



## Policy and Procedure

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# I suspect a child has been abused

Choose one that applies

I have a feeling that a child **MIGHT** have been abused. The child didn't say they were abused and there is no concrete physical evidence that the child has been abused.

Report this information to your support leader before leaving the building today.

A child told me they are being abused.

I observed physical evidence that causes me to **STRONGLY** suspect a child is being abused.

Contact your support leader immediately! Allow them to observe your evidence first hand. If the child's parent comes to pick them up before the support leader has seen the evidence, do not attempt to withhold the child from the parent. That would be illegal.

Per United States law, the first person over 18 years old that a child (under 12) discloses abuse to is considered an "outcry witness." Their testimony and only their's is viewed as hard evidence by the court, not hearsay. It is important to gently get as much information as you can, never accusing, and write it down. Don't break off the conversation to notify anyone until your conversation with the child is done and the testimony has been written down. Do this immediately.

Contact the Support Leader immediately after your conversation with the child is over and you have written everything down! Do this before you leave the building.

## A person is having a seizure

A seizure is most likely not an emergency, although it may look like one. The person having the seizure or their guardian may not wish to generate medical bills for something that is a regular part of their life. As soon as you realize someone is having a seizure, check the time. If a seizure lasts longer than 5 minutes, then call 911.

Ease the person to the floor.

Turn the person gently onto one side to make it easier for them to breathe.

Loosen anything around the neck that may make it hard to breathe.

Clear the area around the person of anything hard or sharp to prevent injury.

Put something soft and flat, like a folded jacket, under their head.

Remove eyeglasses if they are wearing any.

Have someone contact the parent and the support leader as soon as the seizure starts.

**DO NOT**  
try to hold them down  
or put anything in their mouth.

**Remember:** If the seizure lasts for more than 5 minutes and the guardian has not arrived, call 911

# I have an injured child

Are they breathing?

Are they bleeding?

Can you stop the bleeding with a bandage?

Apply a bandage.

Console the child. Send them back to their activity. Keep an eye on them to make sure they are ok.

See chart: "I have a severely injured child"

Is there a visible mark or wound?

Is the child inconsolable or do they have a mark that lasts longer than 10 minutes?

Contact the parent.

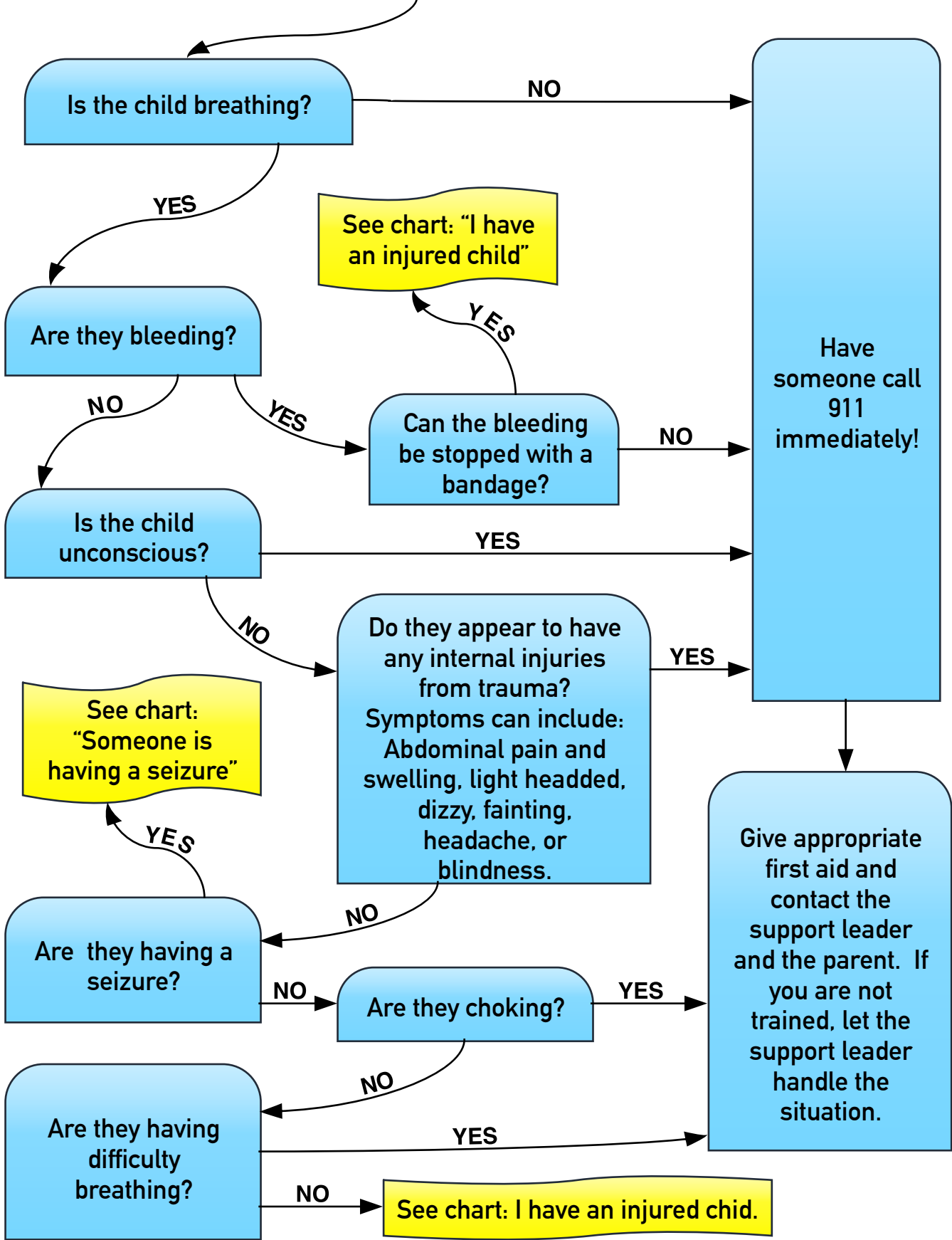
Is the child unconscious?

