting information about the children and their parents/guardians to help nurture relationships between ministry staff and the family.
- ▶ Collecting allergy, medical, and mental health information needed for emergencies.
- ▶ Releasing QBC and QBC ministry staff of liability in case of injury.
- ▶ Informing why this information is being collected (in compliance with Canadian privacy law).

Visitors will not be obligated to fill out a form on first attendance. After their second attendance, a registration form will be provided to be returned by their third attendance.

The *Children & Youth Registration Form* covers children and youth for events that happen on QBC property and off-site events that do not include travel or an element of risk in the activity. For off-site events that involve travel or an element of risk in the activity, a separate permission form will be required.

Collection & Retention of Data

Registration forms, attendance records, and sign-in/sign-out sheets will be filed and kept permanently. For the sake of the privacy of this sensitive information, access to the information will be limited.

General Policies

Photos & Videos

Any photos or videos displayed in public places (e.g., bulletin boards, flyers, the QBC website, the QBC Facebook page) of children and youth less than 18 years old must have parental permission. Our *Children & Youth Registration Form* contains a standard waiver to allow QBC to use photos and videos in public places without identifying information. Additional written parental permission is required if identifying information is to be included with the photo or video.

Medication

- ▶ If a child or youth brings medication, we must encourage them to keep it in their possession. Ministry staff should only carry medication for children or youth in consultation with their parents.
- ▶ Ministry staff are not to administer any medication without specific parental consent and instructions.
- ▶ Medication is not to be left in any room.

Health & Sanitation

Illness

Ministry staff, children, and youth are encouraged to stay home if they have:

- ▶ Fever.
- ▶ Vomiting.
- ▶ Croupy or productive cough (a cough that produces mucus).
- ▶ Undiagnosed or infectious rash (diaper rash excluded).
- ▶ Diarrhea.
- ▶ Cold or flu.
- ▶ Stomach virus.
- ▶ Profuse nasal discharge.
- ▶ Eye infection (draining).

Lice

Ministry staff, children, or youth who currently have live lice or nits present in their hair must not be allowed to attend any children or youth programs. Parents will be notified of this policy when registering their children and reminded once a year.

Hand Washing

In order to prevent the communication of disease, ministry staff must always wash their hands in the following situations:

- ▶ After changing a diaper.
- ▶ After going to the washroom or assisting a child in a washroom.
- ▶ After wiping your nose or after wiping a child's nose.
- ▶ Before food preparation.

Have a child wash their hands:

- ▶ After going to the washroom.
- ▶ After contact with nasal secretions.
- ▶ Before eating.

Toy Cleaning

Toys in classrooms regularly used for children in Kindergarten and under must regularly be cleaned and disinfected.

- ▶ **Once per month**, all hard toys must be wiped with disinfecting cleaning solution. Plush/stuffed toys must be run through a washing machine.
- ▶ **Once per week**, all toys that have gone in the **mouths of children** must be cleaned. In the nursery there is a bucket where toys that have been in the mouth can go. At the end of each session, ministry staff must soak these toys in disinfecting cleaning solution.

Carpet Cleaning

The carpets of classrooms regularly used for children in Kindergarten and under must be cleaned once per year.

Washrooms

Diaper Changing Procedure

This procedure will be posted in diaper changing areas.

- ▶ Keep the door to the diaper change area open, or open the window in the door (there must be clear lines of visibility between you and other ministry staff).
- ▶ Wash your hands.
- ▶ Place baby on a clean, disposable change pad.
- ▶ Remove soiled diaper and place in the Diaper Genie.
- ▶ Follow parent's instructions regarding application of powder or lotion.
- ▶ Put clean diaper on baby.
- ▶ Dispose of disposable change pad.
- ▶ Spray diaper changing area with bleach solution (1 part bleach, 9 parts water).
- ▶ Wash your hands.

Preschool Washroom Procedure

It is recommended that ministry staff invite groups of children to go to the washroom together.

- ▶ If a child asks to go to the washroom, ask the rest of the group if they need to go as well.
- ▶ Gather the children at the door before heading off to the washroom.
- ▶ Two ministry staff must escort the children to the washroom.
- ▶ The two ministry staff must stand by the washroom door and keep the door open unless a child needs assistance.
- ▶ If a child needs assistance, one ministry staff must stay by the door and keep it open. The other may assist the children as needed, taking their privacy into consideration. NEVER close the door behind you when entering a washroom stall with a child.
- ▶ Ensure the children wash their hands.
- ▶ Escort the children back to the group when finished.

Grades 1-5 Washroom Procedure

It is recommended that ministry staff invite groups of children to go to the washroom together.

