

DISCOVERY LAND

Ministry Manual

AAC Main Campus

Revised 6/28/18



Welcome to Discovery Land!

Thank you for volunteering to serve in Discovery Land! I am excited to watch God work through you as you disciple children, so they can confidently know, love, and be on fire for Jesus!

God has blessed us with thousands of kids that walk through our doors each week. We have the amazing opportunity to speak God's Truth and connect them to God and one another. I pray that you overflow with love and joy as you use your gifts and talents to serve Jesus in Discovery Land!

God is at work in Discovery Land! That is why we ask you to fully understand and recognize the importance of your specific ministry. As you read through the Discovery Land manual, you begin to understand that with so many kids entering and exiting the building, it is critical that we take responsibility for their spiritual development and physical safety seriously. Please take your time and read through this manual in its entirety. Then, place it in a location where you can refer to it throughout the year.

Again, I would like to say thank you for setting aside time to do ministry that will impact eternity. The Discovery Land staff will be praying that you receive great joy as you serve Him.

Kirby Bernauer

Director of Discovery Land

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PART 1: DISCOVERY LAND VISION AND OVERVIEW

What is Discovery Land?

Discovery Land is the children's ministry of Appleton Alliance Church, serving children from 6 weeks to 6th grade. Our goal is to come alongside children to help them *Discover Eternal Treasures* from God's Word. We also endeavor to teach children how to apply new spiritual truths to their life.

Discovery Land Core Values

- Learning God's Word is a lifetime process
- Well-balanced Christian education
- Creative and hands-on learning will mark our education style
- Safe, loving, and child-friendly environment
- Volunteers of excellence with servants' hearts
- Supports parents in leading their children in spiritual development

Discovery Land Key Verse

2 Timothy 3:15

"And how from infancy you have known the Holy Scriptures, which are able to make you wise for salvation through faith in Christ Jesus."

Discovery Land Key Chapter

Proverbs 2:1-11

"My son, if you accept My words and store up My commands within you, turning your ear to wisdom and applying your heart to understanding, and if you call out for insight and cry aloud for understanding, and if you look for it as for silver and search for it as for hidden treasures, then you will understand the fear of the Lord and find the knowledge of God. For the Lord gives wisdom, and from His mouth comes knowledge and He guards the course of the just and protects the way of His faithful ones. Then you will understand what is right and just and fair - every good path. For wisdom will enter your heart, and knowledge will be pleasant to your soul. Discretion will protect you and understanding will guard you."



DL Program Descriptions

DISCOVERY LAND

Discovery Land's Sunday year-round program is for children 6 weeks through sixth grade. It is offered during the Sunday worship services. DL Sunday is designed to walk students through the Bible every three years. DL Sunday students learn about and worship God through music, Bible study, and hands-on activities. Incorporating hands-on activities like, using food, Play-Doh, sand, chalk, and more makes the Word of God come alive for children and helps them develop a Biblical worldview that will not be shaken by the things of this world.



Awana is offered on Tuesday evenings from 6:30-8:15 pm during the school year (September-April) for children 3 years-6th grade. Awana stands for "Approved Workmen Are Not Ashamed" and uses curriculum provided by Awana International. The curriculum is based on Scripture memory and life application. Awana is divided into four programs based on age:



Older 2-3 year olds: available for children of Awana volunteers. *(space is limited)*



3-4 year olds: will memorize up to 36 verses per year. *(space is limited)*



Kindergarten-2nd grade: will memorize up to 170 verses.



3rd-6th grade: will memorize up to 438 verses.

DL Sunday Purpose

- Family outreach
- Bible instruction
- Hands-on learning and life application
- Training kids in worship
- Classic fun
- Scripture reinforcement
- Mission education
- Weekly devotions for families

Tuesday Purpose

- Peer outreach
- Topical Bible study
- Large group life application
- Celebration of worship
- Trendy fun
- Scripture memory
- Scripture memory for families



Take 2

Take 2 is offered on Sunday mornings for volunteers who have preschool - 2nd grade children. Your child must attend DL on Sunday to attend Take 2. The parents of children attending Take 2 must be serving every Sunday. Take 2's goal is to provide a safe, fun environment where children will learn more about God and the Bible while parents attend church.

