

CRÈCHE AND CRÈCHENDO VOLUNTEER HANDBOOK



RE:HOPE

CONTENTS.

| | | |
|--------------------------------------|-------|-----------|
| VISION STATEMENT. | | 3 |
| TEAM LEADERS. | | 3 |
| EXPECTATIONS. | | 3 |
| ON A FRIDAY. | | 4 |
| CHILD PROTECTION. | | 8 |
| Definition | | 8 |
| Definitions of abuse | | 8 |
| Child Protection procedures | | 10 |
| APPENDICES | | 12 |
| Non-emergencies procedure flow chart | | 13 |
| Emergencies procedure flow chart | | 14 |
| Child Protection chronology | | 15 |

VISION STATEMENT.

Re:Hope Next Generation Bible Church believes that children are a vital and valued part of the church. We seek to see children know Jesus as their Lord and Saviour, grow in their faith through knowing God through His word, prayer and service. Re:Hope recognises a responsibility to support parents in raising their children to maturity in faith.

U18'S MINISTRY TEAM LEADERS.

RE:HOPE.

Under 18's team leader: *Laura Campbell*

Child Protection Director: *Laura Campbell*

Elder for U18's: *Segun Komolafe*

GLASGOW.

Crèche & Crèchendo: *Rachel Miller*

Wee:Hope West End: *Sandy Buchan*

Wee:Hope Southside: *Molly Mitchell*

Render: *Joe Burgess*

EXPECTATIONS.

Re:Hope Next Generation Bible Church expects that any person seeking to be involved with U18's ministry to be:

- a regular attender of the church
- a member of a Bible Read Through Group
- a regular attender of Pre-Service Prayer (at least before serving on a Sunday, or at Render Leaders meeting)

Prior to joining an U18's team applicants will be required to:

- complete an application form
- take part in a short, informal interview
- complete an application to the PVG scheme/ add Re:Hope Next Generation Bible Church to their pre-existing PVG scheme

All appointments to U18's ministry will be conditional on completion of a successful probation period (2 months/ 2 times serving on team - whichever comes sooner)

A photograph of children in a church sanctuary, seen from behind, with their arms raised in prayer. A large, semi-transparent diagonal line divides the image. In the background, a chalkboard reads "in the bucket".

On a Sunday

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ON A SUNDAY - CRÈCHE.

Each Sunday morning the Crèche team is made up of 3 volunteers, under Rachel's leadership. On average volunteers serve one or two times per month, however there is the option to serve more frequently depending on availability.

| TIME | TASK |
|---------------|--|
| 9:45 | Set up crèche room, and sign in sheet. |
| 10:00 | Pre-Service Prayer |
| 10:30 | Coffee & chat |
| 10:45 | Volunteers in crèche room Check in opens Register new children/visitors Connect with new children/visitors |
| DURING CRÈCHE | |
| | Playing and connecting with babies/toddlers Ensuring babies/toddlers are kept safe Ensuring babies/toddlers are happy during their time in crèche Provide snack for toddlers who are able (check with parents at drop off) Contacting parents should children not settle or require changing |
| TIME | TASK |
| After service | Keep babies/toddlers occupied until parents collect them Check out opens Clear up toys/games/colouring materials After the last child has checked out, volunteers leave. |

COMMITMENTS AND RESPONSIBILITIES OF A LEADER.

At Crèche we want to make sure little ones are kept safe and experience God's love, allowing parents to worship without distraction.

ON A SUNDAY - CRÈCHENDO.

Each Sunday morning the Crèchendo team is made up of Rachel, who leads the session, plus 1 volunteer. On average volunteers serve one or two times per month, however there is the option to serve more frequently depending on availability. Crèchendo shares a room with Wee:Hope, therefore these two teams work closely together.

| TIME | TASK |
|-------|--|
| 9:15 | Breakfast |
| 9.30 | Meet to discuss teaching, craft and games. Prepare craft. Set up toys. |
| 10:00 | Pre-Service Prayer |
| 10:30 | Coffee & chat |
| 10:45 | Volunteers upstairs Check-in opens Games start Register new children/ visitors Connect with new children/ visitors |

DURING CRÈCHENDO

| | |
|--|---|
| | Playing and connecting with children during games/play time Maintaining children's listening and concentration Modelling share time Modelling worship Helping serving teams Tidy up after snack Taking children to the toilet Supporting age-appropriate teaching Encouraging discussion around teaching Supporting children with crafts |
|--|---|

| TIME | TASK |
|---------------|--|
| After service | Playing and connecting with children during games/play time Check out opens Clear up toys/games/colouring materials After the last child has checked out - volunteers leave |

COMMITMENTS AND RESPONSIBILITIES OF A LEADER.