- ▶ If a child asks to go to the washroom, ask the rest of the group if they need to go as well.
- ▶ Gather the children at the door before heading off to the washroom.
- ▶ Two ministry staff must escort one child to the washroom. If two children need to use the washroom, one ministry staff is sufficient.
- ▶ The ministry staff must stand by the washroom door and keep the door open. Do not enter the washroom.
- ▶ Escort the children back to the group when finished.

Grades 6 and Up

Children in Grades 6 and up may go to the washroom on their own.

Off-Site & Overnight

Plan Ahead

- ▶ Any off-site or overnight event must be pre-approved by the Pastor of Family Ministries.
- ▶ In addition to the *Children & Youth Registration Form*, an additional permission form is required for:
 - Off-site events involving travel.
 - Activities with a heightened element of risk.
- ▶ Notification of the details of the event as well as permission forms (if needed) must be given to parents at least 1 week prior to the event.
- ▶ An *Off-Site & Overnight Event Form* must be filled out and submitted for approval at least 1 week prior to the event.
- ▶ The Two-Adult Rule must be followed for sleeping arrangements (see the "Two-Adult Rule" section).
- ▶ Overnight events with mixed genders require leaders of mixed genders.
- ▶ Only male ministry staff may stay in cabins with male youth, and only female ministry staff may stay in cabins with female youth

Transportation by Ministry Staff

In the event that ministry staff are transporting youth in their own vehicles for an off-site event, the following requirements must be adhered to:

- ▶ Each vehicle must transport a second screened adult or at least two youth. Youth who are able to drive are not permitted to be a driver if the ministry staff are providing transportation.
- ▶ Each driver must agree to abide by traffic law and to not engage in reckless driving.
- ▶ Each driver must provide a copy of their valid driver's license and vehicle insurance document *for the vehicle being used*. If the driver is not listed on the vehicle's insurance document, please verify with the insurance holder that the driver has permission to use the vehicle.
- ▶ Each driver must have at least 5 years driving experience.
- ▶ The number of occupants will not exceed the number of seat belts. Seat belts must be worn.

Items to Bring

- ▶ A portable first-aid kit (as described in the "First Aid Kits" section of the "Administering the Policies & Procedures for Children and Youth Workers" document).
- ▶ The group roster OR photocopies of all Children & Youth Registration forms.
- ▶ Permission forms for the event (if applicable - see above) .
- ▶ Emergency road pack (if ministry staff are driving).

During the Event

- ▶ Males are not allowed in female sleeping cabins and females are not allowed in male sleeping cabins (youth and ministry staff alike).
- ▶ No youth will be permitted to leave the event unless specifically authorized by a parent in writing (signed and dated).

Program Operation

Billeting & Hosting

For some events, sleeping arrangements may involve having youth and ministry staff billeted in others' homes. For these events, the following requirements must be adhered to:

- ▶ All adults residing in the host homes must have a recommendation from a pastor and a Vulnerable Sector Screening (or equivalent police check).
- ▶ Information about the youth and the event must be provided to the host homes at least 1 week prior to hosting. Information about the youth will include all information provided on the group roster or *Children & Youth Registration Form*.
- ▶ Youth billeted in the same home must be of the same gender.
- ▶ Sleeping arrangements should be distinctly separate from other household members.

Program Operation

We were not looking for praise from any human being, not from you or anyone else, even though as apostles of Christ we could have asserted our prerogatives. Instead, we were like young children among you.

Just as a nursing mother cares for her children, so we cared for you. Because we loved you so much, we were delighted to share with you not only the gospel of God but our lives as well. Surely you remember, brothers and sisters, our toil and hardship; we worked night and day in order not to be a burden to anyone while we preached the gospel of God to you.

1 Thessalonians 2:6-9 (TNIV)



Positive Environment



Discipline

Prevention

Discipline is not just about correcting inappropriate behaviour. It starts with prevention. Here are some steps to prevent the need for corrective discipline:

- ▶ **Facilitate a loving, caring, and respectful environment.** Mutual love, care, and respect between all people is the first step to preventing situations where corrective discipline is required.
- ▶ **Be prepared.** Often discipline problems come about when children are unengaged. This can come about due to a lack of structure, lengthy transitions, or boredom. Being well-prepared will keep them engaged and minimize discipline needs.
- ▶ **Model self-discipline and structure.** If you are running through halls, climbing trees, or interrupting people, children will follow your example. Be a model for the kind of behaviour you expect in your group.
- ▶ **Be firm.** Your tone can make all the difference when correcting behaviour. Do not be mean, but be firm when correcting behaviour. If discipline is delivered meekly or with a smile on your face, it communicates, "What I'm telling you is not a big deal."
- ▶ **Be mindful of environment.** Consider environmental distractions, classroom arrangement, classroom size, etc. and try to eliminate as many distractions as possible.
- ▶ **Be clear, fair, and consistent with your expectations.** What goes for one should go for everyone (except possibly in the case of special needs). Consider spending some time at the beginning of each program year going over group expectations.
- ▶ **Be aware of special needs.** Special needs of your children should be included in the child roster. If you are unsure how to accommodate a particular child, talk to the parents or the ministry supervisor.

