Elementary Policies/Procedures

Elementary Ages: 1st-5th Grade

First of all, we are so glad to have you as part of the team! 😀
Parents are entrusting us with their most prized possession…their child! This is a big responsibility & one we do not take lightly. As an elementary team member, we always want to represent God and NOW church with excellence, and treat each child with the love of God, care, patience, and understanding.

We have many kids & parents coming in to our church for the first time & we want to give them an excellent experience. Always remember "You never get a second chance to make a good first impression." **So let's make it a great one!**

When serving:
We ask that you show up on time, ready to serve, with a spirit of excellence in attitude & appearance.

Please do not be on your cell phone or other devices while serving, unless it's an emergency. These precious kids need and deserve our complete attention!

Arrival times:
For 1st service, please arrive at 8:10 am sharp & print your volunteer label from the check in area. Head to the HUB to prepare for service.

For 2nd service, please arrive at 9:40 am sharp & print your volunteer label from the check in area. Head to the HUB to prepare for service.

For 3rd service, please arrive at 11:10 am sharp & print your volunteer label from the check in area. Head to the HUB to prepare for service.

Also, depending on what service you are volunteering in, we ask that you attend one of the opposite services to be a part of praise & worship and to receive the Word.

NOW Crew Lounge Code: 2432 ✓
Please keep this code confidential as our NOW Crew Lounge is a perk for all NOW Crew volunteers to enjoy on the day they are scheduled to serve only! Please feel free to place your personal items here under video surveillance for safe keeping and grab a snack or drink as you prepare to serve or are finished serving. Enjoy!

Pre-Service Preparation:
*We have a new flow every week in the HUB for the kids to get water. We have a large water dispenser in the fridge located inside the Utility Room. If you are serving first service, you'll need to load the water dispenser onto the base, which is already set up on the cart. Small water cups are located in the Utility Room on the shelf. Please grab a stack of cups and carefully roll the cart into the HUB so it doesn't tip over. Please monitor kids as they get water throughout service to make sure they don't make a mess or waste water or cups.

If you're serving 3rd service, please roll the cart back into the Utility Room, refill the water with the water bottles in the fridge and place the top part of the dispenser back in the refrigerator for next week.

Before service, if you are lead teacher, please grab any props or visuals you may need, make sure the multimedia team is clear on the cues for service, lead your team in a quick prayer, and start **connecting with the kids!!**

When welcoming kids into the HUB, smile 😀 & make eye contact with parents and families. Assure them that their children are in great hands. *It is very important when a child is being dropped off that we make sure both the parent & child have been checked in & have their check in labels. They will need them at check out!

* **All of our team members have been thoroughly background checked and properly trained. For the safety of their children and our volunteers, parents are not able to stay in with their child.**

* **Our Mission at NOW Kids** is to provide an atmosphere for kids to connect with God for themselves and teach them how to grow in their friendship with Him every day.

*Service Flow:
Our goal is to provide a welcoming and inviting atmosphere for kids in a fun and **structured** environment. We want parents to feel confident dropping their children off.

As the kids are coming in to the HUB, please provide order, structure and security by having an organized game, craft, or playground time. You can play music, a video, games, give out a few prizes, etc., we want the kids to have fun!
Please help keep order, be watchful, especially over the smaller ones and make sure once kids are checked in, they remain safely in the HUB.

An example of the service flow… (we want you to be open to making it your own, this is just a suggestion.)
After about 15 minutes you can begin Praise & Worship
Introduce or review Memory Verse
Offering
Game
Lesson (Make it interactive so you involve the kids & keep their attention. Have fun & make it memorable!)
Craft/Activity

Playground or Game
Check out: Safely check out kids by checking/matching the sticker (name & number) of the child with that of the parent or guardian as they arrive.

For kids who listen well and can answer questions or recite the memory verse we allow them to choose a prize from the prize box at the end of service.

*For those of you leading & teaching, please make the flow & lesson your own. We want kids to know that life with God is a lot of fun and church should be so much FUN, that they beg their parents to come back!

Praise & Worship
Songs with motions are played on the screen for kids to sing and dance along during Praise & Worship! Please help encourage the kids to actively participate & help remind them WHY we worship.

Tithe & Offering
Each service, please share a brief 1 to 2 minute encouragement (maybe an experience that has happened to you) on tithe & offering. Pass out offering envelopes to any of the kids who want to participate & pray over the offering as you collect. The offering will be collected by one of the ushers later in the service.

Multimedia
If you are a lead teacher and have photos/videos/scriptures or notes to share on a Sunday morning, please email THEHUB@NOWchurch.com no later than Saturday night. We want to give the multimedia team plenty of time to have everything set for a great service & we want to avoid putting last minute pressure on the team.

Bathroom Policy
When a child needs to use the bathroom, the assistant is to act as a hall monitor and make sure the child is safe while in the restroom. Please stand outside the bathroom door in the hallway and if necessary knock on the door to check on the child. The assistant's job is to give the child privacy and make sure the child goes to the restroom and comes back in a safe & timely manner.

Security:
We want to provide a safe environment for all volunteers and kids. Each service, by 8:45/10:15/11:45 am please lock HUB doors & (when done outside) the playground door, to secure the room for service.
A NOW kids HUB key is located in the HUB sound booth to lock/unlock doors.
During **check out** or when parents are called to check on their children, **ALWAYS** verify their security sticker even if it's someone you already know! We want to **show consistency** with everyone of our children & their parents/guardians.

Routine Cleaning
The HUB is a multipurpose room that needs to be kept ready for multiple uses at any given time. We are committed to maintaining an environment that is clean and excellent. Anytime you borrow

something, please put it back where you found it. If the chairs are left out, put them back neatly. If there is a mess left from a game or craft, please vacuum the floor and throw away loose garbage.

Accident Reports

If a child is injured in any way, an accident report must be filled out and submitted to Pastors Tristan & Kristen at the end of service. Accident Reports are located in the First Aid cabinet in the Utility Closet on the wall.

*If the incident is severe (bad cut/bleeding, bumped head, if child was bitten) contact the child's guardian immediately.

Calling Parents During Service Times

We want parents to have a great time in service & experience the presence of God through our amazing praise & worship and powerful, timely messages. As a last resort, if there is a child who is inconsolable & needs their parent, please contact the multimedia team who will place the child's number on the auditorium screen.
Simply ask the HUB multimedia team to contact the Main Service Multimedia team or use any iPad or iPhone that has the iMessage feature to send an iMessage to media@nowchurch.com
For example, iMessage multimedia with the message: Elementary Z23G. When the parent comes back, verify the label, open the door & to allow the parent to speak with & comfort their child.

Please Note

* If you have been sick less than 24 hours before serving, we ask that you please reschedule to serve as we want to keep germs from spreading to the little ones!
* **OR** if there is a child who has been sick in the past 24 hours, we ask that the parents take the child into service with them for the health & safety of all the other children & volunteers.

Thank you for your heart to serve these precious kids!

With love & appreciation!

Pastors Tristan & Kristen Kennedy