**ENVIORNMENT LEADER TRAINING**

*We are honored to have you join our CedarCreek Kids Team! Our hope is to equip you with all of the information you need to serve kids and families with excellence. To accomplish that, you will be paired up with a seasoned leader to learn all about CedarVille. If you have any questions along the way, just ask!*

*As an Environment Leader, you are expected to know how to execute Kids Ministry functions to assist in almost every way. Below are the important ministry details you need to know, with specific instructions for those details you are responsible for leading.*

*Let’s have some fun!*

*The CedarCreek Kids Staff*

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**SERVICE SCHEDULE:**

* Step into each room to ensure the room is tidy, the counter top is clear, and small group supplies are prepped and ready to go
* Greet and connect with families during check-in
* Be available during the service for restroom assistance, pages, and other ministry needs
* Once Preschool and Elementary children move to Large Program, prepare snacks and tidy up their rooms
* Greet and connect with families during check-out
* Ensure the environment is ready for the next service

**CHECK IN**

One adult should check-in all children.Please connect with the family, especially if it’s their first time! Stick the note tag on the check-in sheet. Prompt the adults for important information (Ex. Are there any special instructions for your little one? Do they have a favorite way to be held? Etc.) Remind the family that we will page them if a diaper change is needed or if their little one is feeling sad. Label all items staying with the child and note allergies appropriately.

In addition, please make sure you are comfortable assisting existing and new families at the check-in desk.

* **Security Tags** – Each parent will receive a security tag with a code. A corresponding tag will be given to the child.
* **Check-In Sheet** – All children in our care will have a note tag on the check-in sheet. Keep this roster with you at all times. \*Review the check-in sheet and discuss each prompt.
* **Labeling** – Parents may print labels for diaper bags, bottles, etc. If not, please use a marker and masking tape to label all items.
* **Allergies -** When it comes to food, always explicitly follow instructions provided by families. Never give any food/bottle to babies unless specifically instructed by their family. During Check-In please ask the family if the child has any allergies. Note that allergy on the check-in sheet, write the child’s name, code and allergy on a post it note and stick it to the cabinet, and finally notify all other volunteers in the room.

**POLICIES AND PROCEDUERS**

* **Appropriate Dress -** Keep in mind you’ll be spending time on the floor or bending down to talk to, or pick up, a child; comfort and modesty are key! Also remember that children can be very sensitive to strong odors such as tobacco, heavy perfumes, etc. Allergies from animal hair are also concerns. Please plan accordingly.
* **Food and Drink –** Please refrain from bringing food and drinks, especially hot liquids, into CedarVille. We want to prevent spills, burns, clutter, and avoid allergy concerns.
* **Restroom/Diapers –** You are responsible for being visible in the hallway to assist with restroom breaks.
  + Babies and Toddlers: We notify parents through our paging system, or text, if a diaper change is needed. If a parent shares that their child is being potty trained, please follow their restroom instructions and page the parent for assistance. Environment Leaders or Kids Staff Members can help page a family member.
  + Preschool and Elementary: Adult female volunteers may oversee bathroom breaks. Keep the “2 at a Time Principle” in mind. The only assistance we can provide a child when using the restroom is buttoning pants (outside of the bathroom with another adult present). If more help is needed we must page the family.
* **Text Paging –** Families will be texted if we need to communicate with them during the service. Situations include a diaper change, a little one who has been inconsolable for 5 minutes, suspected illness, an encouragement that a child is doing great, etc. If you need assistance, please connect with a Kids Staff Member. \*Show how to page a family.
* **Snack –** You are responsible for preparing the appropriate snack in Preschool and Elementary rooms. Toddler Leaders prepare their own snack. \*Show where snacks are kept and how to prepare them for each room.
  + Preschoolers are given Goldfish
  + Please make sure there are no food allergies before giving snack. Review the check-in sheet and the cupboard to see if allergies are noted. Many children can have fruit snacks as an alternative for allergies.
  + If snack accommodations need to be made, or if you have questions, contact a Kids Staff Member.
* **Cell Phones –** Please refrain from using cell phones while serving in CedarVille.
* **Photography and Videography –** Taking pictures or videos of children is not permitted.
* **Challenging Conversations -** When a challenging conversation with a parent is needed, please contact a Kids Staff Member. They are required to own the conversation. Situations may include, but are not limited to, suspected abuse, suspected illness (example: lice, pink eye, fever, etc.), violence (example: biting another child).
* **Behavior Coaching -**  You may be asked to assist with a challenging behavior situation. To ensure children have fun in CedarVille, safe boundaries are essential! When children aren’t making the best choices, here’s a process for coaching them:

1. Tell the child to stop the behavior and explain a more appropriate behavior.
2. If the child continues the behavior, help them move from the situation to a different area.
3. If the child continues the behavior, contact a Kids Staff Member for assistance.

If a child’s behavior puts another child or volunteer in danger, or if the problem is more severe or persistent, contact a Kids Staff Member.

* **Preschool and Elementary Schedule** 
  + Check In
  + Play Time/Group Activity
  + Large Group
  + Small Group
  + Check Out
* **Small Groups -** You will ensure all Preschool and Elementary Small Group materials are prepped, organized, and ready to go for each service. The Small Group Leader Guides will show what supplies are needed. \*Show were Small Group materials are kept and where they should be placed for each environment.

**CLEAN UP AND CHECK OUT**

The same adult who checked children in should check them out. Pass out Parent Cue. As children leave, check their name off the check-in sheet.

* **Matching Security Tags** – Ensure the parent’s tag and the child’s tag match. If the parent does not have a security tag, or if the codes do not match, keep the child in your care and notify a Kids Staff Member immediately.
* **Room Cleaning and Disinfecting** – We want to make sure our rooms are tidy, clean and GUEST ready for every child, at every service. Please tidy up the room and disinfect all toys used after every service. Anywhere Spray can be used on all toys and Clorox Wipes are best for surfaces. If something in your room is broken or “tired,” please let our Kids Staff know. We would be more than happy to replace those items! \*Show where cleaning supplies are kept.
* **CedarVille Postcard** – We love connecting with families during the week! Consider sending a postcard to the parent of a little one sharing how much you enjoyed caring for them! Postcards can be given to the Environment Leader or a Kids Staff Member for addressing and mailing. \*Show where the postcards are kept.

**SAFETY AND SECURITY**

* **2-At-A-Time -** Whenever there are children present there must always be 2 adults.
* **Emergency Procedures** - Please review the emergency maps posted in your room. In the event of an emergency (Severe Weather, Evacuation, Power Outage, etc.) each room will be given an emergency bag with everything you will need. Babies will be evacuated in cribs. Remember to keep your Check-In Sheet with you at all times! \*Read through the room evaluation plan and look through an emergency bag.
* **Lost Security Tag -** Adults should not be able to enter CedarVille area without a security tag. If for some reason an adult attempts to check-out a child without a tag, or with a tag that doesn’t match the child’s code, please contact a Kids Staff Member.
* **First Aid/Incident Report** - Please contact a Kids Ministry Staff Member if a child in your care needs any first aid. The Staff Member will retrieve any needed items (Ex. Band-Aids) and when appropriate, will page the family and fill out an incident report.
* **Suspected Abuse and Neglect** - If you suspect abuse or neglect, or any other challenging family situation, please talk with a Kids Staff Member immediately. Please remember to use discretion and model confidentiality.