

Monmouth Worship Center
Ministry Leaders Manual

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MINISTRY LEADERS' GUIDELINES

To be called of God to serve in a ministry is a blessing. Through our service we see lives changed and God at work. We gain a greater appreciation for the truth and power of the Gospel. As is true of deacons, we obtain a "high standing in the faith" (1 Tim. 3:13). We will also receive an eternal reward for our labor in this ministry.

1. My expectations of you are:

- A. Loyalty - Be supportive of the pastor and church vision. Be positive in attitude. Sit in church toward the front. If you have a disagreement, let's talk about it in private. We are on the same team.
- B. Be a person of your word. If you say you will do something, I expect that you will do it, quickly, with zeal, and unto the Lord, without being reminded.
- C. Punctuality – be on time.
- D. Stewardship – that you faithfully tithe.
- E. Hard work – to grow your ministry. Follow up on contacts within a day, or two at most.
- F. Excellence – that you do a job which honors God, and which is at least the quality of the world's work. Do everything unto the Lord excellently.
- G. Involvement – attend Sunday mornings, another service during the week, major church events, and business meeting.
- H. District/Sectional Assemblies of God involvement – cooperate with and be involved with these ministries.
- I. Responsiveness – return all church calls promptly, within a day normally.
- J. Recruit workers. You need to ask God for workers (Matt. 9:38) and constantly try to recruit. Remember that your enthusiasm, and fruit from the ministry will attract people to the ministry. People want to be part of ministries where God is moving.
- K. Paperwork – to be prompt in turning in your budget and annual review.
- L. Make it a priority to attend ministry leaders meetings.

2. Your expectations of me:

- A. Regular prayer for you and your ministry.
- B. Support and advice
- C. Positive portrayal of you and your ministry to the church.
- D. Financial support, as approved by the board.
- E. To discuss ministry business, please call me or make an appointment. Do not talk major things over before the morning service – my focus is on the message and staying in God's presence. After the service, my goal is to meet visitors. I am usually at the church between 10:30 AM – 6 PM, Tuesday to Friday, and most of the day on Saturday. If I am not in, I will promptly call you. Also, please do not ask pastors' spouses to carry messages to them.

3. Leadership guidelines

- A. Every ministry should have a leadership team made up of no more than five or six committed, responsible members. This group will assist you in ministry and be trained in ministry leadership skills. These are people to whom you can delegate responsibility.
- B. You should meet with this team at least three times a year to determine ministry vision and direction and goals for the year.
- C. Every ministry should have regular meetings with the full membership. These meetings should take place no less than twice each year (Quarterly is best).
- D. Ministries that serve in the church service (audio, media, worship, ushers, Sunday school teachers) should distribute schedules no less than quarterly. The schedule should overlap by at least two weeks. Your team needs to know what is expected of them and when.
- E. One of the most effective ways to recruit is by personal contact and conversation. Announcements during church or in the bulletin help, but personal contact is best. Look out for new people in the church who would like to get connected.

4. Financial things to know:

- A. Budgets are submitted at year's end, and approved then.
- B. The church is tax-free and does not pay NJ sales tax – get a tax exempt form from Claire or Frank for all church purchases.
- C. Items can be charged or ordered by the church office – call Claire.
- D. To be reimbursed for expenses, give receipts to Eva or Claire attached to a reimbursement request form. Reimbursement requests should be submitted within a week of expenditure. You will be reimbursed within a week after that. Those who work in your ministry must also fill out this form for reimbursement which must be signed by you.
- E. Monies collected for events should be given to Claire McCarthy within three days of receipt. This is for your protection, and to avoid the appearance of evil.
- F. Try to shop for the best price on items. Please avoid “rush” delivery charges.
- G. A quarterly summary of your ministry income and expenditures will be given every quarter for you to compare against your budget.
- H. Benevolence is available for those who can not pay for events – see Paul Rounds. So that people value the event, we want them to contribute something, even a dollar.
- I. In general, major events should pay for themselves.
- J. Claire can obtain supplies for you, such as office supplies and not be subsidized by the church.
- K. The budget is flexible. If you have an unexpected major expense or need, tell Paul, and we will try to work something out.
- L. Payment for special events should be collected in full at the time reservations are made. We do not want the church stuck paying for people who do not attend, so collect the funds in advance.
- M. Ministries will be charged with photocopying costs for the new color copier. The charge per copy is 1¢ for black; 8¢ for color. The cost is per side, any size paper; amount of color coverage on a page does *not* matter. A different ID code has been assigned to each ministry. No charge to use the old black & white copier.