At Crèchendo we want to make sure kids know and experience God's love and are excited to come to church

OTHER WAYS TO SERVE:

- Crèche at Mum's Bible Read Through *Thursdays 10am - 12:30pm (Contact Kellie)*

A photograph of a baby sitting on a patterned rug, holding a blue toy. The baby is wearing a white sweater with a red and black geometric pattern and blue jeans. A person's hand is visible in the background. The text "CHILD PROTECTION OVERVIEW" is overlaid in white, bold, sans-serif capital letters.

CHILD PROTECTION OVERVIEW

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CHILD PROTECTION DEFINITION.

At Re:Hope Next Generation Bible Church we define child protection as **protecting a child from abuse and neglect.**

We aim to ensure that the children in our care benefit from a caring, loving, nurturing environment provided by staff and volunteers who act in accordance to our child protection policy. Staff and volunteers are trained in child protection on a yearly basis, are provided with access to Re:Hope's child protection policy and are aware of how to identify indicators of abuse and neglect.

Re:Hope Next Generation Bible Church staff members have been trained in child protection by CCPAS. All definitions of abuse and procedures for supporting children and young people who are experiencing/ have experienced abuse follow CCPAS' guidelines.

DEFINITIONS OF ABUSE.

Abuse can generally be categorised in four ways:

- physical abuse
- emotional abuse
- sexual abuse
- neglect

PHYSICAL ABUSE.

Physical abuse is the deliberate causing of physical harm to a child or young person.

Specific examples of what would constitute as physical abuse as well as indicators to help identify it can be found in Re:Hope's child protection policy.

EMOTIONAL ABUSE.

Emotional abuse is persistent emotional neglect or ill treatment that has severe and persistent effects on a child or young person's emotional development.

Although sometimes found in isolation, there is usually some form of emotional abuse that accompanies other forms of abuse.

Specific examples of what would constitute as emotional abuse as well as indicators to help identify it can be found in Re:Hope's child protection policy.

SEXUAL ABUSE.

Sexual abuse is any act that involves the child or young person in any activity for the sexual gratification of another person.

Such acts can still be defined as sexual abuse regardless of consent having been given on the part of the child or young person and regardless of whether physical touch was involved.

Specific examples of what would constitute as sexual abuse as well as indicators to help identify it can be found in Re:Hope's child protection policy.

NEGLECT.

Neglect is a failure to meet a child or young person's basic needs resulting in impairment of their health or development.

Specific examples of what would constitute as neglect as well as indicators to help identify it can be found in Re:Hope's child protection policy.

CHILD PROTECTION PROCEDURES.

At Re:Hope Next Generation Bible Church we are committed to intervening to put a halt to or prevent abuse at the earliest opportunity possible. Staff and volunteers will remain vigilant and alert to factors that could indicate the risk or even the likelihood of abuse.

We have two procedures for child protection. One pertaining to non-emergency observations in a child or young person's behaviour and another pertaining to the disclosure of a case of abuse.

NON-EMERGENCIES.

If/ When a staff member or U18's ministry volunteer observes one of the indicators as outlined in our child protection policy, or another behaviour that causes concern for the child's safety or development it should be reported using the following procedure.

If medical attention is required for the child or young person it is important that this be our first action.

Upon observing the risk of abuse, that abuse should be written down, dated and signed. That information would then be passed on to the team leader of the particular ministry who would then communicate the concern to Laura.

Observations may seem small or insignificant, however after the passage of time smaller things may prove to be significant therefore it is important to keep a record of every concern, no matter how small.

In the case of a non-emergency, an action step would be decided between the team leader and Laura in order to support the child or young person and monitor the situation. A record of the concern and the action steps will be recorded on our child protection chronology, an example of which can be found on page 15.

A flow chart showing each stage of this procedure can be found on page 13.

EMERGENCIES.

Something would be deemed to be an emergency if a disclosure of abuse is given by a child or young person. If evidence of abuse is shown or allegations of abuse made the following procedure should be followed.

If medical attention is required for the child or young person it is important that this be our first action.

At the earliest moment possible the staff member or volunteer should inform the child or young person that if it is necessary to tell someone else so they can receive help that they will do so. Asking, **"I can keep this to myself, unless it is important that I tell someone else so we can help you, are you okay with that? Do you still want to tell me?"** will make the positions of the child/ young person and of the staff member/ volunteer clear.