Do they appear to have any internal injuries from trauma?  
Symptoms can include:  
Abdominal pain and swelling, light headed, dizzy, fainting, headache, or blindness

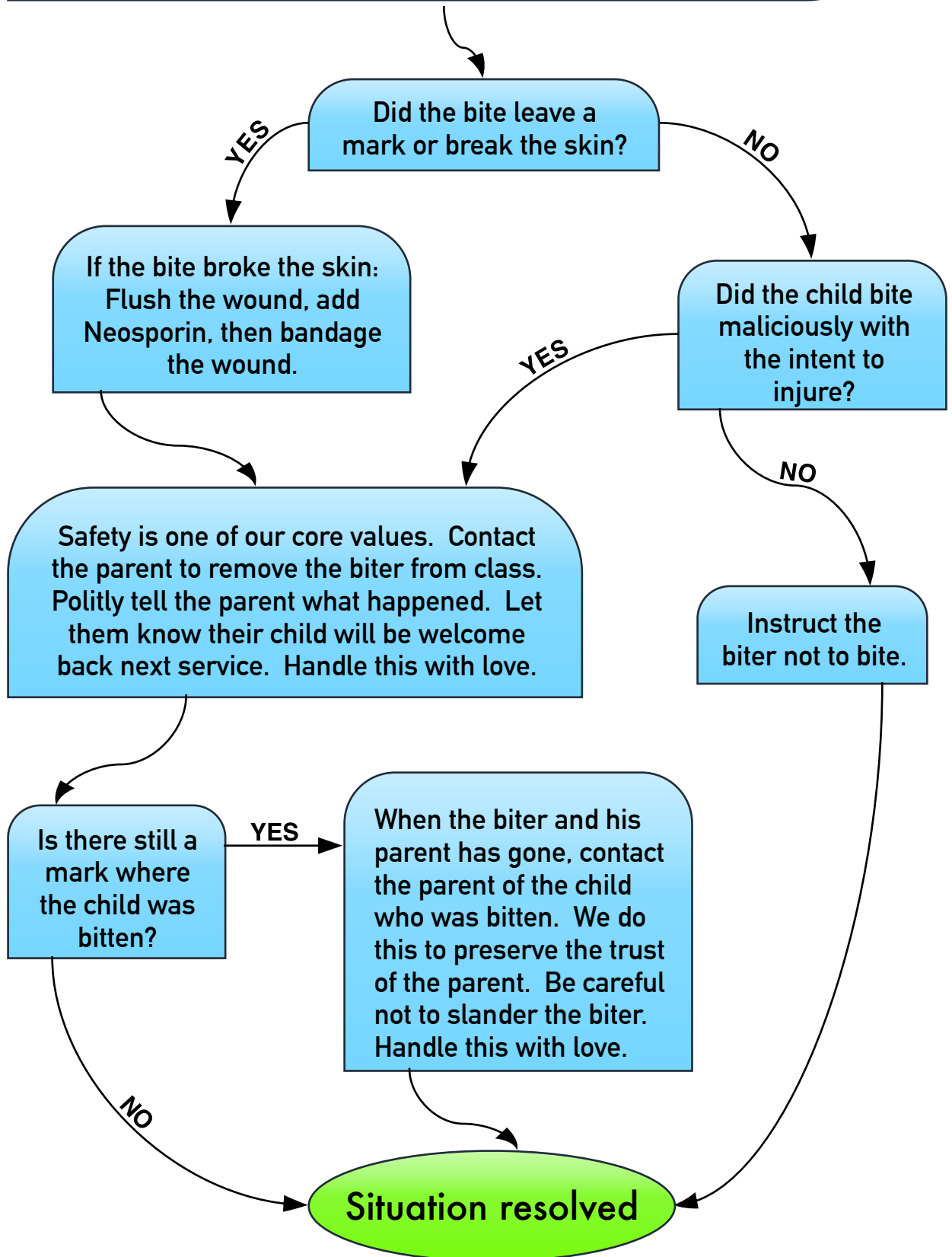
Is first aid required?

Give appropriate first aid and contact the support leader and the parent. If you are not trained, let the support leader handle the situation.

# A child has been severely injured



# A child was bitten by a child (0 - 5)



# A child hurt another child

If the hurt child needs treatment see flow chart: "I have an injured child" before following this chart.

Was the child injured badly?

Talk to the child about being careful and gentle with others.