Proper Discipline

- ▶ Begin by *politely* asking the child to stop whatever they are doing.
- ▶ Explain why the behaviour is unacceptable and instruct how to behave correctly.
- ▶ Explain consequences of unacceptable behaviour.
- ▶ Use non-physical methods of punishment (e.g., separating misbehaving children, time-outs, requiring children to sit/stand next to an adult).
- ▶ Encourage a child apologize to someone he/she has hurt.
- ▶ Talk to parents about consistent discipline issues.
- ▶ In cases of extreme or consistent misbehaviour, it is acceptable to have the ministry supervisor remove them from the group and contact parents to pick them up.

Improper Discipline

- ▶ Never use physical (corporal) punishment (e.g., spanking, flogging, punching, kicking, caning).
- ▶ Never shout or yell.
- ▶ Never threaten or speak to children in a mean manner.
- ▶ Never punish by shaming or belittling a child's identity/character (e.g., "You are a bad person!" or "You are going nowhere in life!").

Harassment

One of the primary reasons children remove themselves from church or church programs is because they have been made to feel like they are unwelcome by either **peers or ministry staff**. It is therefore of the utmost importance to make sure that each child feels like they are accepted in the group.

Dealing with Bullying and Harassment

Bullying or harassing children or youth of any form over any medium (in person, on line, text, etc.) will not be tolerated. This includes bullying and harassment perpetrated by fellow children/youth and ministry staff alike. Bullying/harassment includes:

- ▶ Teasing.
- ▶ Insulting.
- ▶ Making fun of someone.
- ▶ Physically harming or shaming someone (e.g., tripping).
- ▶ Making someone feel like they do not belong.
- ▶ Making someone feel like their contribution is worthless.
- ▶ Forming cliques where certain people are not invited.
- ▶ Groaning or laughing at someone when they speak.

Ministry staff are not to make light of bullying, and should discipline children and youth in accordance with the "Discipline" section of this document. If you witness other ministry staff bullying or harassing children or ministry staff, notify the ministry supervisor immediately.

Playful Teasing ("Smack Talk", "Trash Talk")

"Smack talk" is using inflammatory or degrading words toward another person. We will never tolerate this kind of speech when used to *intentionally* demean someone.

However, it is often the case that these words are meant to be shared in a playful manner as jabs between friends. One could call it "playful teasing." Since this kind of talk is so culturally pervasive, it is often allowed unchecked. We do not want to strictly prohibit this kind of talk, but ministry staff should teach and monitor the following guidelines:

- ▶ **Only playfully tease close friends.** Without a strong relationship between two people, playful teasing can very easily come across as insulting or demeaning.
- ▶ **Never playfully tease about things that relate to one's identity.** If it is important to your identity that you are good at softball, being teased about a bad softball play will have a greater sting. Common items that relate to your identity are: race/ethnicity, gender, nationality, sexual orientation, religion, disability, talents/gifts.
- ▶ **Make sure positive speech far outweighs your playful teasing.** If all someone hears from you are playful jabs, and they never hear you say positive or uplifting things about them, it will be harder for them to know that you care.

Positive Environment

A Note On Sin Issues

As Christians living in a fallen world, we often find ourselves in the balance between truth and love. This is often a challenge when we encounter a child or child's family displaying behaviour or character that seems contrary to God's truth. In these cases, it is important to remember that you are in a very privileged position in this child's life. How you act and how you respond could determine their attitude toward church or God for the rest of their lives.

Therefore, if you encounter un-repentant sin in your ministry, please employ the following tips:

- ▶ **Never confuse sinful orientation with sinful behaviour.** God does not judge us for being oriented toward a particular sin. God judges how we respond to our sinful orientation.
- ▶ **If the person does not yet have a personal connection with Jesus, let your default position be love and acceptance.** Informing anyone of their sin will have no use unless they are personally connected with Jesus. Informing people of the gravity of their sin is a poor method of connecting them to Jesus.
- ▶ **Never allow anyone to think that your acceptance of them is conditional of their repentance.** Romans 5:8.
- ▶ **Always speak the truth in love.** The same truth can be communicated both as a loving correction by a concerned mentor, or an assault on them as a person.