If the child or young person is happy to continue, the staff member or volunteer should listen carefully, record what was said (using the child's words where possible) sign and date the record and pass it to Laura. The disclosure will be recorded in the child protection chronology and action steps decided. An example of the child protection chronology can be found on page 15.

Laura will then inform the church elders who can decide what action needs to be taken and if other agencies need to be involved, for example police, social work or the child or young person's parents. A flow chart showing each stage of this procedure can be found on page 14.

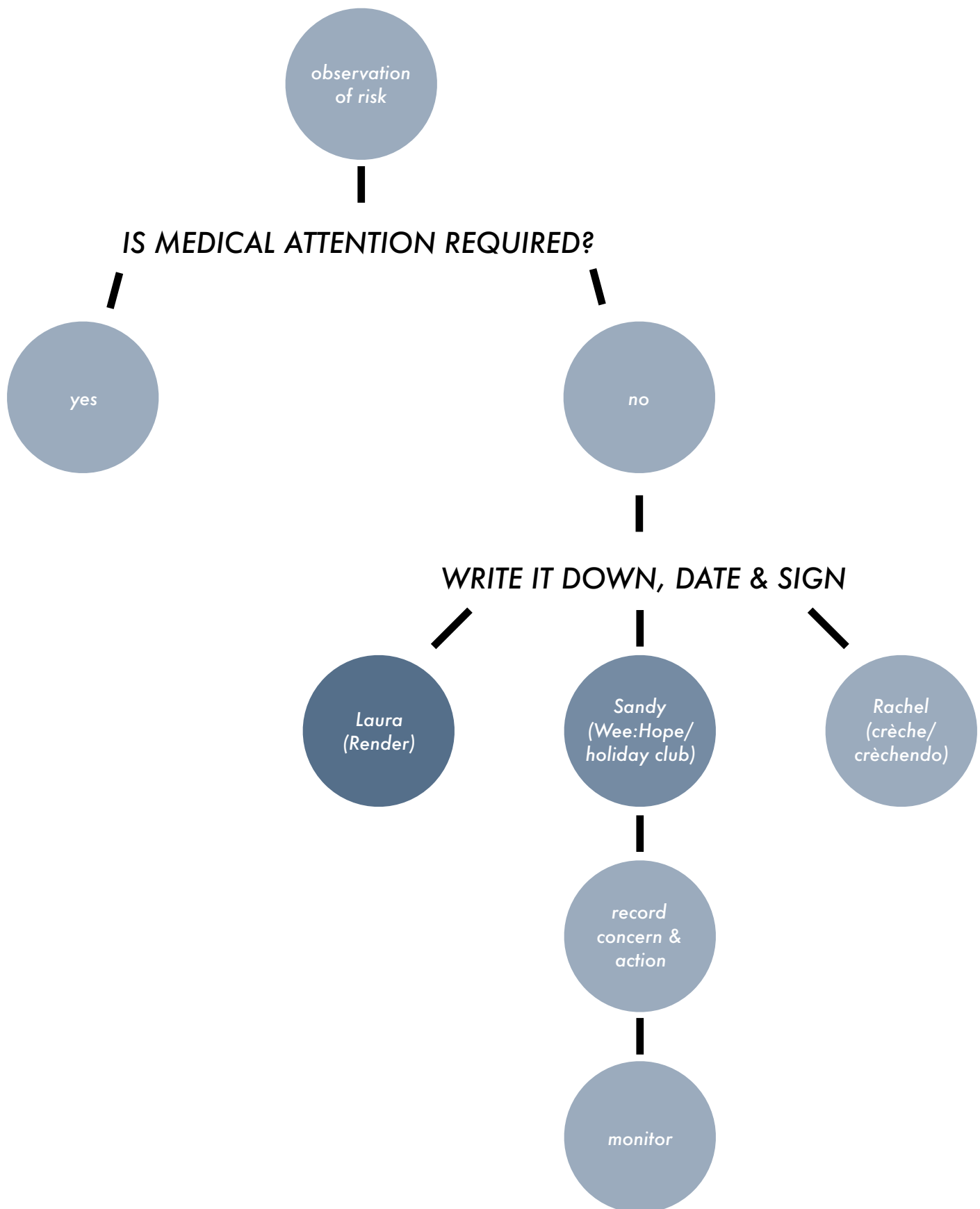
More information and guidance about how to follow Re:Hope's child protection procedures including dos and don'ts can be found in our child protection policy.