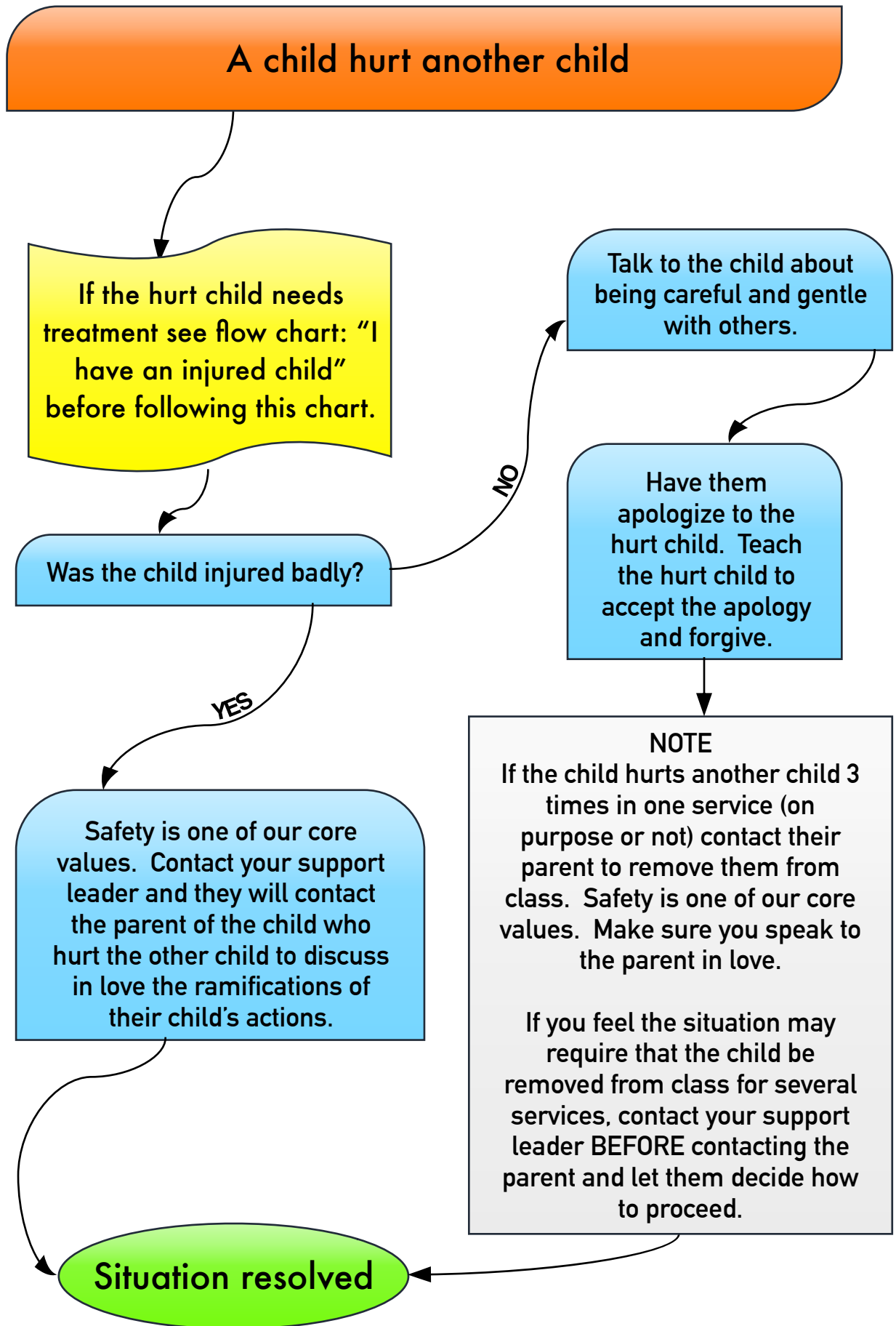
Have them apologize to the hurt child. Teach the hurt child to accept the apology and forgive.

Safety is one of our core values. Contact your support leader and they will contact the parent of the child who hurt the other child to discuss in love the ramifications of their child's actions.