Discrimination

At QBC we are committed to fostering a welcoming environment for all people. Admittance to our programs is not conditional on one's race/ethnicity, gender, nationality, sexual orientation, religion, or disability. Neither is one's admittance conditional on their connection to a person or persons identified by a race/ethnicity, gender, nationality, sexual orientation, religion, or disability. Everyone deserves equal treatment and protection from bullying and harassment.

Only for ministry staff do we reserve the right to exclude certain individuals from serving in various ministries if we feel their lifestyle, character, or abilities are not suitable for a particular Christian ministry. For more information, see the *Conduct & Behavioural Expectations for Children & Youth Workers* document.

Positive Environment

Praise be to the God and Father of our Lord Jesus Christ, who has blessed us in the heavenly realms with every spiritual blessing in Christ. For he chose us in him before the creation of the world to be holy and blameless in his sight. In love he predestined us for adoption to sonship through Jesus Christ, in accordance with his pleasure and will.

Ephesians 1:3-5 (TNIV)

Care



Care



Counseling

Part of being a child or youth worker is being placed in a position of trust. From that position of trust there may come a time where a child or youth confides in you or seeks your advice. It is important to be caring and accepting in those situations. Be honest and authentic. Allow the Holy Spirit to guide your conversation. Admit what you do not know, and don't offer easy answers or platitudes. This is one of the most powerful and rewarding, but also stressful parts of children and youth ministry. Do not take it lightly.

However, we must also acknowledge our limitation as non-professional counselors. In cases where you are counseling youth beyond your knowledge or experience, you **MUST** seek assistance from pastoral staff. Pastoral staff may assist you in referring the child or youth to professional counselors who can help with more difficult situations. **NEVER** allow your pride to get in the way of asking for help. It is not your job to "fix" anything.

These sorts of situations also bring up the issue of confidentiality. Please read carefully the section of this document entitled "Confidentiality" for more detail on this subject.

Self Injury

Self injury is an attempt to alter one's emotional state by inflicting physical harm on one's own body without the intention of committing suicide. It is used to create feelings that don't exist, or numb feelings that are overwhelming. A common form of self injury is called "cutting", which involves cutting one's own skin, usually in the area of the wrists or forearms.

Though it is not usually an indication of a suicidal thoughts, it is nonetheless a clear indicator of depression or other emotional distress. If left alone, the child's depression could deepen leading to behavioural changes and possibly suicide. For this reason, it should be considered a serious issue. Our overall strategy should not be to simply say, "Don't do that," but to try to identify the root causes of the emotional distress, and support and care for the child in that.

Here are some warning signs of self-injury:

- ▶ Scars, unexplained cuts, bruises, or burns (usually found on wrists, arms, upper thighs, or hips)
- ▶ Wearing long shirts or pants when the weather or occasion calls for something lighter.
- ▶ Multiple bangles, bracelets, wristbands (enough that might cover up a particular area of the wrist).
- ▶ Traces of blood on clothes, especially around shirt sleeves or pant legs.
- ▶ Rubbing or scratching arms/wrists through sleeves (cuts are usually itchy).
- ▶ A roller coaster of emotions.

If you confirm that a child is self-injuring:

- ▶ Inform the child that because you care, you cannot keep this a secret (see the section on "Confidentiality").
- ▶ Inform the Pastor of Family Ministries.
- ▶ Arrange with the Pastor of Family Ministries who will contact the parents.
- ▶ Arrange to meet with the parents in person. Do not disclose this over electronic communication. Use this opportunity to build a partnership between you and the parents.
- ▶ Follow up regularly with the child. Let them know that you care.

Now to each one the manifestation of the Spirit is given for the common good. To one there is given through the Spirit a message of wisdom, to another a message of knowledge by means of the same Spirit, to another faith by the same Spirit, to another gifts of healing by that one Spirit, to another miraculous powers, to another prophecy, to another distinguishing between spirits, to another speaking in different kinds of tongues, and to still another the interpretation of tongues. All these are the work of one and the same Spirit, and he distributes them to each one, just as he determines.

1 Corinthians 12:7-11 (TNIV)



Responding & Reporting



Incident Reporting

What to Report

It is required that ministry staff report any incident during a QBC program that involves the following:

- ▶ Administration of first aid.
- ▶ Medical emergency.
- ▶ Severe allergic reaction.
- ▶ Substance abuse (either reported or witnessed).
- ▶ Significant physical altercations.
- ▶ Any incident that may result in further contact from authorities (e.g., non-custodial parent attempting to pick up child).
- ▶ Report or suspicion of abuse/assault, neglect, or intention to kill or severely injure. **(This also needs to be reported to authorities. See “Reporting to Authorities” section)**
- ▶ Any questionable or concerning behaviour.