5. In general:

- A. Please respect the Word of God by not copying or working in the office during services (education hour, Sunday worship, Sunday prayer, Wednesday evening), except in emergencies. Copying can be dropped off before the event with the office, or done earlier before the service.
- B. The monthly church schedule is printed the last week of the previous month – call the office *early* in that last week with any special events you want listed. To schedule the building for a meeting

or event, call Claire. To plan a special event out of your normal time slot, please check with the church first to be sure there are no conflicts.

- C. For bulletin announcements, call or fax the office by early morning Thursday the latest.
- D. Church announcements in the service must be concise and sharp. The goal of the morning service is worship and the Word. Sit near the front if you have an announcement, and be up front immediately. We want to avoid wasted time.
- E. New ministry leaders are required to read Love, Acceptance and Forgiveness by Jerry Cook (see Pastor Ken or library for a copy).
- F. The church office is to be kept locked, with lights off, during services and events.
- G. Permission slips must be obtained from parents for youth to go off-premises before the event.
- H. Schedule the use of special audio and visual equipment with the church office well before the event.
- I. If there are any library resources which would aid your ministry or workers, please tell Karen Marmion.
- J. Bandages are kept in the nursery, in the kitchen drawer, in the kiosk cabinet and a larger first aid kit is kept in the office – accident reports are kept in the church office and must be filled out when a child is injured.
- K. Check the ministry mail tower each week for any letters for you.
- L. Call the church office to schedule use of the church van. For insurance purposes, drivers must be pre-approved and attend a defensive driving course.
- M. If you work with children, you must view the “sexual abuse prevention” video. This can be gotten from the church office. You must also complete a special application and attend child abuse prevention class. We have a child safety policy in effect and Susan Hassan is the child safety coordinator.
- N. Anything for the church office can be put in the mailbox outside the door if the office is closed.
- O. If something breaks in the church or you use something not working correctly please tell the youth pastor. He will get it fixed or replaced.
- P. Keep your ministry web page updated by sending current information to Corey Jester. cejester@optonline.net
Visit the web page monthly (www.monmouthworship.org) to check that information is current.

6. Tips on making an announcement

- A. Get right to the point – avoid a long introduction.
- B. Be up *on* the platform when the announcements begin – don’t wait to be called.
- C. Hold the microphone right in front of your mouth. Professionals are told to “hold it as if they are about to eat it.”
- D. You have been allotted _____ minutes. Do not mention how much time you have, i.e., “I only have three minutes.”
- E. Practice your announcement once, and time it as you do to be sure it fits into the time.
- F. Remember to state what action you want people to take
- G. When others in your ministry are doing an announcement for your ministry, go over it with them first.
- H. Write it out and read it if you are nervous. Practice and time the announcement.

7. How to develop a standard of excellence:

- A. Tell your workers that we expect excellence in their work.
- B. Review all we do – look to improve; gather your leaders for feedback on major events.
- C. Go to the person if things are not excellent. “People do what is inspected, not expected”. Don’t be afraid to go to a person under authorization of God. It is important for eternity.

Building Usage Guidelines

1. Office-

-door must be left locked during meetings, with lights out when no one is present. We have valuable and confidential items here, and do not want too many people going in and out.

-please return anything taken from the office and especially Claire's desk.

2. Phones- in office are not to be used without your permission. We do not want long phone discussions by youth.

3. Computer- is not to be used without Claire McCarthy's prior permission. Thumb drives (memory sticks, USB storage devices)

4. Sound Board- can be used only with Jason Clayton's prior permission.

4.5 Audiovisual equipment- (video projector, TV-VCR, Karaoke) is to be left turned off. Check with office to schedule use for special events.

5. Air Conditioning- should be turned on for needed rooms on 3 hour occupied. It should be turned off when you leave.

6. Kitchen

-Mark your food and drinks with ministry name.

-do not take food or drinks which do not belong to your ministry.

-inform office staff if any supplies are running low.

-knives are not to be left lying around.

-leave it clean!

7. Recycling and trash

-cans and bottles are to be recycled in designated container, not in trash.

-trash should be taken to dumpster when can is full, or nearly full. More bags are in the kitchen and supply cabinet.

