

INCIDENT PROCEDURES

These are procedures for volunteers, follow-up instructions for staff are included in a separate document

All Incidents

Please err on the side of caution. If you think you might need to call 911, do so. Don't worry about unnecessary calls. We would rather take all precautions and be safe than avoid unnecessary emergency calls. We are in the unique situation of providing care for God's precious children. Our foremost concern should be their safety and security.

This document addresses many types of incidents and gives guidelines for you to follow. You have been approved as a volunteer because we believe you have good judgment. Please feel free to do whatever you deem necessary for the safety of the children in your care. This document cannot cover all possible issues, **please use your best judgment.**

When Calling 911

1. Stay on the phone as long as necessary.
2. Our address is 211 Hamilton Street.
3. Give explicit instructions as to where the child/ren will be waiting.
4. Have the other teacher take unaffected students somewhere else.
5. Do not attempt to handle on your own. Find a church staff member, coordinator/roaming teacher, teacher from another room, and/or the child's parents while waiting for help to arrive.

If You Need to Find a Parent

Sunday morning during church

1. Check the location on the sign-in form where the parent said they would be.
2. Find the coordinator or staff member to assist you.
3. Have one adult go to the location to retrieve the parent (preferably someone who knows the parent by sight).
4. If none of the adults know the parent by sight, a note should be given to the pastor who is not leading the service at that moment.
5. The pastor will locate the parent or make an announcement.

During other times

1. Call the phone number listed on the sign-in sheet.
2. If parent is not reached, call the other numbers on the registration form

- until someone is reached.
3. If needed, contact additional support volunteers or staff.

Child Illness

1. If the child is exhibiting flu symptoms etc, remove from classroom to hallway or another room. (bathroom if vomiting)
2. If the child is exhibiting unusual symptoms (doubled over in pain, bloody vomit etc) evaluate whether to call 911, if not continue with procedures.
3. Locate the roaming teacher/preschool coordinator or a church staff member or other person to contact the parent to pick up the child.
4. Turn over child to parent.
5. Inform the church office of the incident on the incident report form, include information on anything the child may have infected such as tables, toys, etc so they can be cleaned.

Child Accident

1. If non-emergency, the child is conscious and bleeding is not uncontrollable, remove from classroom to hallway or another room.
2. If emergency, (i.e., severe bleeding, possible head, neck or spine injury, difficulty breathing, etc.) the child is unconscious or you cannot slow down bleeding, call 911 and then see above. Do not move the victim in cases of possible head, neck or spine injury.
3. Locate the roaming teacher/preschool coordinator or a church staff member or other person to contact the parent to pick up the child. (Locate parent if anything more than a minor scrape/bruise occurs and in all cases of head injury).
4. If it is not an emergency, turn over child to parent.
5. Inform the church office of the incident on the incident report form, include information on any ways you see that the accident could have been prevented so that we can make appropriate changes.

Unacceptable Child Behavior

1. If the behavior is aggressive or behavior is directed at another student, remove the child from the classroom to the hallway or another room until the child is calmed down.
2. If behavior is not aggressive or destructive, have child sit with you for a while.
3. Once child is calm, ask the child questions to determine the cause of the behavior (attention seeking, revenge, selfishness, etc)

4. If behavior becomes repetitive or if aggressive behavior happens twice, Locate the roaming teacher/preschool coordinator or a church staff member or other person to contact the parent to pick up the child.
5. Turn over child to parent.
6. Inform the church office of the incident on the incident report form, include information on any precipitating events or emotional states you noticed. Staff will discuss the child's behavior with the parent and plan a way to include the child successfully in the classroom.

Unsafe Room Condition

1. If room condition is imminently dangerous or causing harm (i.e. open wiring) move your class to another location, preferably another classroom (perhaps combining classes)
2. If not an emergency situation, notify staff or preschool coordinator
3. Fill out an incident report for the office.

Fire or Weather Emergency

Evacuation –

1. Teachers shall take with them the classroom sign in sheets and usher children out of the building using the nearest exit.
2. Have one adult at the beginning of the line of children and one bringing up the rear.
3. Teachers shall gather children together in the parking lot west of the building.
4. Use the classroom sign in sheets to double-check all children are present once you are all outside.
5. Children shall be released to their parents only after their parents have signed them out using the sign in sheets. This includes signing out youth participants unless the class has already returned to the building.
6. Staff, coordinator, or lead volunteer should complete an incident report.