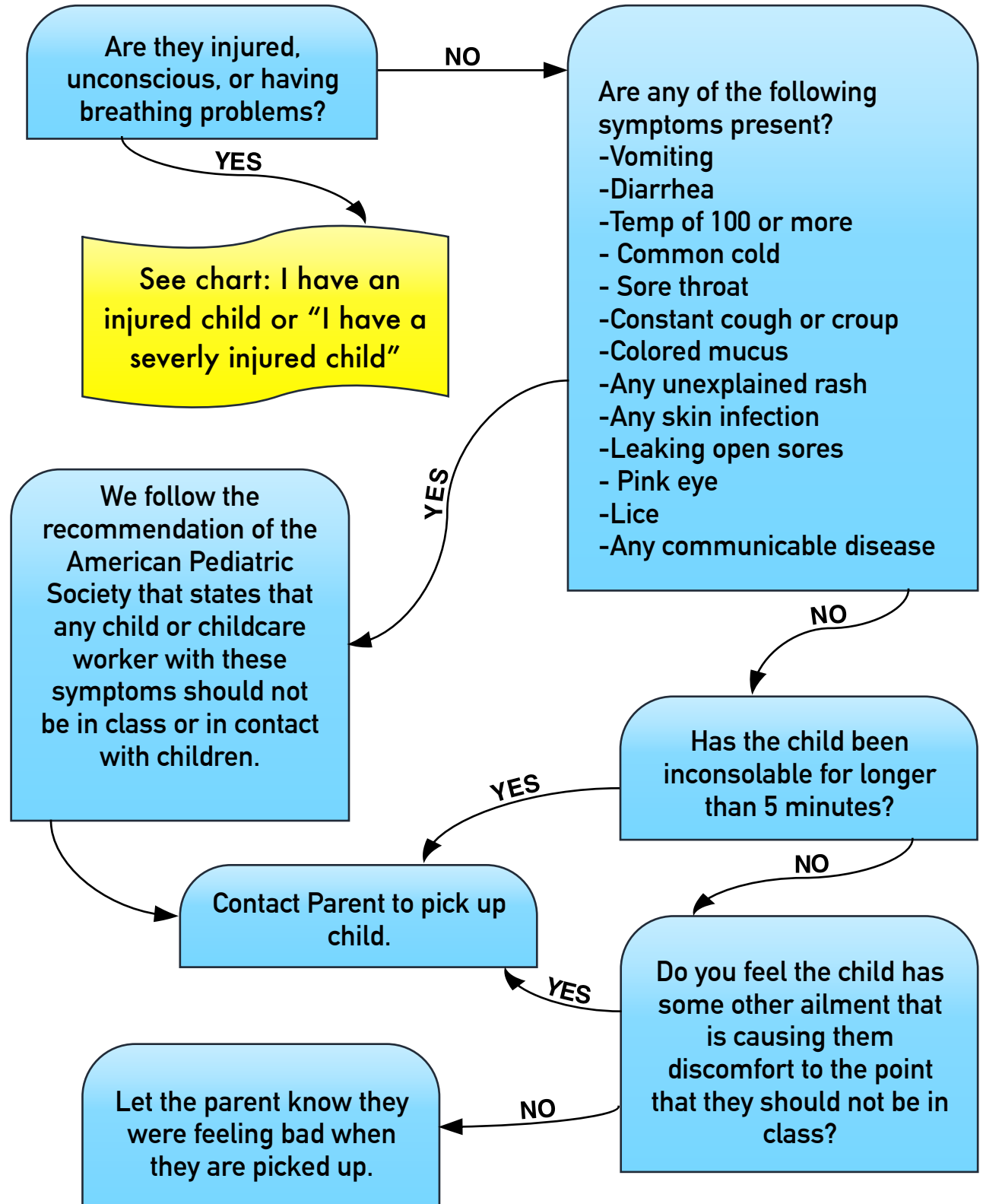
**NOTE**  
If the child hurts another child 3 times in one service (on purpose or not) contact their parent to remove them from class. Safety is one of our core values. Make sure you speak to the parent in love.

If you feel the situation may require that the child be removed from class for several services, contact your support leader **BEFORE** contacting the parent and let them decide how to proceed.

Situation resolved



# I have a sick child





I suspect a child has lice

Are you able to take the child and a witness out of view of the rest of the class and the children still be supervised?

YES

NO

Kids have feelings. Handle this with love and compassion, not disgust.

Inspect the child's hair with a pencil for lice. If you find lice, contact the child's parent. Alert them of the situation with love and compassion.

Contact your kids ministry leader or as a last resort, the support leader immediatly.

Situation resolved

**I have a child with unacceptable behavior  
Ages 2-5**

**Pick a path that applies**

**The child is  
hurting other  
kids**

**The child is  
being  
physically  
abusive with  
a teacher**

**The child is  
being  
Verbally  
abusive with  
another child  
or a teacher**

**The child is  
being  
disobedient  
or distracting  
to the class**

**See chart:  
A child hurt  
another  
child**

**Only you can  
decide what is  
acceptable at  
this age.  
Choose an  
option.**

**Contact the parent to  
pick up the child.  
Lovingly let them know  
that while we love the  
child, the behavior is  
unacceptable.**

**Tell the child not to repeat the behavior.  
Make sure they understand the  
consequences of their behavior and at  
what point their behavior will result in  
their parent being contacted.**