Registration is required. Contact your ministry leader with additional questions and to register.

DL Library

The purpose of the library is to provide Christian resources to reinforce what was taught in the classrooms, well as additional resources for parents to use at home to disciple their children in the Word of God. The library is open Sundays after each worship service.



One-2-One

Our special needs ministry is called One2One. It is easy to identify leaders in this ministry due to their purple shirts. Our goal is to make all children in this ministry happy, successful, and most importantly, growing in their relationship with Jesus Christ. When you see One2One leaders in any DL program, please note they are watching or working with a specific child during this time.

Streets of Bethlehem

During the Christmas season, Discovery Land is transformed into the town of Bethlehem. The goal is to bring the town of Bethlehem from over 2,000 years ago alive for the Fox Valley. 11,500 visitors are exposed to the smells (straw, spices, perfumes), sounds (Jewish music, townspeople, merchants), tastes (figs, pomegranates, olives), and sights (dance, live animals, and shops) of long-ago Bethlehem. This event takes place every other year.

PART 2: SERVING IN DISCOVERY LAND

Welcome!

We love our Discovery Land volunteers! You are a gift that God has entrusted to us and we appreciate you! Without our volunteers there would be no Discovery Land programs. Children are being reached with God's love and the Gospel of Christ each week through you!

Benefits and Blessings

As we talk to many of our volunteers, they have often shared how DL has blessed them. Here are a few examples:

- Personal spiritual growth as they prepare and attend DL ministries
- The value of being part of a team: friendships, support, encouragement
- The joy of using and growing in their God-given spiritual gifts
- The incredible experience of seeing children come to faith in Jesus Christ and grow in their relationship with Him

Volunteer Placement

We sincerely want each volunteer to connect with their church by serving in an area where they can use their God-given talents, abilities, strengths, and spiritual gifts. We are continually working to refine the ways in which we place a volunteer into an appropriate ministry position. If you are interested in serving in a different ministry area (either inside or outside of Discovery Land), please contact your ministry leader or the Volunteer Coordinator. We would be more than happy to assist you in exploring a new area of ministry.

Also, we recognize that there may be times when a volunteer needs a break from a ministry for a time of refreshment and renewal or to care for personal and family situations. Please contact a staff member as soon as possible if you find yourself in this situation. We want to support you in whatever your needs may be.

Youth Volunteer Guidelines

Youth volunteers (under 18 years of age), are an important part of Discovery Land! To ensure that both youth volunteers and Discovery Land children have a positive experience, youth volunteers must demonstrate a level of emotional and spiritual maturity needed to meet the requirements of the volunteer position. The age guidelines below must also be met for a youth to serve in the following areas:

DL Sundays

Birth-3 and Preschool: 7th grade and up
Kindergarten - 2nd grade: 7th grade and up
3rd - 6th grade: 9th grade and up

Additional Discovery Land Areas

DL Tech areas: 15 years old and up
Library: 15 years old and up

Awana

Lil Quackers, Puggles, Cubbies, and Sparks: 7th grade and up
T&T: 9th grade and up

Standards of Excellence

We love to have fun in Discovery Land, but we recognize that Kingdom Work is serious business! We hold our volunteers to the highest standards, and all volunteers are expected to maintain the following standards of excellence. We understand that no one has a perfect life, but we would like to be able to talk and walk with you if it becomes obvious that you are struggling in one of the areas listed below.

1. Faith in Jesus Christ

Since our ultimate goal in Discovery Land is to lead kids to Christ and then help them grow in their Christian life, volunteers need to have a personal relationship with Christ themselves! If you are unsure of where you stand in your relationship with God, please talk to one of the pastors or staff members at AAC. We would love to look in God's Word with you and show you how to know for sure that you are saved and a child of God.