-a second trash container can be brought in from the dumpster area for when it is needed. Put it back when done.

8. Copier

-Copier can be left on; it will automatically turn off.

-Copying or office work is not to be done during services, education hour, Bible study, etc., except in case of emergency. This is to set an example of the priority of the Word and worship to our people.

Copying can be done before the service, the week before, or given to Claire during the week.

9. Electricity

- Circuit breaker panels are located in the hallway opposite the nursery, and opposite from the chapel.

-Keep unneeded lights off.

10. Children

-Children are not to run in the building.

-Children should not be running in the parking lot, especially when it is dark.

Monmouth Worship Center
CLOSING DOWN PROCEDURES

1. Check all rooms to see
 - Lights are off
 - Windows are fully closed and locked
 - Garbage pails are not overflowing, or near overflowing
 - Bathrooms especially must be checked (all four)

2. Make sure all doors – including hallway and fellowship hall doors - are closed. Doors should NOT be left propped open.

3. Bathrooms – go into all four (or get someone else to)
 - Check each stall to see that it is clean
 - Replace empty toilet paper rolls
 - Make sure counters are clean
 - Be sure lights are off
 - Straighten out magazines

4. Coffee bar – be sure all coffee-makers are turned off and the counter and floor area are reasonably cleaned up

5. Lobby – this will be the first impression for those who follow you -
 - Kiosk has light switch – turn off. Do not unplug.
 - Papers on kiosk should be straight in neat piles
 - No extra papers, etc., lying in lobby, on tables, etc.
 - Pick up any junk on floor on outside door

6. Air conditioning/heat must be turned off

7. Make sure front doors are closed tightly and locked.

REMINDERS FROM THE OFFICE STAFF

- **MAIL** All ministry leaders are assigned a mail slot in the church office. Be sure to pick up your mail at least once a week. When there is a new church directory, you will be the first to receive one in your mail slot. When there are corrections to the current directory, a note will be left there for you.
- **BUDGET** You will be asked to develop a budget each year and help will be available for you to do this.
- **ANNUAL REVIEW** Once a year, an annual review form will be provided you to fill out and return to Pastor Ken, with an individual annual review meeting to be scheduled later.
- **EMAILS** You will be part of an email group specifically for ministry leaders, usually coming from claire@monmouthworship.org - look out for important messages concerning building use, scheduling, and messages from Pastor Ken. Please let the office know if your email address changes.
- **MAGAZINE** A copy of the Assemblies of God New Jersey district magazine, ADVANCE New Jersey will be provided to your quarterly. Some of you will be asked to share this magazine. Please let Claire know if you do not wish to receive it.
- **CALENDAR** Before the start of any new year, you will be asked to send in your dates for the entire year for final approval and coordinating by Pastor Ken. Please let the office staff know if you want anything on the church calendar that goes in the bulletin, at the latest, one week before the end of the current month, if we don't already have it.
- **BULLETIN** Notices for the bulletin must be called in by Thursday morning, unless Friday is a holiday, they must be called in by Wednesday. These notices will be included based on space and urgency. Bulletin insets can be made for you if you give the office a week's notice. Flyers for the bulletin boards can be made also. We will be glad to edit or improve any drafts you provide.
- **EVENTS** All events must be approved by Pastor Ken. You may call the church office to determine current scheduling availability. We will gladly pencil you in, but it is always pending Pastor Ken's approval. Please call us with any events that have already been approved to be sure they are properly scheduled.

Ministry leaders and your helpers are very special to the office staffers!

Monmouth Worship Center
Ministry Leaders Review

SAMPLE

Name: _____

Ministry _____

1. What were the high points of this past year's ministry?
2. What were the disappointments of this past year's ministry?
3. How are you doing personally and spiritually?
4. What are your top three ministry goals for the new year?
5. Anything else we need to discuss?
6. On the back, list any events tentatively planned for the new year for your ministry.