**I have a child with unacceptable behavior  
Ages 6-11**

**Pick a path that applies**

The child is hurting other kids

The child is being physically abusive with a teacher

The child is being verbally abusive with another child or a teacher

The child is being disobedient or distracting to the class

**See chart:  
"A child hurt another child"**

**NEVER OK!**

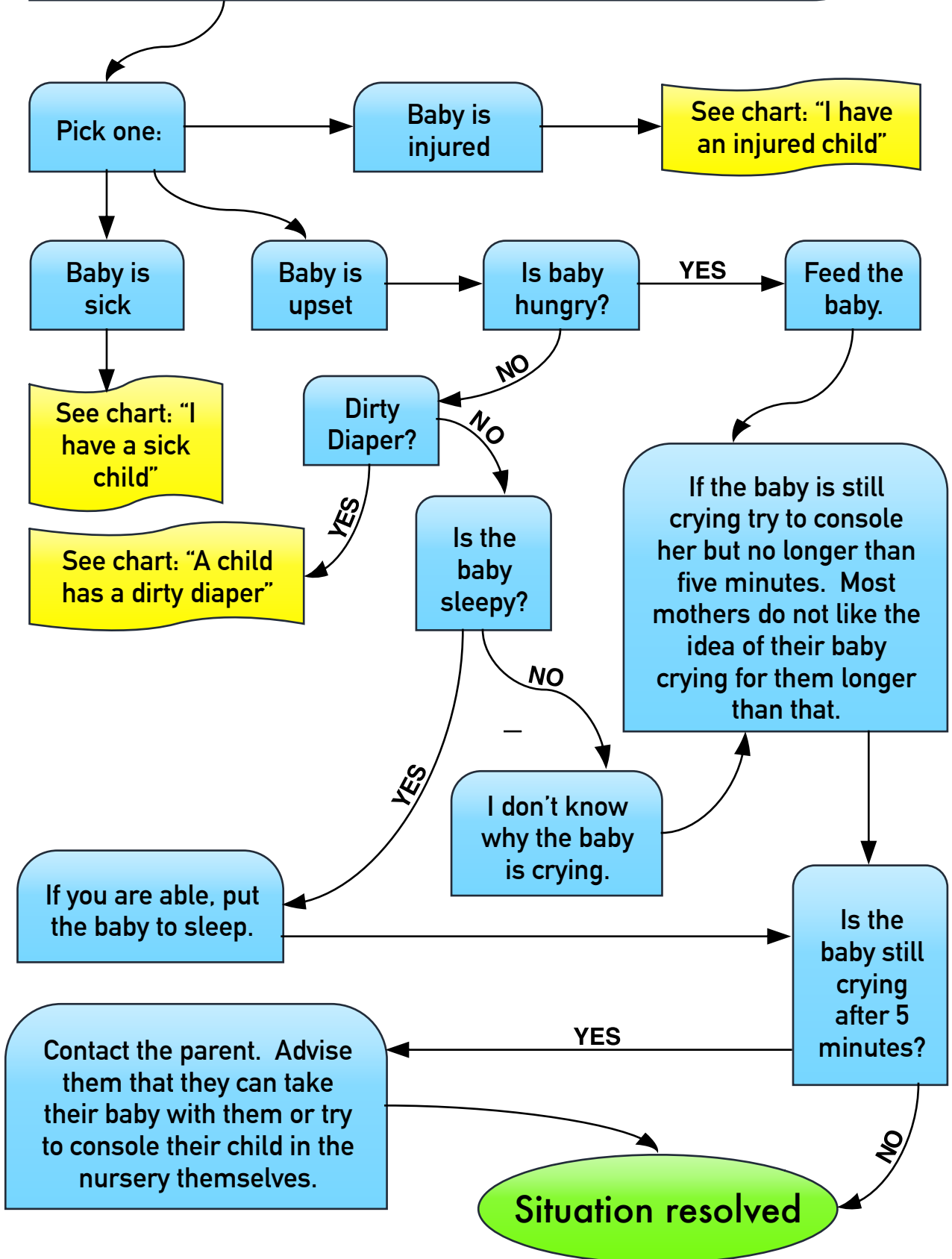
Only you can decide what is acceptable based on what was said.  
Choose an option.

Contact the parent to pick up the child. Lovingly let them know that while we love the child, the behavior is unacceptable

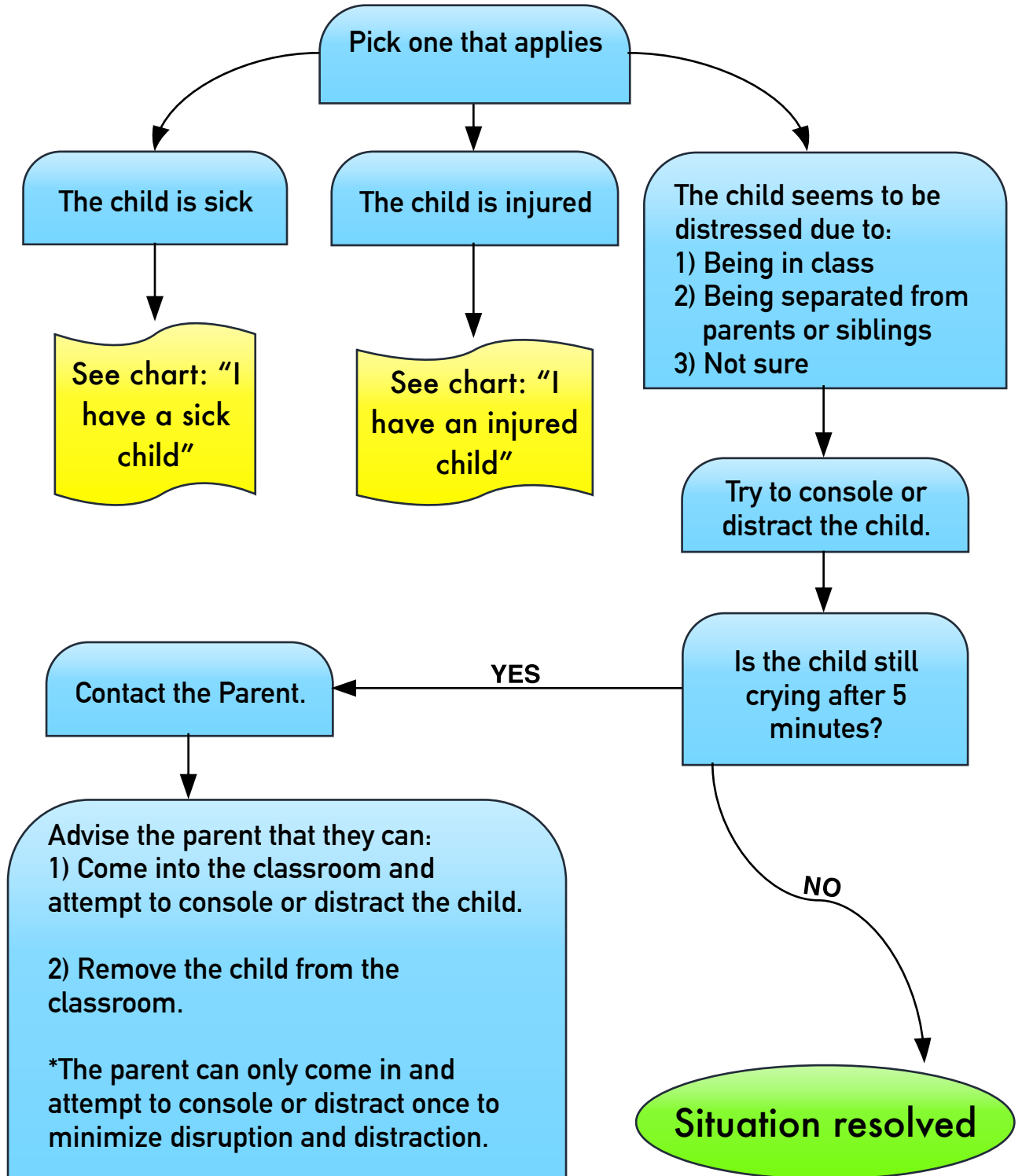
Tell the child not to repeat the behavior. Make sure they understand the consequences of their behavior and at what point their behavior will result in their parent being contacted. If applicable have the child sit in a cooldown chair in class but separated and out of the line of sight of the other children. This may help the child regain control.

