



Checkpoint Team Handbook

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Guest Services Overview

Our Vision:

People pursuing life in Christ.

Our Purpose:

Create an environment of hospitality that welcomes people and presents them with opportunities to pursue life in Christ.

Our Core Values:

Loving God

By knowing Him personally and worshiping Him collectively

Living God's Word

By learning what it means and doing what it says

Growing with God's People

By relating authentically with others for their good and my growth

Going into God's World

By extending the gospel to others right here and around the world

Investing in God's Work

As stewards of God's gifts and servants in God's plan

Peacemaker's Pledge

Revised from The Peacemaker, by Ken Sande; 1997, Baker Books, Grand Rapids. p. 235-237

As People reconciled to God by the death and resurrection of Jesus Christ, we believe that we are called to respond to conflict in a way that is remarkably different from the way the world deals with conflict (Matthew 5:9; Luke 6:27-36; Galatians 5:19-26). We also believe that conflict provides opportunities to glorify God, serve other people, and grow to be like Christ (Proverbs 27:5,6,17; Romans 8:28-29; 1 Corinthians 10:31-11:1; James 1:2-4). Therefore, in response to God's love and in reliance on His grace, we commit ourselves to respond to conflict according to the following principles.

Glorify God

Instead of focusing on our own desires or dwelling on what others may do, we will seek to please and honor God—by depending on his wisdom, power, and love; by faithfully obeying his commands; and by seeking to maintain a loving, merciful, and forgiving attitude. (Psalm 37:1-6; Mark 11:25; John 14:15; Romans 12:17-21; 1 Corinthians 10:31; Philippians 4:2-9; Colossians 3:1-4; James 3:17-18; 4:1-3; 1 Peter 2:12)

Focus on Understanding

Instead of focusing only on our perspective, we choose to honor others by listening carefully and ensuring we understand their perspective and their needs before we respond. We choose to actively seek reconciliation, understanding that conflict is an opportunity for personal and relational growth. (Proverbs 18:2; 18:13; James 1:19; Ephesians 4:29-30)

Get the Log out of Your Own Eye

Instead of attacking others or dwelling on their wrongs, we will take responsibility for our own contribution to conflicts—confessing our sins, asking God to help us change any attitudes and habits that lead to conflict, and seeking to repair any harm we have caused. We take others' concerns before the Lord asking Him to examine us and our ways and guide in our response. (Psalm 119:23-24; 139:23-24; Proverbs 28:13; Matthew 7:3-5; Luke 19:8; Colossians 3:5-14; 1 John 1:8-9)

Go and Show Your Brother His Fault

Instead of pretending that conflict doesn't exist or talking about others behind their backs, we will choose to overlook minor offenses or we will talk directly and graciously with those whose offenses seem too serious to overlook. When a conflict with another Christian cannot be resolved in private, we will ask others in the body of Christ to help us settle the matter in a biblical manner. If the conflict or offense is still unresolved after the involvement of a few others, we will request the help of the elders in the church with the goal of bringing reconciliation. (Proverbs 19:11; Matthew 18:15-20; 1 Corinthians 6:1-8; Galatians 6:1-2; Ephesians 4:49; 2 Timothy 2:24-26; James 5:9)

Go and Be Reconciled

Instead of accepting premature compromise or allowing relationships to wither, we will actively pursue genuine peace and reconciliation—forgiving others as God, for Christ’s sake, has forgiven us, and seeking just and mutually beneficial solutions to our differences. (Matthew 5:23-24; 6:12; 7:12; Ephesians 4:1-3, 32; Philippians 2:3-4)

Respect and Prize Differences

Recognizing that God has designed the body of Christ so that it includes many different parts, we choose to respect the differences of others. Since God has designed these differences for the mutual edification of the body, we choose to prize these differences, recognizing their value to us as individuals and the whole church. (Proverbs 27:17; Romans 12:3-8; 1 Corinthians 3:6-8; 1 Corinthians 12:12-26)

By God’s grace, we will apply these principles as a matter of stewardship, realizing that conflict is an assignment, not an accident. We will remember that success, in God’s eyes, is not a matter of specific results but of faithful, dependent obedience. And we will pray that our service as peacemakers brings praise to our Lord and leads others to know His infinite love. (Matthew 25:14-21; John 13:34-35; Romans 12:18; 1 Peter 2:19; 4:19)

Social Media

It is Calvary Church’s desire to create an atmosphere of connection and community among our members and regular attendees. We know that a sense of identity and belonging to a smaller group within the church will enable an individual to feel a part of the whole body.