For God so loved the world that He gave His one and only Son, that whoever believes in Him will not perish but have eternal life. - John 3:16

2. Spiritual Growth

A healthy spiritual diet is necessary for all leaders. Check your diet with the following questions: How much time have I spent in personal devotions? How much time do I watch TV? How much time do I spend with my complete family? How much time do I spend alone with my spouse in meaningful conversation? How much time do I spend in prayer? Am I memorizing God's Word?

Like newborn babies, crave pure spiritual milk, so that by it you may grow up in your salvation, now that you have tasted that the Lord is good. - 1 Peter 2:2

Therefore put on the full armor of God, so that when the day of evil comes, you may be able to stand your ground, and after you have done everything, to stand. Stand firm then, with the belt of truth buckled around your waist, with the breastplate of righteousness in place, and with your feet fitted with the readiness that comes from the Gospel of peace. In addition to all this, take up the shield of faith, with which you can extinguish all the flaming arrows of the evil one. Take the helmet of salvation and the sword of the Spirit, which is the Word of God. And pray in the Spirit on all occasions with all kinds of prayers and requests. - Ephesians 6:13-18

3. Love

Ministry and serving in the church should be motivated by love for children and Jesus Christ, not out of guilt, a feeling of obligation, or a desire to build ourselves up. A commitment to serving in Discovery Land should be made with prayerful consideration.

If I speak in the tongues of men and of angels, but have not love, I am only a resounding gong or a clanging cymbal. If I have the gift of prophecy and can fathom all mysteries and all knowledge, and if I have a faith that can move mountains, but have not love, I am nothing. If I give all I possess to the poor and surrender my body to the flames, but have not love, I gain nothing. - 1 Corinthians 13:1-3

4. An Example in Christian Character

As a volunteer, you are in a "fish bowl." You are being watched – by both children and their families – even outside of Discovery Land. Ministry volunteers should be proper examples and a positive influence on the young people they minister to. By refraining from activities that do not glorify or honor God, volunteers express that they are sensitive to the convictions of others in both their actions and conversation (i.e., living together before marriage.)

Similarly, encourage the young men to be self-controlled. In everything set them an example by doing what is good. In your teaching show integrity, seriousness. - Titus 2:6-7

Do you not know that your body is a temple of the Holy Spirit, who is in you, whom you have received from God? You are not your own; you were bought at a price. Therefore honor God with your body.

1 Corinthians 6:19-20

5. Regular Church Attendance

This includes attending regular worship services and being an active part of the church family.

Let us not give up meeting together, as some are in the habit of doing, but let us encourage one another - and all the more as you see the Day approaching. - Hebrews 10:25

6. Encouraging in Speech

Our words should be encouraging, uplifting, and positive. There should be no insults, cut-downs, gossip, slander, or any talk where someone may be hurt, especially in the presence of children. Humor should reflect a walk with God.

Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone. - Colossians 4:6

If anyone speaks, he should do it as one speaking the very words of God. - 1 Peter 4:11

7. Preparation and Ongoing Training and Development

Our service to the Lord should be done to the highest standards. Volunteers should come prepared each week with a full understanding of the lesson and truths that are going to be presented. To determine your preparation time, ask yourself this question: If I knew Jesus was physically going to show up in my class, would I be excited to show Him my class in action? This also involves faithfully attending meetings and trainings that are required or offered.

Do your best to present yourself to God as one approved, a workman who does not need to be ashamed and who correctly handles the Word of truth. - 2 Timothy 2:15

Each one should use whatever gift he has received to serve others, faithfully administering God's grace in its various forms. - 1 Peter 4:10

8. Faithful in Commitments Made

When you give your word, keep it. If you say you will do something, or be somewhere, follow through on it. If something happens where you cannot, then communicate this fact so that those affected can take necessary action. If necessary, find a substitute to take your place.

Now it is required that those who have been given a trust must prove faithful. - 1 Corinthians 4:2

A faithful [volunteer] will be richly blessed. - Proverbs 28:20

9. Respectful of Authority

Be respectful in word, action, and attitude. If you disagree with another volunteer or one placed in a position of authority, approach them humbly and in private. Give respect to church procedures by following them.

