**SPECIAL FRIEND 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!*

*We understand that children with special needs require individualized care and accommodations to serve them best. Please follow the parent’s instructions in all situations to ensure the best weekend experience. Connect with a Kids Staff Member if you have questions.*

*Let’s have some fun!*

*The CedarCreek Kids Staff*

**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.

* **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.
* **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 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 -** 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. Please notify an Environment Leader or a Kids Staff Member if you need to page a family.
* **Snack –** Preschoolers are given Goldfish and Elementary students are given Oreos. The Environment Leader should prepare snack for your rooms. Please make sure there are no food allergies before giving snack. If snack accommodations need to be made, or if you have questions, please contact the Environment Leader or a Kids Staff Member.\*Show where snacks are kept.
* **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 -** 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.

* **Schedule for the Service –** Children with special needs may not participate in all of the activities. Each child is unique.
  + Check In
  + Play Time/Group Activity
  + Large Program
  + Small Group
  + Check Out
* **Small Groups -** Some children with special needs are able to participate in small groups. If so, you will be provided with lesson material through Planning Center. Please view that ahead of time to be prepared for what you will be teaching. \*Show an example of the small group material. A new leader should observe a small group and co-lead a small group during their training. Review the Lead Small principles and how we live them out.

**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.