If the child does not correct their behavior...

# A baby is crying (age 0-2)



# A child is crying (ages 3-11)



# A child has a dirty diaper

Is the child 3 years old or older?

YES

We do not change diapers for children over the age of 3. Page the parent and show them where they can change their child.

NO

Are you an adult female?

NO

Pick the one that applies

I am an adult male:  
You would not be allowed in the children's ministry if we didn't trust you. Unfortunately most sexual predators are men. When a man is accused of this, society judges him guilty until proven innocent. To protect your reputation and the churches reputation, we do not allow men to change diapers.

I am under 18:  
You must be an adult to change diapers in class.

Do you know how to change a diaper?

NO

YES

Take the child to the changing area and put on sanitary gloves.

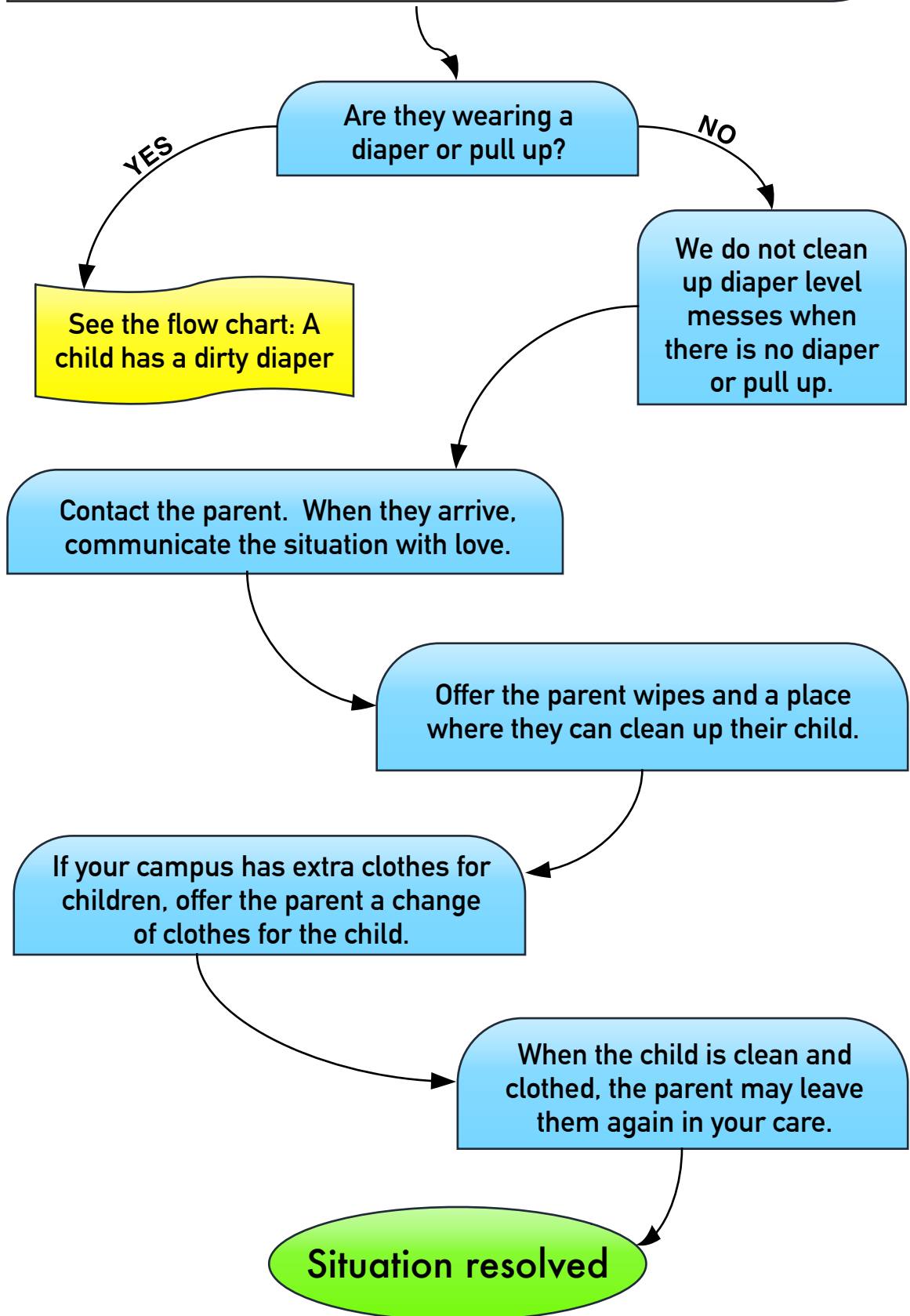
Change the diaper. Be sure to never step away from a child while they are on the changing table.