Show proper respect to everyone: Love the brotherhood of believers. - 1 Peter 2:17

10. Teachable in Spirit

This is an important trait for any volunteer who is seeking to serve the Lord! We all have weaknesses, but if we remain teachable, there is always hope! We must be willing to listen to constructive criticism and prayerfully consider the input of others. We do not need to always agree, but if we fail to listen we hurt only ourselves and rob ourselves of another chance to grow.

The way of a fool seems right to him but a wise man listens to advice. - Proverbs 12:15

Pride only breeds quarrels, but wisdom is found in those who take advice. - Proverbs 13:10

Listen to advice and accept instruction, and in the end you will be wise. - Proverbs 19:20

(adapted from Kidology)

PART 3: SAFETY AND SECURITY

Providing a safe, loving, and child-friendly environment is one of Discovery Land's core values. It is easy to see in our world today why steps are necessary to protect both our kids and our volunteers. These policies are intended to protect both the children and volunteers and are intended to be a helpful resource in addressing the issues of child safety. All volunteers are expected to adhere to the following policies, regardless of their area of ministry.

Volunteer Qualifications

As our church continues to grow, our goal at AAC is to have only screened and approved volunteers serving in Discovery Land so that we can be as safe and effective as possible. Every volunteer is expected to complete a ministry application. The application includes questions on personal background, work experience, previous church service, and spiritual background. A criminal background check is completed on each adult applicant.

Church Membership Requirement

Church membership is required for Team Leaders and Lead Teachers. Those who are placed in these roles who are not yet members are asked to attend the next scheduled membership class and complete the necessary requirements for membership.

Child Registration

Every child, both visitors and regular attendees, participating in a Discovery Land program should have a nametag. Any child (including Birth-3) who does not have a nametag, should be taken to the Discovery Land Desk in the Hub for assistance.

Check In/Check Out (children with wristbands)

Children infant through preschool will receive a wristband when they enter their Discovery Land class. The parent or person who drops them off will also receive a wristband with a matching number. Only the parent/guardian with the matching number is allowed to pick up the child. Numbers must be checked before the bands are cut. If someone comes to pick up a child and is missing a wristband, the numbers don't match, or they present a torn or cut off wristband, contact a ministry leader or staff member to handle dismissal of the child.

- Only adult volunteers are allowed to put on and cut off bands.
- Siblings 16 years of age and older may take a wristband for a younger sibling.
- The parent/guardian dropping off the child may designate that someone else will pick up the child. In that circumstance, the parent/guardian must complete and sign a card indicating who will be picking up the child and the matching wrist band will be attached. The card will be given to the leader.

Dismissal for older children (without wristbands)

- Sunday morning: Kids must stay in the room with leaders present until a parent or adult picks them up (*6th graders may leave on their own*)
- Awana Sparks: Parents have to pick up in Discovery Land
- Awana T&T: Kids can leave on their own

Locating a Parent During Worship Service

If a parent is needed during the worship service on Sunday, the number on the child's wristband will appear on the screens in the worship center and TV screens in the church.

If you need to reach the parent of an older child, contact a Discovery Land staff member for assistance.

Discovery Land Volunteer and Staff Identification

When children are present, every volunteer and staff member working in DL should be wearing a photo lanyard or nametag. This identifies approved volunteers that can work with children. Lanyards should not leave Appleton Alliance Church. Please leave them in the central location designated for all ministry areas.

During Awana, all leaders need to be in a uniform (Puggles, Cubbies, Sparks, or T&T shirt).

Visitor "Orange Lanyard" Policy

All visitors older than 6th grade must be identified with a visitor nametag and lanyard. Please see your ministry leader for more information. If you ever see an adult or youth walking the hallways or entering a class without identification, they should immediately be approached. Ask if you can help them, and then bring them to a Discovery Land staff person for assistance or appropriate identification. Visitors should never be used as a volunteer in the classroom.

