



Dear Cedarville Volunteer,

Welcome! We are excited that you have decided to get involved with Cedarville, the children's ministry at CedarCreek Church. This handbook will introduce you to the many opportunities available to you within our ministry, along with the guidelines for involvement. You will see that we are thorough with our new leader application and interview process since we diligently strive to provide a safe, secure and loving environment for the children of CedarCreek!

You don't have to be an expert to be a Cedarville volunteer. Each member of the Cedarville team has one thing in common: a passion for introducing children to God's love! If you have come today with a heart to love God and a desire to work with children, you have the two basic ingredients necessary to become a Cedarville volunteer.

Cedarville offers an array of volunteer opportunities. Whether you enjoy holding babies, reading stories, creating curriculum, helping with crafts, or greeting new families, there is a place for you in Cedarville. We will discuss these different opportunities with you and will work together to find a place where you can use your God-given gifts to invest in the lives of children.

You do not need all the time in the world to become involved in Cedarville. In as little as 4 hours per month you will be able to form relationships with children and their families, communicating love and value from you and especially from God!

We look forward to getting to know you and to ministering alongside you. It will be exciting to watch God at work in you and through you as you minister to the children of CedarCreek.

Serving with you,  
Sara Shortridge, Director of Children's Ministry - Toledo Campus



Striving to partner  
with parents to help  
children LOVE God,  
LIVE like Jesus, and  
SHARE God's love  
with the world!

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# Staff Roles



**Chantele Henry: Executive Pastor of Family Ministries**

Chantele oversees all of CedarCreek's Family Ministries, at all campuses, those which impact babies through 5<sup>th</sup> graders.



**Sara Shortridge: Director of Cedarville - Toledo**

Sara is responsible for stewarding the vision of WeeVille (Babies thru Kindergarten) and KidVille 1<sup>st</sup> - 5<sup>th</sup> grades. She promotes the ministry to families and potential volunteers at CedarCreek and in the community.



**Sarah Arquette: Volunteer Coordinator**

Sarah is responsible for overseeing the Volunteer Coordinators at the Perrysburg, Whitehouse and Toledo Campuses. She is also responsible for contacting, interviewing and training all new Cedarville volunteers at the Toledo Campus. Sarah also facilitates the volunteers in Cedarville - Toledo for the weekend services.



# Volunteer Orientation Process

These are the steps a volunteer must take before serving in Cedarville:

1. Do a First Serve, then complete a Cedarville application and turn it in at the CHECK-IN STATION or give it to a Cedarville staff person.
2. Pass a background check.
3. Be contacted by a Cedarville staff person to determine your serving schedule and also complete a short phone interview.
4. Begin serving!!! (Be sure to arrive 30 minutes before the service begins each week to check-in at the computers and meet for the volunteer huddle in the Cedarville hallway)
  - a. Receive an orientation packet.
  - b. Talk with a staff member to answer questions and go over the basic policies and procedures in Cedarville.
  - c. Attend quarterly trainings.



# Job Descriptions

## Touch-Screen Check-In

- Welcome families, assist with check-in and answer questions related to WeeVille and KidVille areas. (Time commitment: 45 minutes before service/every week or every other week.)

## Security/Greeter

- Provide security at the entrance to WeeVille and KidVille areas. (Time commitment: 30 minutes before service/during service/every week or every other week.)

## Rock Climbing (Perrysburg Campus only)

- Belay and monitor the rock wall before and after the services. (Time commitment: 30 minutes before and after service, every week or every other week. Training is required.)

## WeeVille Room Volunteer (Babies - Kindergarteners)

- Interact with the children and assist the ministry during the weekend services. (Time commitment: 30 minutes before service/during service/every week or every other week. Curriculum provided.) \*Must be at least in high school, unless special arrangements are made with a WeeVille staff person.

## KidVille Small Group Leader

- Shepherd the children by building relationships with them, leading small group time and encouraging them to pursue a deeper relationship with Jesus Christ. (Time commitment: 30 minutes before service/during service/weekly. Curriculum provided.) \*Must be at least in high school.

## WeeVille Programming Team

- Plan and/or present the Biblical curriculum in a creative, energetic and animated way. (Time commitment: **Curriculum development** - Tuesdays at 7:30pm; **Weekend teachers** - As scheduled, all services in a weekend.)