VAN ACCIDENT CLAIM FORM

Date of accident: _____

VEHICLE 1 – Church Van

Driver's name _____

Address _____

City _____ State _____ Zip _____

Driver's License Number _____

Telephone _____

Information concerning accident:

Name & badge number of responding officer - municipal, county or state police

Location of accident (street, town, county) _____

Time (circle): Day Night Twilight Condition of road (circle): Dry Rain Snow

Injuries, if any:

Name of person _____ Injury _____

VEHICLE 2 INSURANCE INFO

Driver's name _____

Address _____

City _____ State _____ Zip _____

Phone number _____

Driver's license number _____

Vehicle make and model _____

Vehicle Registration number _____

Name of insurance company _____

Policy number _____

REPORT OF ACCIDENT INVOLVING A CHILD

Today's date _____

Time of accident _____

Name of child _____

Parent contacted and at what time? _____

Describe accident _____

Other children involved _____

Adults present _____

Action taken _____

Medical attention required? _____

Signature of report preparer _____

Signature of supervisor/pastor _____

Ministry/Outreach Code	Ministry/Outreach Name	Ministry/Outreach Code	Ministry/Outreach Name
010	Adult Christian Education	090	Sunday School
015	Care Centers	095	Technology – Audio
020	Children’s	100	Technology – Computer
022	Drama	105	Technology – Media
025	Evangelism	110	Tuesday Morning Bible
030	Food Pantry	115	Ushers
035	Greeters	120	Women’s
040	Hispanic Outreach	125	Worship
045	Library	130	Young Adults
050	Love Inc.	135	Youth
055	Marriage & Family	140	Wedding Dreams
060	Men’s	145	Missions
065	Missionettes	150	Vacation Bible School
070	New Hope – Youth	155	Missions Trip - Adult
075	Prayer	160	Missions Trip - Youth
080	55 +	165	Drama
085	Royal Rangers	170	Speakers

Expense Code	Expense Description	Examples
200	Books and Subscriptions	<i>Self explanatory</i>
205	General Supplies	Craft supplies for Sunday School, Missionettes or Royal Rangers
215	Meals and Entertainment	Breakfast, Lunch, Dinner
220	Events/Conferences	Men's or Women's Retreat, Women of Faith Conference
235	Stationary and Postage	<i>Self explanatory</i>
240	Travel and Mileage	Airfare, hotels, mileage

MONMOUTH WORSHIP CENTER

Child/Youth Safety Policy

November 2007

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I. Introduction

Monmouth Worship Center takes the safety of children and youth seriously. We believe that scripture and our faith in Jesus Christ mandate that we love and care for others, especially those who cannot care for themselves. Children and youth are precious to our Heavenly Father and to us. Policies to prevent abuse are a method to demonstrate that love.

God created us as physical, emotional and spiritual beings. Human sexuality is part of who we are. This God given gift of sexual expression can sometimes be used to exploit and harm others. Our children trust us and when that trust is violated, children are hurt physically, emotionally and spiritually. We as a church can take additional steps to offer a safe and loving environment in which care is provided in a responsible manner.

II. Purpose of Policy

- To reduce the likelihood of child/youth sexual abuse.
- To reduce risk of false accusations of sexual abuse.
- To deal appropriately with those who victimize.
- To promote healing to all sectors of the congregation, the victim and family, the alleged perpetrator and family, and the congregation as a whole.
- To reduce legal risk and liability exposure.

III. Definition of Child Sexual Abuse

Child sexual abuse is the exploitation of a minor for another person's sexual gratification. The child often knows the abuser. The abuser is fully responsible for his/her actions, as children are vulnerable and powerless to protect themselves.

The abuser's actions may be touching or non-touching. Examples of non-touching abuse are: exposing themselves to children, verbal requests for sexual favor, taking pictures or videos of children for pornographic purposes, allowing children to witness sexual activity, etc. Abuse involving touching includes, but is not limited to: fondling, oral, genital or anal penetration, intercourse and forcible rape.

IV. Worker Selection and Screening

A. Paid workers, pastors, and non-church member workers

- 1) Application booklet for church employment (non-ministerial), (Appendix G) or an application booklet for Ministers (Appendix H)
- 2) Interview
- 3) Reference checks/photo ID
- 4) Criminal record check to include fingerprinting (Appendix E)
- 5) Church membership for Pastors.
- 6) Complete general child abuse prevention training.
- 7) Policy for child abuse prevention to be reviewed prior to ministry work.
- 8) Complete Child/Youth Work Renewal Application annually (Appendix-D)
- 9) Ministry Commitment/Code of Ethics for Child/Youth Pastors (Appendix-C).