How To Report

One of the ministry staff involved in or witnessing the issue must fill out *Incident Report Form*, and submit it to the Pastor of Family Ministries as soon as possible. Make sure the report is as complete as possible. **Include additional pages and personal testimony from witnesses if necessary** for a thorough report. Incident Report Forms can be obtained in the following ways:

- ▶ Downloaded from <http://www.queensway.org/leadership-documents>.
- ▶ Found in your ministry clipboard (see the "Ministry Clipboard" section)
- ▶ Picked up at the church office

When To Report

Incident reports should be filled out immediately after the incident or at the conclusion of the program for the day. This will help ministry staff recall the events of the incident more clearly.

Limiting Knowledge of the Incident

Ministry staff are strongly advised to limit their communication of any incident to other people (including other ministry staff). Others should be informed only on a need-to-know basis.

Personal Testimony

If an incident involves a report or suspicion of abuse/assault, neglect, or intention to kill or severely injure, it is imperative that as much detail as possible be provided. When filling out an incident report, it is **required** that all ministry staff who heard about or witnessed the incident write a personal testimony of their dealings with the incident which will be attached to the *Incident Report Form*.

Personal testimonies must be **a factual and objective account (without personal commentary)** of:

- ▶ Time and location when you witnessed or heard about the alleged abuse, neglect, etc.
- ▶ An as-detailed-as-possible account of the conversations that took place.
- ▶ Who was there when the conversations were taking place.
- ▶ Any actions that were performed by you as a result.

Reporting to Authorities

What to Report

It is the duty of every child and youth worker to report to the proper authorities any knowledge or suspicion of activities that could result in the harm of a person. This includes:

- ▶ Abuse of any form (physical, emotional, sexual, etc.) .
- ▶ Parental neglect (physical, emotional, etc.).
- ▶ Intention to kill or severely injure another.
- ▶ Intention to kill oneself.

How to Report

- ▶ If your knowledge or suspicion was gained from the victim, inform the person that for the sake of their safety, you *must* let others know about this (see the “Confidentiality” section).
- ▶ If possible and appropriate, offer the child/youth to be present with whomever is making the call to the authorities.
- ▶ Immediately contact the Pastor of Family Ministries. Discuss who will contact the authorities.
- ▶ Once it is decided who will contact the authorities, that person must call as soon as possible. These are the organizations and phone numbers to reach:
 - For abuse or neglect, call Brant Family and Children Services (519-753-8681).
 - For intention to kill or severely injure, call 9-1-1.
 - For intention to kill oneself, call St. Leonard's Community Services (519-759-7188 or 1-800-811-7188). For immediate threat of suicide, the child/youth must be taken to the Emergency Room (see the “Suicide” section).
- ▶ Fill out an *Incident Report Form* and submit it (see the “Incident Reporting” section).
- ▶ Do not speak about the incident with anyone else.

Reports Involving Ministry Staff

Should any ministry staff be the alleged perpetrator in a report or suspicion of abuse of a child or youth involved in QBC ministries, he or she must immediately be suspended from children and youth ministry duties (without presuming guilt) until the pending outcome of police investigation. In these cases, the following must be adhered to:

- ▶ The church must report this incident to its insurance company.
- ▶ The church must seek legal counsel.
- ▶ Ministry staff must not admit legal liability or make public statements prior to seeking legal counsel.
- ▶ The parents of the alleged victim must be notified by pastoral staff.
- ▶ The church must maintain positive relationships with police and child services, and assist their investigation in any way without admitting to legal liability.
- ▶ No persons involved with the church should investigate the accusation.
- ▶ Information about the incident/investigation must only be shared on a need-to-know basis.
- ▶ Pastoral staff must document all decisions and actions made following the report of the incident. This will be kept as a follow-up report and filed permanently.

Responding & Reporting

Reportable Suspicions According to Child & Family Services Act

If you are in doubt about whether your suspicion falls under the categories of "abuse" or "neglect", refer to the following list of reportable suspicions which have been taken from Section 72 (1) of the Child and Family Services Act. Any of these suspicions *must* be reported. More information can be found in the brochure located at

<http://www.children.gov.on.ca/htdocs/English/documents/topics/childrensaid/Reportingchildabuseandneglect.pdf>.