## KidVille Programming Team

- Plan and/or present the lesson for the weekend services. (Time commitment: **Curriculum development** - Mondays at 6:30pm; **Weekend teachers** - As scheduled, all services in a weekend).

## Cedarville Set Up and/or Tear Down Team

- Set up the Cedarville areas before weekend services and/or tear down the Cedarville areas after weekend services.



# Volunteer Policies and Procedures

## Important!!!

- At least two volunteers must be present wherever there is a child.

## Volunteer Pre-Service Responsibilities

### In KidVille and WeeVille:

- All Cedarville room and security volunteers are asked to arrive 30 minutes prior to the beginning of the service time. Check-in and get your sticker nametag and lanyard. (All Cedarville volunteers should meet in the Cedarville hallway for huddle. This provides you with important updates and time to pray with your volunteer team.)
- After check-in and huddle, report to your room.
  - Check the room for safety hazards (inappropriate toys for the age-group, sharp objects, etc.).
  - Ensure that the room is tidy and appealing to the children who will be arriving soon.
  - Check the "What's Happening" hanging in each room. This will provide you with more details about the weekend's service.
  - Be prepared to pray silently for the children throughout the service!
  - Make sure you know the other volunteers you'll be serving with.
  - Check supplies (craft supplies, snacks, cups, etc.). If you need more, contact a staff member.
  - Keep a smile on your face ☺!!

## Checking-In Children

### In KidVille and WeeVille:

- The doors to Cedarville are scheduled to be opened 20 minutes before service begins.

- At least one trained volunteer should stand at the door to welcome children and their parents, greeting them by name whenever possible. Let them know about the exciting things they will be doing over the next hour.
- As children arrive, make sure they are wearing a nametag with an alpha-numeric code. This code is used to page the parents during the service if needed, and it ensures that the child is picked up by the correct person.
- Ensure that the adult dropping off the child has a receipt with an identical alpha-numeric code. If there is a problem, contact a Cedarville staff member.
- Write the child's name and code on the sign-in sheet in your room.
- Introduce the child to another child or volunteer (depending on the age), and help the child find an activity.

## Parents/Guardians

Once in a while a child will not want to enter the classroom or will become fussy when leaving the parent. If a parent wants to enter the classroom to help their child acclimate to the surroundings, they may do so, following these standards:

- Only one parent may enter the room at a time.
- There must be an adult leader with the parent at all times.
- The parent may not be left alone with any child other than their own.
- If the parent decides to stay for the whole service, page a staff member to bring the parent a parent nametag.

There are several specific instances when a guardian will be paged during a service:

- If the child becomes ill.
- If the child has been injured.
- If the child has been constantly crying for more than 5 minutes.
- If the child has a dirty diaper.
- Other situations may arise at the discretion of a volunteer and a staff member.

## Bathroom Procedures

### Diapers:

- We do **NOT** change diapers in WeeVille.
- If a child has a dirty diaper, contact a WeeVille staff member and have them page the child's family.

- When the parent picks up the child, let them know that diaper-changing facilities are located in the restrooms in the Cedarville hallway.

### **Restrooms in WeeVille:**

- If a child says they need to use the restroom, yet they are wearing a diaper, page the parent, do not allow the child to use the restroom. (However, if a child is wearing a pull-up and the parent has given specific instructions, he/she may use the restroom.)
- At the Perrysburg Campus, the 2's, 3's and 4's rooms each have their own restrooms. The doors to these restrooms have windows. The child may use the restroom by themselves, and a volunteer can keep an eye on the child through the window. If the child needs assistance, 2 volunteers must be present, and the door must remain open.
- The children from the 5/K room should use the Family Restroom.
  - Before allowing children to use the Family Restroom, a volunteer should make sure the restroom is empty.
  - If the restroom is empty, send the child to the restroom, and wait in the hallway. Watch the restroom door until the child returns.
  - If another adult is in the restroom helping a child, go into the restroom until that other adult leaves.
  - DO NOT send child to the restroom while the halls are busy before and after services.
- If a child needs to use the restroom during Large Program, take them to the restroom. Remain in the hall (where you can be clearly seen) while the child walks to the restroom in the back of the room. If someone is already out of the Large Program Room with a child, drop off the next child with them and return to Large Program.