Ratios and Accountability

Two volunteers should be in the room when children are present. Classes and rooms will be structured to include a minimum of two adults.

Volunteers should work with children in rooms that have uncovered windows, or the door **must** be left open if the room has no window. Lights in all rooms should be left on during DL activities, even when no one is using the room. Doors should always be left unlocked.

Speaking with children one-on-one should be done in public settings where a volunteer is in sight of other people or surveillance cameras.

Every effort will be made to ensure the following volunteer/child ratios. If a volunteer finds himself or herself with more children desiring to check in than what is recommended per the ratios, the volunteer should stop checking children in and notify the Team Leader or staff person, who will decide how to handle the situation.

Rockers (Infants) - 1:2

Crawlers - 1:3

Walkers (17-29 months) - 1:4

Runners/Leapers (2 1/2+) - 1:5

Preschool (3-4 year olds) - 1:10

If children are taken out of a Birth-3 classroom in a stroller, the stroller must remain in the Birth-3 hallway. If a volunteer needs to temporarily leave the room, or a volunteer unexpectedly finds himself or herself without a second approved adult volunteer for a class or program, the volunteer must promptly notify the Team Leader and/or staff person.

Guidelines for Physical Contact

Any physical contact between a volunteer and a child that would provide or is intended to provide any form of sexual gratification is strictly prohibited.

Limited physical contact such as a pat on the back or head, a hand shake, high fives, and fist bumps are permissible.

Side-hugs are permissible within sight of others. The volunteer must avoid any prolonged hugs and must stop a hug immediately upon request by the child.

Elementary children should not be allowed to sit on the lap of a volunteer. Older toddlers and preschool children should be discouraged from sitting on laps, but if it would provide comfort or reassurance to the child, the child should sit on the volunteer's knees.

Infants and young toddlers can sit on a volunteer's lap for provision of care and comfort.

Volunteers may not abuse children including but not limited to:

- Physical abuse - e.g. strike, spank, shake, slap, set down hard
- Verbal/Mental abuse - e.g. humiliate, degrade, threaten, yell
- Sexual abuse of any kind, including inappropriate touching and exposure

Any inappropriate conduct or relationship between a volunteer and a child must be confronted immediately and reported to a Discovery Land staff member.

Families Serving Together

We love and encourage our families to serve the Lord together! However, we do require at least one non-family member to be present when working with children in a classroom setting. This provides the optimal level of accountability for our children and volunteers.

Restroom Procedures

The goal of the DL restroom policy is to protect children from any adult with wrong motives, prevent misbehavior, provide assistance when needed, and protect volunteers from false accusations. The best way to accomplish this is for volunteers to never be alone in the bathroom with a child. Adult restrooms are located in the Hub during the "lock down" of DL. Adults should not use the restrooms in DL during this time. Age-specific guidelines are as follows:

Birth-3

For infants and toddlers, only adult women are allowed to change diapers and take children to the bathroom. Always have two adults in viewing distance of each other when a child is taken to the bathroom.

Preschool

One volunteer may take a child to the bathroom, but that volunteer must remain in view of another adult, or remain outside of bathroom. If a child needs help in the bathroom, only females are allowed to enter to help.

If the volunteer must go in the bathroom, another volunteer or staff member needs to be in view of the volunteer helping the child. Women can go into the boy's bathroom if necessary. Simply ask if there is anyone inside before going in—again, remembering that you must have someone in view of you. Young Preschool boys can be taken into the girl's bathroom if there are older boys in the bathroom and it would be inappropriate for a female to enter. Avoid taking a large group of children to the bathroom at once. Two children at most should be using the bathroom at one time. If you have to take a large group one adult needs to supervise the bathroom activity and another needs to watch the adult that is supervising.

Elementary

Elementary students should go to the bathroom one child at a time. A bathroom pass will be given to the child by a volunteer. In the rare case that an elementary child would need assistance in the bathroom, the preschool guidelines would apply. Adults can't use the DL bathrooms. Alternate bathrooms are available in the Hub during DL Sundays. During Awana, adults should use the Hub bathrooms near the Worship Center. The bathrooms near Hangar 36 should be used only by kids.