- The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person's,
 - Failure to adequately care for, provide for, supervise or protect the child, or
 - Pattern of neglect in caring for, providing for, supervising or protecting the child
- There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person's,
 - Failure to adequately care for, provide for, supervise or protect the child, or
 - Pattern of neglect in caring for, providing for, supervising or protecting the child
- The child has been sexually molested or sexually exploited, including by child pornography, by the person having charge of the child or by another person where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child
- There is a risk that the child is likely to be sexually molested or sexually exploited as described in the previous point
- The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment
- The child has suffered emotional harm, demonstrated by serious,
 - anxiety,
 - depression,
 - withdrawal,
 - self-destructive or aggressive behaviour, or
 - delayed development,

and there are reasonable grounds to believe that the emotional harm suffered by the child results from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child;

- The child has suffered emotional harm (as defined above) and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm
- There is a risk that the child is likely to suffer emotional harm (as defined above) resulting from the actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child
- There is a risk that the child is likely to suffer emotional harm (as defined above) and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to prevent the harm
- The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition
- The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and

Responding & Reporting

custody, or the child is in a residential placement and the parent refuses or is unable or unwilling to resume the child's care and custody;

- ▶ The child is less than twelve years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment
- ▶ The child is less than twelve years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately

Ongoing Duty to Report

Even if you have already reported a particular child/youth to the authorities, you *must* make a further report to the authorities if there are additional reasonable grounds to suspect that he/she is or may be in need of protection.

Substance Abuse

Minors using illegal drugs or abusing legal drugs is a serious matter that cannot be kept confidential. Though we are not obligated to report substance abuse to law enforcement, we have an obligation to make sure parents are fully informed so they may be invited into the care process.

Report of Substance Abuse (not at QBC Programs)

If a child admits to substance abuse:

- ▶ Inform the child that because you care, you cannot keep this a secret (see the section on "Confidentiality").
- ▶ Tell them that you will give them 1 week to tell their parents themselves.
- ▶ Inform the Pastor of Family Ministries.
- ▶ If they do not agree to tell their parents, or if 1 week passes, arrange with the Pastor of Family Ministries who will contact the parents.
- ▶ Inform parents in person or over the phone, not over other electronic communication.
- ▶ Arrange an in-person follow-up meeting with the parents so as to partner with them as they care for their child. Offer the child/youth to be present at this meeting as well.
- ▶ Fill out an *Incident Report Form* and submit it (see the "Incident Reporting" section).
- ▶ Follow up regularly with the child. Let them know that you care.

Witnessing Substance Abuse at QBC Programs

If you witness anyone (children, youth, and adults alike) engaging in substance abuse during QBC programs:

- ▶ Have them removed from the program immediately and make sure they are brought home safely. Call parents to have children/youth picked up if needed.
- ▶ Inform the Pastor of Family Ministries.
- ▶ Inform the parents of children/youth as soon as possible (in person or over the phone, not over other electronic communication).
- ▶ Arrange an in-person follow-up meeting with the parents so as to partner with them as they care for their child. Offer the child/youth to be present at this meeting as well.
- ▶ Fill out an *Incident Report Form* and submit it (see the "Incident Reporting" section).
- ▶ Follow up regularly with the child/youth. Let them know that you care.

Being Under the Influence When Arriving at QBC Programs

If there is strong suspicion that someone is under the influence of drugs or alcohol when they arrive at a QBC program, follow the same procedure as "Witnessing Substance Abuse at QBC Programs".

Community Resources

If you need assistance helping a child/youth through substance abuse problems, or you wish to offer community resources to the family, St. Leonard's Addiction and Mental Health Department can be reached at 519-754-0253.

Confidentiality



One of the foundations of trust is confidence that personal disclosures will be kept secret. For that reason, all ministry staff must commit to keeping sensitive personal disclosures confidential.

However, some information is too critical to be kept secret. Specifically, confidentiality *must* be broken in the following cases:

- ▶ Abuse of any form (physical, emotional, sexual, etc.).
- ▶ Parental neglect.
- ▶ Intention to kill or severely injure another.
- ▶ Intention to kill oneself.
- ▶ Illegal drug use.
- ▶ Self harm (cutting).

Even though breaking confidentiality is required in these situations, it can still feel like a breach of trust on the part of the child or youth. Therefore it is important to do your best to maintain trust as best as you can. Here are some tips for doing so:

- ▶ If you need to report, be honest about it. Never promise to keep such reports secret.
- ▶ If possible and appropriate, give the child/youth an opportunity to be present when parents or authorities are being notified or called. Knowing what is being said can be comforting to them.
- ▶ Emphasize that the reason you must tell others is because you care about them.
- ▶ Emphasize that anything else apart from the 6 categories above would certainly be kept confidential. We just cannot keep things confidential that will lead to harm.
- ▶ Follow up with the child afterwards and let them know you care.