B. Volunteer church members who work regularly with children

(Youth and Children's Ministry Leaders, iMpaCt Leaders, New Hope volunteers, Royal Rangers Leaders, VBS Coordinator, Usher Team Leaders, Sunday School and Nursery Supervisors, Drama Team Leaders)

- 1) Volunteer application form and review and sign Ministry Commitment/Code of Ethics for Child/Youth workers (Appendix- A and C)
- 2) Interview
- 3) Reference checks/photo ID
- 4) Criminal record check to include fingerprinting (Appendix - E)
- 5) Church membership for a minimum of 6 months
- 6) Complete general child abuse prevention training.
- 7) Policy for child abuse prevention to be reviewed prior to ministry work
- 8) Complete Child/Youth Work Renewal Application annually (Appendix - D)

C. Volunteers who work only a few hours per year with children

(Greeters, Nursery Workers, Sunday School Teachers and substitutes, Ushers, VBS workers, Youth workers)

- 1) Regular church attendance for a minimum of 6 months.
- 2) Application for membership. (with mandatory classes to ensue)
- 3) Secondary screening form and review and sign Ministry Commitment/Code of Ethics (Appendix B & C).
- 4) Complete general child abuse prevention training.
- 5) Policy for child abuse prevention to be reviewed prior to ministry work.

V. Regulations for Maintaining Confidentiality.

- All applications and related documents will be confidential and placed in a separate locked file cabinet marked “Confidential”. Keys to the file are to be kept by the administrators of this policy and the Senior Pastor.
- Unauthorized access to confidential information will be grounds for dismissal for employees and volunteers. Notice of confidentiality is to be marked on file cabinet.
- All documents pertaining to hired or volunteer applicant should be kept permanently in a confidential file. When the person no longer volunteers or is no longer employed, all forms are to be placed in a sealed envelope in the confidential file and retained for five years and then shredded.
- If applicant is denied employment or is not allowed to volunteer as a result of background search, the name and address of reporting agency will be provided to applicant. Contents of report will not be disclosed by church personnel but by reporting agency.
- All reports, documents, record of phone conversations and meetings are confidential. Place the report in a locked or secure file cabinet. Inform those involved that confidentiality must be maintained to protect the victim and accused. Reports should be kept indefinitely.

VI. Worker Supervision

A. Nursery

- 1) Observe the two-adult rule - minimum of two (2) adults present in the nursery when children are present.
- 2) Minors – 14 years of age (9th grade) and up may assist in the nursery under supervision.
- 3) Husband/wife team is to be considered as one adult.
- 4) Children are to be signed in and out of nursery. Children must be released to the parent or guardian who signed the child in, or designated adult with identification. Also, as an additional safety check, a card with a number on it and/or a beeper will be issued at sign-in and returned when child is picked up.
- 5) Diaper change must be done in full view. Disposable gloves must be used when diapering.
- 6) When assisting toddlers in the bathroom, use the bathroom located in the church nursery.
- 7) Diversion is an appropriate provider response to redirect toddler’s behavior. The providers may use time out for older toddlers.
- 8) Report any unusual events or suspected abuse to the supervisor.

B. Sunday School teachers/VBS workers/Children’s Ministry/Royal Rangers/iMPact, etc.

- 1) Each classroom is to have a window on the door. If there is no window on the door, then the door is to remain open.
- 2) During Sunday school, Sunday school supervisor or Team Leader usher may monitor the halls. Children are not allowed unsupervised in hallways.
- 3) Children age 8 and younger are to wait for pickup by parents and should not be released to roam around the church without supervision.

4) Bathroom rules

- a. Encourage children to use bathroom before and after the activity.
- b. Children should be taken to the bathroom in groups or pairs. The adult should check the bathroom and then let the children in while an adult waits outside. Intervene only when children are misbehaving.
- c. Children from the third grade and up can be dismissed in pairs to the restrooms.
- d. Female adult should assist with toileting children less than 5 years of age, both boys and girls.
- e. Give verbal instructions to a child over 5 years of age who needs assistance with toileting. Do not enter the stall with the child.