Reporting Abuse

Anyone who has reasonable grounds to believe a child has been or is being abused needs to report the possible abuse. The report should be made to a staff member. All suspicions of abuse are confidential and should be confided only to the staff member. If a child comes to you with information regarding abuse do not promise the child you will not tell anyone. Be sure to take his or her word seriously. Don't deny the problem. Stay calm and listen to the student. Give emotional support, reminding the child that he or she is not at fault and that he or she was right in telling you about the problem.

Adapted from: Safe Place - A Plan to Protect

Medical Conditions/Allergies

For children with medical conditions and/or allergies, parents are responsible for placing appropriate DL provided allergy stickers on their child's nametag. Stickers are provided for the most common allergies that affect children, including asthma, wheat, dairy, eggs, and peanuts. Stickers are available for children who should not receive any DL provided snack; and children who bring their own snack due to severe allergies (preschool and under). In addition, a medical alert sticker is available for children who have major health concerns that may affect them during their stay with us, such as seizures or other issues that the parent believes we should be aware of. This sticker is not intended for children with allergic reactions to certain medications, as we will never dispense medicine in DL. Volunteers are responsible for checking the nametags of the children in their care and responding in a reasonably appropriate manner. *Please note, for extreme medical conditions, pagers are provided for parents. DL staff will handle situations at this level*

Key to Allergy Stickers:



Peanut Allergy



Wheat Allergy



Child is not to eat anything provided by DL



Asthma



Egg Allergy



Child has a parent-provided snack available



Blank label for other allergies



Dairy Allergy



Child has a serious medical condition in which the DL staff and teachers need to be aware

No Photos

Parents who do not want their child(ren) photographed while they are in DL are responsible for adding a sticker to child(ren)'s nametags each week. Stickers are available at both DL desks.

Emergency Procedures

Emergency flip cards that include major emergency procedures are located near the phone and in each classroom. Each packet lists the room number on the back. Please refer to these cards in the event of an emergency.

Illness and Injury

- First-Aid supplies are available in most classrooms, at the Family Registration Desk, Resource Room, and in each of the Birth-3 rooms.
- Washing with soap & water, covering with band-aids, and applying ice packs are the only First-Aid procedures allowed, unless a volunteer is a trained medical professional.
- When handling blood, always use rubber gloves, which can be found in the First-Aid kits.
- For a major injury, contact the DL Desk and Discovery Land staff will be contacted immediately using the two-way radios.
- For any injury or incident an Injury Report must be filled out.
- If a child is bit, contact DL staff immediately. The staff member will talk to the parents.
- Report any unusual bruises, cuts, or burns to Discovery Land staff.
- AAC Medical Team is available during all major DL events.
- If major medical crisis happens, call 911.

Cancellations

In case of severe weather such as snow, ice, wind, or extreme low temperatures, Discovery Land activities may be cancelled. Cancellations will be announced on the AAC website: appletonalliance.org, in Parent Link, and on Facebook: AAC Discovery Land.

Evacuation/Fire

The fire alarm is a female voice which repeats "a fire has been detected in the building." In the event the fire alarm goes off, each room will be responsible for getting children out of the building to the designated meeting place. Each room has an evacuation route posted by the door. Birth-3 workers should put as many children as possible into the evacuation cribs and hold the hands of the older children and follow the posted route out of the building. Preschool volunteers should line up children and direct them out following the designated route. Everyone must remain calm. Children should be released to parents after receiving the approval of an AAC staff person. All children must be present and accounted for outside of the building.

Severe Weather

AAC Security will notify DL staff, who will notify Ministry Leaders/Team Leaders via two-way radios of the following situations: Wind - 80mph or more, Tornado Watch, Severe Thunderstorm Warning.