Responding & Reporting

“Ah, Sovereign LORD,” I said, “I do not know how to speak; I am too young.”

But the LORD said to me, “Do not say, ‘I am too young.’ You must go to everyone I send you to and say whatever I command you. Do not be afraid of them, for I am with you and will rescue you,” declares the LORD.

Then the LORD reached out his hand and touched my mouth and said to me, “I have put my words in your mouth. See, today I appoint you over nations and kingdoms to uproot and tear down, to destroy and overthrow, to build and to plant.”

Jeremiah 1:6-10 (TNIV)



Administering the Ministry



Screening Staff

This screening process will apply to all volunteers 18 years and older working in a position involving work with children or youth. The screening process for each candidate will be coordinated by the Pastor of Family Ministries or his delegate.

Screening Process

The Pastor of Family Ministries along with the appropriate ministry team will determine a candidate's suitability for ministry utilizing the following process. Candidates must complete all steps of the process before placed in a position of trust. All steps must be completed in a 3 month period of time.

1. Give application documents to the candidate:
 - a. *Children & Youth Worker Application*.
 - b. Vulnerable Sector Screening letter (the candidate must take the letter to their local police station to request a Vulnerable Sector Screening).
2. Completed *Children & Youth Worker Application* (to be given to Pastor of Family Ministries).
3. Interview.
4. Contact references.
5. Observation of ministry.
 - a. Candidate will spend an amount of time observing the ministry to ensure that it is a good fit for them and for the ministry.
 - b. No responsibilities or obligations will be given to them.
 - c. They will not be considered a "screened adult" for the purposes of the "Two Adult Rule".
6. Final Approval.
 - a. Ministry leadership will make a final determination if the candidate is suitable for the role.
 - b. Approval will be conditional on completion of Vulnerable Sector Screening and initiation training.
7. Completed Vulnerable Sector Screening (to be given to Pastor of Family Ministries or Church Administrator).
8. Initiation training.

Qualifications for Ministry

1. 6 months regular involvement in Queensway Baptist Church.
OR
3 months regular involvement in Queensway Baptist Church plus children/youth ministry involvement in a previous church (that they have left no more than a year prior) plus confirmation of their good standing with the previous church's ministry leadership.
2. No history of being convicted or under current suspicion of crimes against children or youth, or other violent crimes.
3. Support of the beliefs, direction, and Constitution of Queensway Baptist Church.
4. A 4-year gap is recommended between the age of the volunteers and the children/youth they serve.

Administering the Ministry

Renewal of Screening

Every September, all ministry staff must fill out a *Renewal for Children & Youth Workers* form (unless their initial *Children & Youth Worker Application* was submitted after the previous June 1). Forms will be distributed in August & September, and due by September 30 if they are to continue serving in ministry to children or youth.

Every year, all ministry staff will have refresher training on our policies, procedures, and guidelines.

Vulnerable Sector Screenings will only be valid for 3 years from the date issued, and must be renewed before they are to continue serving in ministry to children or youth. Notification of a volunteer's need to renew as well as a letter for their local police station will be provided 3 months before the expiry date.

Ministry Staff Under 18 Years

Since ministry staff under the age of 18 will always be supervised by adult volunteers, they are rightly deemed to be part of the ministries they are serving. Therefore they are not required to undergo the same initiation requirements and are not held to the same qualifications for ministry.

Screening process for youth under 18:

1. Give *Student Leadership Application* to candidate (if 16 or older, a Vulnerable Sector Screening will also be required).
2. Completed *Student Leadership Application*.
3. Interview.
4. Contact references.
5. Initiation training.

Documentation

All volunteers will have each step of the screening process (including renewal) documented with dates of completion and approval signature.

Managing Staff



Personnel Files

All ministry staff will have a personnel file in the Ministry Management Filing Cabinet. The personnel file will include:

- *Children & Youth Worker Application* form.
- Any *Renewal for Children & Youth Workers* forms.
- Vulnerable Sector Screenings.
- Record of training attendance.
- Ministry Staff Approval.
- Any other documentation relating to their duties as ministry staff.

Disciplining Ministry Staff

Failure to abide by these policies and procedures, or failure to comply with the *Conduct & Behavioural Expectations for Children and Youth Workers* is a serious issue. Discipline will be determined on a case-by-case basis by the Pastor of Family Ministries and may include suspension or dismissal from children and youth ministry leadership.

At QBC we have zero tolerance for abuse or neglect, any report of abuse or neglect will be taken seriously, while also protecting ministry staff from false accusations. Ministry staff will be suspended from children and youth ministry duties pending the outcome of an investigation. Should they be proven guilty of an accusation of abuse or neglect, they will be banned from all children & youth ministry duties.