### **Restrooms in KidVille:**

- Restrooms are available in the Cedarville hallway. Children should ask an adult for permission to use the restroom, and then they can use the restroom on their own.

## **Constructive Classroom Discipline**

A child's disruptions affect everyone in the group and must therefore be handled quickly and consistently. Problems should be viewed as further opportunities for the volunteer to encourage the child and build relationships!!!

### **Behavior management begins with prevention:**

- Communication must be clear and consistent.

- Rules and expectations should be consistent from leader to leader.
- Rule enforcement must be fair.
- Volunteers should be enthusiastic about the program and activities available to the children.
- Volunteers need to remain calm and relatively quiet.
- Children deserve to be treated with respect and offered realistic choices.

### **When Improper Behavior Is Initially Noticed:**

- Address the child privately.
- Explain the correct behavior.
- Tell the child that if they continue the improper behavior they will have to choose another activity.

### **When The Same Improper Behavior Happens a Second Time:**

- Tell the child that they may not participate in that activity any longer.
- Tell the child that they need to make another choice. Give the child two choices.
- If the child does not like the other choices, they may choose to sit quietly until they can make a new choice.

### **When Behavior Is Continually Disruptive:**

- When a child has been continually disruptive, or the child's actions have injured another child, a staff member should be called. Once the staff member is located, the child will be removed from the room and their parents will be paged.
- The staff member will talk to the parents (getting input from the volunteer if necessary), and if the child has been disruptive, but has not hurt another child, they may remain in the room if accompanied by a parent. If the parent decides not to stay, they will be invited to return the next week.

**\*\***Since every child and situation is unique, these guidelines should be considered flexible.

# Medical Procedures

**If a child in your care becomes hurt/injured during a service, contact a staff member immediately. If a staff member cannot be reached, send one of the room volunteers to find a staff member immediately.**

1. Keep calm and keep the children and the injured child as calm as possible. Speak reassuringly to the injured child.
2. Do not move the injured child and do not leave him/her alone.
3. Clear the area of other children.
4. The staff member will contact the Medical team and call 911, if necessary.
5. The staff member will contact the child's guardians and advise them of the child's situation.
6. The volunteer involved will work with the staff member to fill out an incident report.

\*\*There is a first aid kit located in each of the Cedarville rooms. It is in the cubbies hung on the wall

# Emergency Procedures

**Fire** - Evacuate classroom!

**In KidVille and WeeVille:**

1. Read and understand the evacuation route for your classroom. These are posted by the exit door of each room. A staff member will direct you if an alternate route is needed.
2. Before evacuating, count the number of children in your class. Make sure that when you count, you have the same amount of children that is listed on your sign-in roster. **Take your sign-in sheet with you!**
3. One volunteer should lead the group of children out the door, and another volunteer should be the last one to exit the room, making sure that no children are hiding or left behind.
4. When you arrive safely outside, use the attendance sheet to call roll with the older children and to recount the younger children.

**In WeeVille:**

5. Babies, Sitters & Crawlers and Walkers will be carried out by Cedarville volunteers and CedarCreek staff members.
6. 2's, 3's, 4's and 5/K's should hold jump ropes. There are jump ropes located in the closet across from the baby room. Extra jump ropes will be provided by Cedarville staff.
7. The WeeVille Lead teacher for the weekend will proceed outside with the children.
8. The Volunteer Director will remain inside and sweep the rooms to make sure that everyone has made it out safely.

**In KidVille and WeeVille:**

9. Once evacuated, please wait for further instructions from a member of the CedarCreek staff.
10. **Stay with your group at all times. Do not leave your group to pick up your own children or for any other reason.**
11. Do not allow parents to take their child from your care during the "process" of your evacuation. Remind the parents that they can walk with you, but you cannot release a child until you have arrived at your designated location and you have been given the okay to dismiss from a WeeVille staff member.

**Tornado/Severe Weather**

1. Read and understand the evacuation route for your classroom. These are posted near the exit door of each room.
2. Calmly escort the children to the proper area and wait for further instructions.

# Checking-Out Children

## In KidVille:

- A trained volunteer should stand at the entrance to each room. This volunteer should allow one parent with a security tag per child to enter the room. The child's nametag should be compared to the security tag of the parent before the child is allowed to leave the room.