If you are in Discovery Land, move to your classroom for further instruction. At this point:

- Gather your emergency supplies (First-Aid Kit & Flashlight Kit)
- Make sure your roster is accurate and do a head count
- Stay in your classroom until instructed otherwise

In Case of a Tornado Warning

DL staff will notify teachers to take students to their proper assigned safe zone.

Parents will be notified to stay in their designated area (DL needs to remain focused on the safety of the students). Parents are putting their children at risk if they attempt to pick up their children during the storm. DO NOT allow parents to take their children if they do come to pick them up. Please direct them to a DL staff member who will assist them. This will avoid unnecessary confusion.

Before you leave the classroom...

- Teacher should do a head count.
- Write the number on the class roster.
- Bring your class roster to your designated area.
- Bring Emergency Info cards.
- Bring your emergency supplies (First-Aid Kit & Flashlight Kit).

Once in their designated area, double check class roster so it is 100% accurate.

During the storm...

- Students should sit cross-legged with their backs to the wall.
- Have students cover their heads with their arms.
- If space is limited, students should form a row in front of the students with their back to the wall.
- Older students should assist holding younger children as needed.
- Remain calm. Pray and then play a simple game of "I Spy," sing, or do a fun quiz on DL Top 12.

Communication...

DL Staff will communicate updates to the worship center every 15 minutes on the children's safety.

After the storm...

Once you are given the "all clear," move the children back to their regular classroom. If the building is damaged, you will be notified to take your children to a safe location.

- Bring your class roster, First-Aid Kit, and Emergency Kit with you.
- Do a head count.
- Make sure children go with the right parent! If there are wristbands, carefully check the numbers and remove them.
- If there are any injuries, DO NOT move the injured child unless necessary! Have someone stay with them while the rest are moved to the courtyard and send someone to report any injuries to the emergency personnel. Hold up your Emergency Info Cards showing the "Thumbs Down" card. The "Thumbs Up" card should be used if all is ok.

Crisis/Threatening Situation/Suspicious persons:

Volunteer's response:

Contact, or have someone contact, the ministry leader. If possible to do so safely, monitor the individual from a distance until assistance arrives.

Individual believed to pose an imminent threat to cause bodily harm to themselves or others: (Active Shooter)

Volunteer's response:

- Call 9-1-1 immediately. Give the emergency operator a clear description of the situation, as well as your location. If possible, work to move others away from the threat following the Run-Hide-Fight model.
- Run - Safely leave, while taking others with you, the area/building by whatever means possible.
- Hide - Lead others to a secure location and lock the door.
- Fight - Work with other leaders to build a plan to confront the aggressor if they threaten your hiding location.

Missing Child Situation

Taking headcounts of the children in your care is very important. Please count the children in your group upon leaving and returning to any area in DL. If it is discovered that a child is not in the area that he/she is supposed to be in:

- Contact ministry leader immediately - *every second counts!*
- Quickly check the area where the child was last seen and any obvious areas the child may have gone.
- Note the time the child was last seen and immediately contact a staff person.

Above all, in any of these situation, do NOT panic! Keep a calm attitude in an emergency. Children will panic if we do!



Welcome to
DISCOVERY LAND

10/25/2016

PART 4: GENERAL POLICIES AND PROCEDURES

Dress Code

Wondering what to wear? Be sure to do the Discovery Land Modesty Check (DLMC) before leaving the house. We want to be dressed so that the focus remains on Christ and what we are teaching.

Guidelines are: clothing should be modest and non-revealing (no tight fitting clothes, no low-cut necklines or backs). Undergarments must be worn and should not be visible. Clothing should always completely cover the torso (i.e. no bare midriffs). Excessively short shorts/skirts are not allowed. Be sure to bend, stretch, and move in your clothes in front of the mirror to be sure they pass the DLMC!

Being On Time

One of your most important responsibilities as a Discovery Land volunteer is to be on time. Volunteers should be in place 15 minutes before the program begins. It cannot be said enough how important this is. We all know how difficult it can be to get out of the house and on your way, but recognize that being late causes the following:

- It frustrates other volunteers who are waiting to be relieved or who have to handle too many children on their own.
- It presents safety concerns if we cannot meet ratios and accountability standards.
- You miss a critical opportunity to greet children and their parents and help them feel comfortable.