First Aid Kits

Each room regularly used for children and youth programming should have a first aid kit. Each floor should have at least one large first aid kit with the rest being small first aid kits. The location of these kits must be indicated on the church's *Emergency Floor Plan*. These kits must be checked once every 6 months to ensure they have all the supplies needed.

A **small** first aid kit should contain at least the following:

- 2 pairs of rubber gloves
- 6 antiseptic wipes
- 1 roll of gauze
- 2 gauze pads (4"x4")
- 1 roll of gauze tape
- 5 regular band-aids (3/4"x3")
- 5 small band-aids (1/2"x2 1/4")
- Scissors

A **large** or **portable** first aid kit should contain at least the following:

- 2 pairs of rubber gloves
- 20 antiseptic wipes
- 1 roll of gauze
- 4 gauze pads (4"x4")
- 1 roll of gauze tape
- 20 regular band-aids (3/4"x3")
- 20 small band-aids (1/2"x2 1/4")
- 10 butterfly band-aids
- 5 Steri-Strips
- Tweezers
- 1 cloth bandage
- 2 bandage clips
- 1 tube of antibiotic ointment
- 1 instant ice pack (or reusable ice pack in nearby freezer)
- 1 thermometer
- Scissors
- 5 safety pins
- 1 emergency instruction manual

Administering the Ministry

All authority in heaven and on earth has been given to me. Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the age.”

Matthew 28:18-20 (TNIV)



Definitions



Definitions

Adult: For the purposes of this document, an adult is defined as someone 18 years of age or older.

Child: For the purposes of this document, a child is defined as someone less than 18 years of age. Frequently the term “youth” will be utilized as a general term or alias for children in Grade 6 and up.

Emotional Abuse: This is the acting out by the parent or caretaker of the child of their negative or ambiguous feelings towards the child, resulting in some degree of emotional damage to the child. This kind of behaviour may consist of constant chastising, belittling, verbal tirades, ridicule, humiliation, or the out and out rejection of the child’s sense of self-worth and dignity.

Emotional Neglect: This is the chronic or episodic withholding of necessary emotional care and support from the child which results in some degree of emotional damage to the child. This kind of neglect might consist of withholding affection and love from the child; it might also include the withholding of affirmations of the child’s self-worth, trust and belongingness. In extreme forms, emotional neglect can involve the complete withdrawal of any verbal and/or non-verbal interactions with the child, manifesting the complete rejection of the child.

Minor Injury: This is any injury that is not a major injury.

Major Injury: This is an injury that has one of the following characteristics:

- Places life in jeopardy.
- Produced unconsciousness (or an altered state of consciousness).
- Results in substantial loss of blood.
- Involves the fracture of a leg or arm, but not a finger or toe.
- Involves the amputation of a leg, arm, hand or foot, but not a finger or toe.
- Consists of burns to a major portion of the body.
- Causes the loss of sight in an eye.

Ministry Staff: This includes paid and volunteer workers put in a position of trust of children or youth under 18 year old. It refers to adult and youth volunteers alike.

Physical Abuse: This is the use of physical force by the caretaker (parent/guardian, babysitters, or foster parent) of the child which results in any injury to the child. This injury is sometimes described as a non-accidental injury by health professionals.

Physical Neglect: This is the chronic or episodic withholding of necessary or essential physical care from the child with resulting injury or damage to the child. Necessary physical care can include food, nutrition, shelter, clothing, medical care, safety, supervision, sensory stimulation (particularly to young infants).

Sexual Abuse: This is the sexual exploitation of a child by a caretaker or other family member, or any adult, resulting in damage or injury to the child sexually, either psychologically or physically. Forms of sexual exploitation include behaviour of a sexual nature, touching of a sexual nature and sexual intercourse.

Unrelated: The “Two-Adult Rule” requires two unrelated adults to be present for children and youth ministries. “Unrelated” in this case means any individual who is not “related”. “Related” individuals for the purpose of our policies are immediate family members (parents/guardians, spouses, siblings, children) or other extended family members living in the same dwelling.

Youth: For the purposes of this document, a “youth” has no specific definition and is simply an alias for “child”. It is a general term to refer to a child in Grade 6 and up (see definition for “child”).

Definitions

I urge you, brothers and sisters, in view of God's mercy, to offer your bodies as a living sacrifice, holy and pleasing to God—this is true worship. Do not conform to the pattern of this world, but be transformed by the renewing of your mind. Then you will be able to test and approve what God's will is—his good, pleasing and perfect will.

Romans 12:1-2 (TNIV)