5) Relationship interaction

- a. No physical abuse allowed (for example: hitting, spanking, pinching etc.).
- b. For behavior correction use distraction, help the child to focus on appropriate behavior. Time-out may be used for discipline, the guideline being that timeouts are to be no longer than one minute per child's age. For example, if a child were five (5) years old, the time-out would be five (5) minutes. No time out should last more than ten (10) minutes. Time out must be explained to children in advance and the child must be allowed to return to the group at the end of time out. All discipline should be age appropriate with the goal of encouraging the child to develop Christ-like attitudes and behaviors.
- c. Inform parents when children's misbehavior is beyond minor corrections. (Children should be given one warning that their parents will be informed if they do not correct the specified behavior.) Parents should be encouraged to assist their children to find behavioral success in class. Parents may be asked to assist children in classroom.
- d. Acceptable touching includes: brief hug, especially when initiated by the child, an arm around the shoulder, light touch to forearm and/or hands, open hand with pat on the back. Children are to sit next to an adult, NOT on laps. Respect leaders' and the child's RIGHT to say no to any touching.
- e. Report unusual events or suspected abuse to supervisor.
- f. Report medical issues, to the parent/guardian, that arise while child is in care of worker
- g. If child confides that he/she has been abused, is being abused, or is a danger to self or others; the provider is to report this to the supervisor. Never promise 100% confidentiality, but explain that by "telling," the incident can be prevented from happening again.

C. Youth Groups

1) Guidelines

- a) Two (2) adult rule - 2 adults (21 years or older) present at all activities.
- b) Youth Pastor may meet one-on-one in public view for not more than 2 counseling sessions and thereafter with parental permissions. Permission recommended for counseling sessions because youth member may have emotional or psychological issues beyond the scope/training of the pastor.
- c) If permission for one-on-one counseling is obtained, the meeting shall be held in a room with windows for public viewing and an assistant in the next room or in a room that is accessible to larger groups. Other persons should be nearby. If circumstances dictate that one-on-one interaction is held outside of church, parental permission is to be obtained and or notification of senior pastor.
- d) No permission is required for general one-on-one "talks." These talks should be kept public.
- e) Youth leaders should meet with 2 students at a time (outside of a group activity) unless parental permission obtained for one-on-one. For example, going out to lunch, sports activities, etc.
- f) Two (2) leaders should stay at an event until the last child is picked up.
- g) Youth leaders may not date or have any romantic involvement with any member of the youth group.
- h) Acceptable touching includes: brief hug, an arm around the shoulder, light touch to forearm and/or hands, open hand with pat on the back. Respect leaders' and youths' RIGHT to say no to any touching.
- i) No physical abuse is allowed (for example: hitting, slapping, kicking etc.).
- j) Leaders should tell youth group members that confidentiality will be maintained except if the youth member is in immediate danger to self or danger to others or if youth has been or is currently a victim of abuse.
- k) Report unusual events and suspected abuse to Youth Pastor/supervisor. If Youth Pastor/supervisor is the accused, report to senior Pastor.

2) Additional guidelines pertinent to all youth/children

- a) Two (2) leaders to transport children/youth unless approved by a parent.
- b) Van drivers to log in and out when transporting youth.
- c) Seat belts must be worn at all times when vehicle is moving.
- d) Permission slips required for all activities outside of the church.
- e) Written release must be obtained from parent/legal guardian for the child or youth to be photographed, videotaped, or involved in any other electronic media.
- f) Only pre-screened adults are allowed to chaperone on overnight events. Supervising adult should be the same sex as the youths. Males and females should have separate sleeping arrangements. Leaders should not sleep on the same bed with a youth.
- g) Attendance sheets/records should be kept for five years for all functions involving children/youth. Date of function, names of participants and leaders should be recorded.
- h) In an emergency situation when primary or secondary screened workers cannot be found, an unscreened worker can be utilized only with the approval of two (2) ministry leaders who are aware of the situation and know and can monitor the unscreened worker.
- i) Observable inappropriate conduct or relationships between an adult worker and child/youth will be immediately confronted and investigated. The witness will

privately explain the inappropriateness of the observed behavior. The Incident will be reported to the immediate supervisor.

- j) Leaders must avoid undressing in front of youth at all times (including when in barracks-style accommodations and camping)
- k) Use disposable gloves when in contact with all body fluids.