Take off the gloves and dispose of them. Wipe down the changing table with antibacterial wipes. If you will be changing another child before it dries, dry the table with a paper towel.

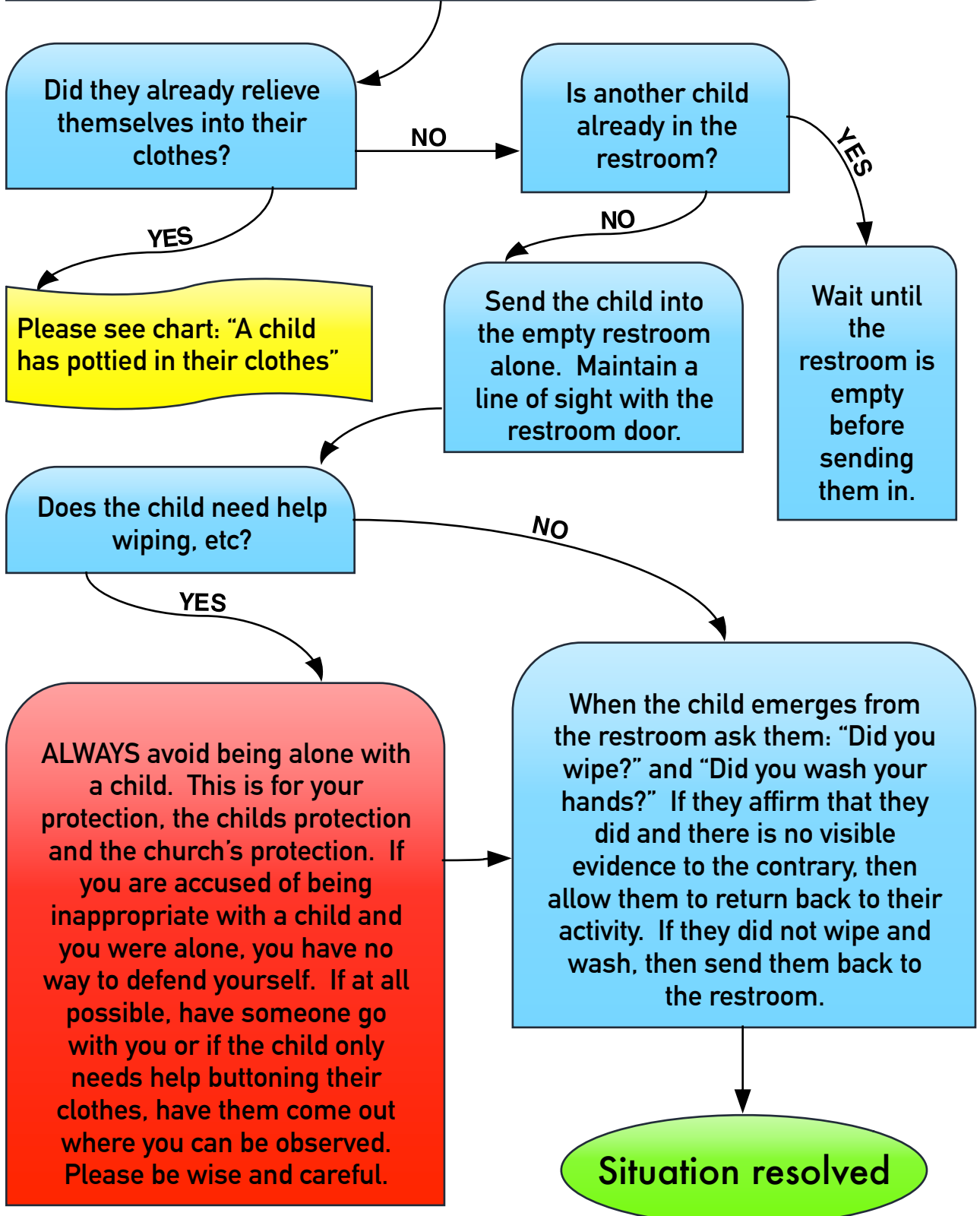
Let another adult female know that a diaper needs to be cahnged and you dont know how. This might be a great opportunity to learn!