Tornado or other emergency requiring movement to the basement

1. Teachers shall take with them the classroom sign in sheets and usher children to the basement using the nearest staircase.
2. Have one adult at the beginning of the line of children and one bringing up the rear.
3. Teachers shall gather children together along the walls in the gathering area or other basement classrooms until the emergency has passed.
4. Use the classroom sign in sheets to double check all children are present once you have them seated.
5. Children shall be released to their parents only after their parents have

- signed them out using the sign in sheets.
6. Staff, coordinator, or lead volunteer should complete an incident report.

Unfamiliar Person

It is difficult to balance the need for reasonable safety measure to protect our children with the desire to be a welcoming church offering hospitality in Jesus' name. We have tried to err on the side of caution in these procedures and appreciate that following them may lead to some church members or visitors being inconvenienced, but we feel these are in the best interests of our children.

Sunday morning during church

1. Have one teacher exit the classroom, closing the door behind them.
2. Ask the person if you can help them. Assist as requested or direct them to a staff member.
3. If you think the person is suspicious (his verbal answers are not in line with his behavior – i.e. says he is looking for a bathroom but is still there 15 minutes later), notify staff or the preschool coordinator.
4. The staff/coordinator will ask everyone to remain in their classrooms, close the door to all classrooms, and casually but continually monitor the hallways.
5. Staff or coordinator will determine if the person is still around and will similarly approach him trying to “help”
6. If staff or coordinator is suspicious of the person also, additional people will be retrieved from the Sanctuary to act as back up and 911 may be called.
7. Staff/coordinator will fill out an incident report jointly with the teacher who first noticed the suspicious person.

During other times

1. Ask the person if you can help them. Assist as requested or direct them to a staff member.
2. If all the children are not together in the same classroom, gather them into one classroom with an adult. This adult should call a staff member or other leader to come in as back-up.
3. Unless the person is a member of another group which is meeting, the other adult should assist the unfamiliar person and stay within sight of them. If the person questions you coming with them, just explain that during off hours it is our policy to escort people who are unfamiliar to the children's ministry volunteers.
4. When/If the unfamiliar person leaves the building, lock all doors.
5. If the unfamiliar person becomes argumentative or confrontational or you witness further suspicious behavior, call 911.

7. Staff or volunteer should complete an incident report in conjunction with other supervisors who were present.

Missing Child

1. Check with the other supervisor to see if they know where the child is or if he/she was signed in but was never in class.
2. Move to the hallway and call out the child's first name.
3. If preschooler/kindergartner, check parking lot.
4. Notify staff or roaming teacher or preschool coordinator or other person to check the sanctuary to see if child is with parent. Also check the Welcome Desk in the Atrium.
5. If this occurs at the same time as a Suspicion Person incident, notify 911 immediately after step 4.
6. Staff or coordinator or lead volunteer will notify parents.
7. Staff or coordinator or lead volunteer will gather a group of people to start searching church grounds.
8. Fill out an incident report for the office. Detail where you think procedures may have broken down to cause the child to go missing.

Child not Picked up by authorized person

1. If child was picked up by unauthorized person, either find parent and verify child is safe or ask staff/coordinator to do so.
2. If child was not picked up, move to Fellowship Hall or other location within the building with the child and try to locate parent.
3. Notify staff/coordinator if neither step 1 or 2 is successful. Staff/coordinator will involve other people in the search for the parents and the determination whether or not to call 911.
4. If step 1 or 2 was successful, describe incident on back of sign-in sheet.
5. If step 1 and 2 were unsuccessful, an incident report form should be completed.

Utility Failure/Malfunction

1. If an emergency situation such as a gas leak, etc., follow the Evacuation procedures listed above for fire/weather emergency.
2. If non-emergency situation such as a power outage, remain in the classroom until parents arrive. Pastors will make the decision whether to continue the worship service or end service early. If not during service, volunteers should jointly make the decision whether or not to end early. If ending early, all parents will need to be contacted and volunteers need to

- remain with children until all have been picked up.
3. If you do not have enough light for the comfort of the children, move class to another room and leave a note for parents on the door. Remember to bring the sign in/out sheet to the new location.
 4. In the event of a water or sewer problem, if it is not affecting your classroom, keep children in the classroom, (use alternate restrooms as necessary) and notify staff/coordinator.
 5. Staff/coordinator will post appropriate signs and notify repair personnel as necessary.
 6. If it is affecting your classroom, move class to another room and leave a note for parents on the door. Remember to bring the sign in/out sheet to the new location.
 7. Staff/coordinator will post appropriate signs and notify repair personnel as necessary.
 8. An incident report will need to be completed and turned in to the office.