VII. Reporting Policy

A. Reporting Procedure

- 1) Any volunteers/staff who have reasonable cause to believe that child abuse has occurred, he/she should report it immediately to supervisor or pastor for consultation purposes. If reported to supervisor, supervisor should inform the senior pastor. If supervisor or pastor is alleged abuser, report to senior pastor. If senior pastor is alleged abuser, report to church board. **Church attorney and Insurance Company should be notified prior to reporting to DYFS.**
- 2) If a parent is the alleged perpetrator, do not notify them that a report to DYFS (Division of Youth and Family Services) has been made. DYFS will notify them. If the perpetrator is not a parent, the pastor or designated leader will inform the parents of the incident.
- 3) The initial reporter should make a call to DYFS if he/she believes that notice to the church would further endanger the child.
- 4) A report can be made to DYFS by phone, in writing or in person by a worker, pastor or supervisor. The report may also be made anonymously. It is best if phoning in the report, to have a witness that can verify that you made the report. Office of Child abuse Control has a 24-hour/7-day a week hotline (1-800-792-8610). Volunteers/staff who observe signs and symptoms of abuse should, as soon as possible, make a written report with the details observed and/or reported. The purpose for this is that memory is at times unreliable. Immediate documentation helps ensure accuracy of details.
- 5) Each incident is to be reported by completing the SUSPECTED CHILD ABUSE DOCUMENTATION FORM (Appendix F)
- 6) Interaction with the Alleged Victim
 - a. Do not tell the child that they were abused.
 - b. Do not conduct an investigation. Do not ask the child for more information than the child has volunteered. Only report verbal interactions and observations. It is appropriate however to ask the child about noticed signs and symptoms.
 - c. Reassure the child, if appropriate, that it was correct to disclose the incident and that the incident is not the child's fault.
 - d. Never promise not to tell when the child discloses information. Instead tell the child you want to find help, so that incident can be prevented from happening again.

Additional Information: All reports, documents, record of phone conversations and meetings are confidential. Place the report in a locked or secure file cabinet. Inform those involved that confidentiality must be maintained to protect the victim and the accused. Reports should be kept indefinitely.

B. Response to Allegations

1. Victim

- a. Child/youth safety is the priority - make sure that the child/youth is secured.
- b. Treat the victim and the family with utmost compassion and state that allegations are taken seriously.
- c. Do not minimize or deny the incident. Showing care and support can prevent further hurt. Offer pastoral support.
- d. Treat the report with confidentiality and explain to the parents that disclosure (of the event not the name of the child or the accused) may be necessary to protect other children who may be affected.

2. Alleged Perpetrator

- a. The accused should be notified of allegations only after the child is secured. If the parents are accused DYFS will notify them.
- b. If a church worker is accused, the pastor or board member will notify the worker verbally and allegations should be given to the accused in writing as well.
- c. If the accused is a volunteer, temporarily remove the volunteer from his/her duties until the investigation is completed. If the accused is an employee, he/she may be suspended with or without pay until investigation is completed.
- d. Treat the accused and family with dignity and support. Don't prejudge, the eventual goal if the accused is guilty, is repentance and restoration. Offer pastoral support.
- e. Efforts should be made to prevent the accused from having access to the victim.

3. Spokesperson

- a. The Senior Pastor or a member of the leadership assigned by the Senior Pastor or the Board will be the spokesperson for the church. If the Senior Pastor is accused, the Board will appoint a spokesperson. The spokesperson is to be a liaison between the board, congregation and media. Reports of abuse are emotionally charged and the spokesperson will convey that allegations are taken seriously, will be investigated promptly, and that decisions will be made in just fashion with sensitivity for all involved.
- b. Spokesperson will convey to the public a position statement of the church to include: church's stance on abuse, established policies and safeguards. The position statement may reflect awareness of the problem of child abuse, concern for the victims and extensive steps taken to reduce risk and provide a safe environment for our children.
- c. Spokesperson should be knowledgeable about all aspects of the incident and will work with the board and pastor to develop statements for the congregation and the media.
- d. No one other than the Senior Pastor and assigned spokesperson is authorized to speak for the church.

4. Additional Responses

- a. Ministry leaders, supervisors or pastors will report all serious allegations to the Insurance company and church Attorney before reporting to DYFS.
- b. Document all calls and meetings. Stress and maintain confidentiality at all times.
- c. The accused, victim, and victim's family will be notified if public disclosure is necessary with only the pertinent facts to be presented, not the name of the victim.

- d. If volunteer is criminally prosecuted and convicted, permanent removal from position and/or leadership will occur. If employee is criminally prosecuted and convicted, the result is termination.
- e. If the accused is not convicted, the board and pastor will meet and discuss reinstatement only after consultation with police, child protective agency, legal counsel, and child abuse experts. The volunteer may be reinstated at the Pastor/Board's discretion if reinstating the worker is safe for all concerned.