Situation resolved

**A child has pottied in their clothes  
(Age 0 - 5)**

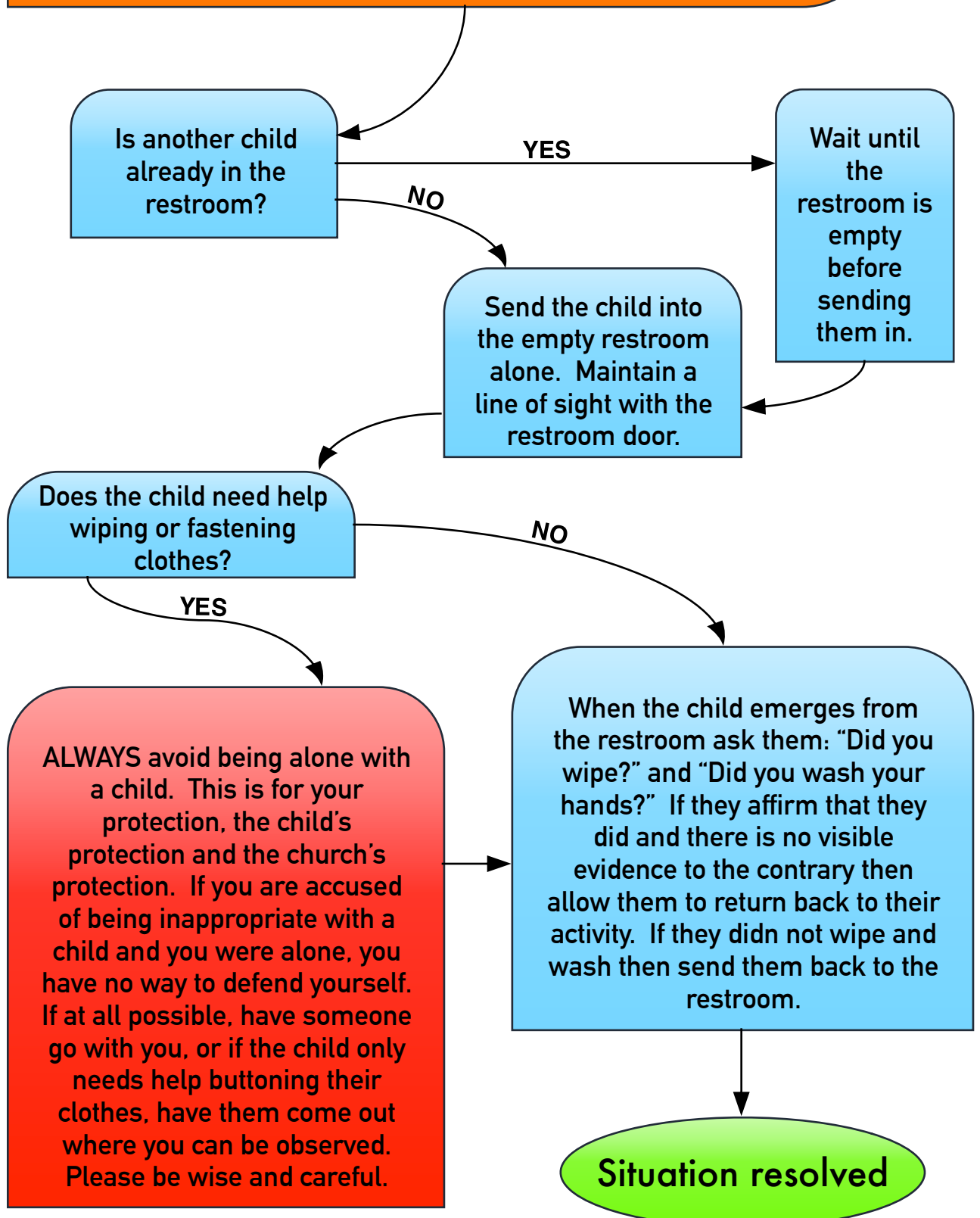


# A child needs to potty (ages 2-3)

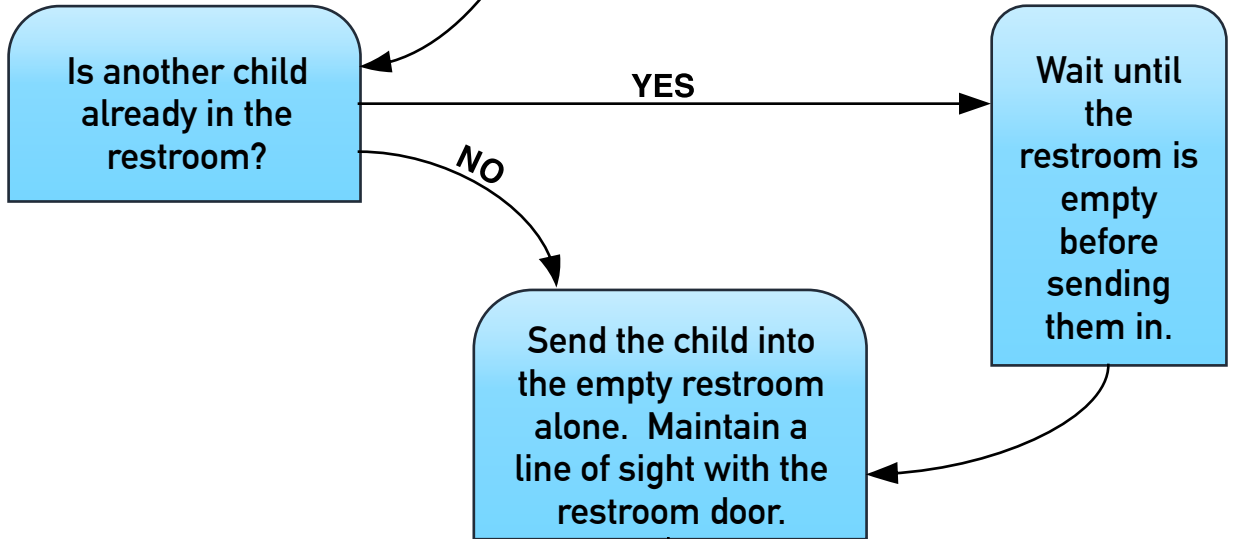




# A child needs to potty (ages 4-5)



A child needs to go to the restroom  
(ages 6-11)



**NOTE**

ALWAYS avoid being alone with a child. This is for your protection, the child's protection and the church's protection. If you are accused of being inappropriate with a child and you were alone, you have no way to defend yourself. If at all possible, have someone go with you, or if the child only needs help buttoning their clothes, have them come out where you can be observed. Please be wise and careful.

Situation resolved

# My helper isn't being helpful