Bottom line: Please be on time!

Emergency Call-Ins

If you find that you are unable to be in Discovery Land when scheduled due to an emergency or illness, and it is too late to reasonably contact your ministry leader, please call the DL Desk at 968-0700 ext. 212. Leave a message if no one answers.

General Guidance and Discipline Guidelines

Every child that enters Discovery Land should expect an environment where he/she can feel loved, safe, and accepted. Occasionally, behavior changes may arise. As a ministry, we desire to provide discipline in Discovery Land that will help a child to obey the rules, develop character, and control their behavior (*Children's Ministry Resource Bible, CEF*) so it can be a great environment for all children and volunteers. While each volunteer may have their own individual view on how children should be disciplined, we want kids in Discovery Land to clearly and consistently understand the boundaries and what to expect when they are here. *Please note that discipline procedures for One2One children will be discussed with their parents, and there may be different methods of discipline for those children to cater to the child's specific physical and mental needs.*

The goal of discipline is always twofold:

1. To immediately stop inappropriate behavior (behavior that might hurt a person physically, emotionally, destroy property, or disrupt a group)
2. To challenge a child to develop Christ-like behavior

Discipline should never include any sort of physical touching (spanking, slapping, swatting, or pulling). Ridicule, sarcasm, threats, or withholding any sort of care or activity from a child are not acceptable forms of discipline. Please use discernment and good judgment when disciplining your own child while in Discovery Land. Keep in mind that other children and parents may not recognize that you are that child's parent and not the volunteer overseeing that child. Children and parents are looking to you for an example of Christ-like love and character.

Specific age-appropriate discipline procedures are covered in the DL 201 training for those that work directly with children.

Communication Procedures

In order to present a unified consistent look and voice for DL, all written communication should go through the DL staff.

Children Addressing Volunteers

Children in Discovery Land are expected to treat volunteers with respect. Titles help convey to children that you are not at the same level as their peers, so we ask children to use the appropriate title to address the volunteers (Mr./Ms./Mrs./Miss). We prefer children also use a volunteer's last name. However, if your last name is long and difficult to pronounce, it's okay for children to use your last initial, such as Mr. H or Mrs. B. Also, children can call teen volunteers, and adults who have a strong preference as such, by your title and first name such as Mr. Josh or Ms. Hannah.

Facilities and Resources

Room Stewardship

We have been blessed with wonderful facilities. They are a sacred trust from the Lord for the purpose of ministry. The following guidelines are in place to help keep our ministry rooms in a state that brings glory to God and demonstrates that He is worthy of our best!

- Always attempt to leave the room better than you found it.
- Put things back where you found them.
- Do not leave out-dated materials lying around or on the walls.
- Do not leave anything on the tables, desks, or tops of cabinets. There is no guarantee that they will still be there when you return!
- The room should look neat when you leave. Items left out will be at the discretion of the leadership to determine what to do with them.
- The custodial staff will vacuum and empty trash, but please try to leave the room with all the chairs and tables neat and in their proper place.
- When you leave, look over the room and ask yourself, "Is there anything I can do to make it look a bit sharper?" Also, it is wise to ask, "Does the appearance of this room speak well of the ministry to visitors?"

Accessing the Building

You can access AAC and Discovery Land during the normal office hours of 8:00am-4:30pm Monday through Thursday and while Discovery Land programs are running. If you need to access the building outside of those times, please contact your ministry leader or a staff person.

Resource Center

The Resource Center provides volunteers with training material, supplies, equipment, and media resources so they can effectively teach kids the Word of God through creative teaching. You can find just about anything in the resource center including:

- Stickers
- Craft supplies
- Teaching aids including felt boards
- Costumes and props
- Paper of all colors and sizes
- Lots more!

NOTE: Basic supplies (crayons, glue, scissors, etc.) are also kept in the classrooms. A complete resource list with resource locations can be found in the resource room.