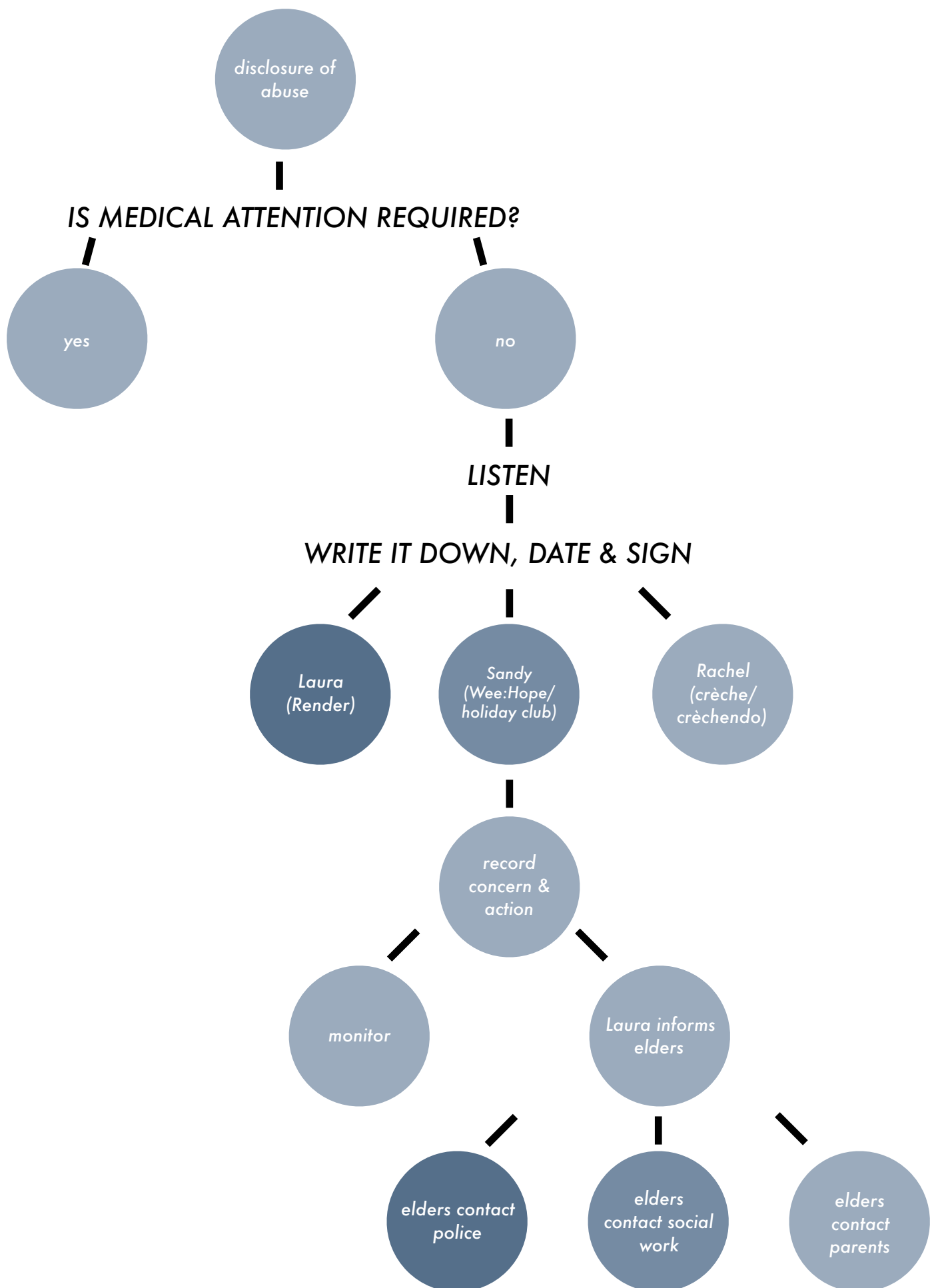
APPENDICES

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NON-EMERGENCIES CHILD PROTECTION PROCEDURE.



EMERGENCIES CHILD PROTECTION PROCEDURE.



CHILD PROTECTION CHRONOLOGY

| <i>name</i> | <i>concern</i> | <i>action</i> | <i>date</i> | <i>signed</i> |
|-------------|----------------|---------------|-------------|---------------|
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