## In WeeVille:

- At least one trained volunteer should stand at the door to greet parents.
- Ask for the name of the child to be picked up, and then work together with another volunteer to collect the child and anything he/she needs to take home (diaper bag, craft, etc.). Avoid yelling across the room!

## In KidVille and WeeVille:

- Say something positive about each child as they leave (i.e., "You have the sweetest baby!," or "Jacob, you are an amazing artist!," or "Emily, thanks for sharing your thoughts during our small group time.").
- **Make sure you match the alpha-numeric code from the adult's receipt with the code on the child's nametag before allowing the child to exit the room! If an adult does not have their receipt, page a VentureLand staff member immediately...DO NOT RELEASE THE CHILD!!!**

# Volunteer Post-Service Responsibilities

## In KidVille and WeeVille:

- Make sure that all children have been picked up or handed off to the volunteers for the next service.
- Make sure that toys are picked up and put in their designated areas.
- Return the snack and craft materials to their original locations.
- Pass on any specific instructions, etc. to the volunteers for the next service.
- **LEAVE KNOWING THAT YOU HAVE BEEN AN INSTRUMENT OF GOD'S LOVE TO THESE CHILDREN.**

## In WeeVille:

- In the Babies, Sitters/Crawlers, Walkers rooms, after EACH SERVICE, all surfaces and toys must be sprayed with non-bleach cleaner and wiped with paper towels. In the 2's room, disinfectant wipes may be used.
- In the 3's, 4's and 5/K rooms, tables and surfaces must be wiped with disinfectant wipes after EACH service.

# Miscellaneous Volunteer Information

## Volunteering As Scheduled

- If you are scheduled to volunteer, you are expected to volunteer.
- If you know in advance that you are unable to fulfill your commitment on a particular weekend, please:
  - Attempt to find a trained volunteer to fill your place. Volunteer rosters including phone numbers are distributed regularly. It frequently works to trade services with another volunteer. If a sub has been found, please let the Cedarville staff know about your plans.
  - If you cannot find your own sub, or if you get sick or have an emergency on the day you are scheduled to serve, contact Sarah Arquette for all of Cedarville - Toledo Campus. Let them know if you are available to trade with another volunteer to make up your missed service...this is especially helpful!!!

## Contacting the Cedarville Staff

- The main phone number for the Cedarville staff is (419) 720-8661, X 101.
- The staff can also be reached in these ways:
  - Sara Shortridge: [saras@cedarcreek.tv](mailto:saras@cedarcreek.tv); 419-661-8661 X165, 419 466-4617
  - Sarah Arquette: [saraha@cedarcreek.tv](mailto:saraha@cedarcreek.tv); 419-661-8661 X165; 419-708-6484

## **Nametags**

All Cedarville volunteers will check-in as they arrive. You will receive a green lanyard, which you will insert your printed tag into. Please return your green lanyard to the check-in kiosks at the end of your shift.

## **Security**

- After and during the services, no one is allowed in the Cedarville area without a Cedarville volunteer lanyard, a CedarCreek staff lanyard or a receipt with a valid alpha-numeric number. Exceptions are only made when individuals are escorted by CedarCreek staff members.
- Volunteers should not take children outside the secure area of Cedarville at any time unless accompanied by a Cedarville staff member.

## **Cedarville Volunteer Appearance**

Volunteers should appear neat and clean. You should wear comfortable and modest clothing as you may be on the floor interacting with the children.

## **Suspected Child Abuse**

Suspected child abuse should be immediately reported to a Cedarville staff member. A written account of the situation, including at least two signatures from witnesses will be filed. The report will be given to the Executive Pastor of Family Ministries who may contact the proper authorities.

## **Confidentiality**

**In Cedarville, maintaining the best interests of our children is our primary concern! Therefore, as a Cedarville Volunteer, it is expected that you will maintain the highest level of confidentiality in all matters concerning the church and any of its attendees or members. Cedarville volunteers may be exposed to confidential information and conversations that, if made public, could severely damage the reputation of CedarCreek and its attendees. Please use extreme caution when discussing any information about any member of CedarCreek.**

**However, especially since Cedarville services children, it is imperative that any concerns about children's safety, behavior, etc. immediately be shared with a Cedarville staff member.**