Guidelines for Church Volunteers

1. ***What you write is public.*** You should always assume that it will be read by your boss, co-workers, parents, children, spouse, and the attorney for the person who doesn't like you. Ask yourself if you are comfortable with all of these people reading what you plan to post.
2. ***Write as yourself.*** Use your real name. If you choose to identify yourself as a volunteer of Calvary Church or to discuss anything related to the church, be clear about your role.
3. ***Be accurate.*** Ensure that you have all the facts about your subject. If you make a mistake, admit it and be quick to correct it. Be careful that what you write would not impair your ability to serve the Lord or represent Him in the community. Remember that frustrations are best expressed in person. Sarcasm does not usually translate well.
4. ***Respect your audience.*** Don't use ethnic slurs, personal insults, obscenity or engage in any conversation that would not be acceptable in front of the Lord.
5. ***Choose your topics wisely.*** There are some ideas that are best discussed in person rather than a public forum. Don't allow your posts to hinder someone’s spiritual growth.

Remember that what you post, even if retracted, will always be available online.

Privacy Issues

Don't post the names or contact information of individuals without their permission. Don't post pictures of others that are inappropriate or that they would not appreciate.

Please remember to consider the safety and effectiveness of our Global Partners and therefore use extra caution when commenting to or about those serving overseas—particularly limited access countries. If you have questions, contact the Global Ministries office first.

Maintain Confidentiality

Ask permission before reporting on conversations or meetings that are meant to be private. Online conversations and postings are not private. Know that what you post online may be around for a long time and potentially shared with others. Therefore, be considerate and loving: Avoid identifying and discussing others, including church members and visitors—*especially* details such as hospitalizations and health concerns or information gleaned in personal counseling. Do not disclose health information on behalf of others. ***Seek to build up not to tear down (Romans 15:2; Ephesians 4:29)***

Relational Boundaries

One of the components of a balanced Children's Ministry is developing strong youth-adult partnerships within the intentional and safe community of our ministry. The vast number of communication possibilities and the speed of technology require that adults working with children and students be aware of the need to maintain appropriate relational boundaries regardless of the communication medium.

Group Identity

Facebook and other social media communication networks can help create a group identity, assist in planning for group activities and encourage students. These mediums provide powerful modes of connecting with youth, and for youth to connect with each other and should be channeled as such. Communications on Facebook are most appropriate when conducted through a group.

Adults must recognize the public nature of social networking sites and see themselves as representatives of God and Calvary Church. Thus adult volunteers agree not to post any material that could be deemed inappropriate or explicit. So doing will be in violation of Calvary's values and expected code of conduct. If an adult advisor is in doubt about the appropriateness of any ongoing or new forms of communication, they should consult with a ministry staff member for guidance.

Photography & Video

We want our members and regular attendees to understand that we will, as a regular practice, take pictures and videos of all our events and ministries at some point in time.

We will provide parents and volunteers the opportunity to complete a general opt-out form for all events if they do not want their image used. A failure to turn in a completed opt-out form constitutes consent for you and your families' pictures or video footage to be used. We will seek to honor opt-out requests for images of individuals or small groups, but cannot ensure that the request can be adhered to for pictures or videos of large group events.

Anyone who sees their picture posted on the church website and would like it removed, can send a written request to the church office (please indicate where the picture is located).

The Calvary Church Photo/Video Opt-out Form is available at any Connection Center.

General Guidelines

Approved Team Members

Only **approved** team members may work in Checkpoint. Team member requirements:

- ✓ Attendance at Calvary Church for **at least six months** is required.
- ✓ An Application for Service must be on file including a criminal background, a child abuse check, and either FBI fingerprinting or a signed affidavit and National Background check.

Identification

You will need to wear your volunteer photo ID badge any time you are serving. If you forget your badge, go to a Check-in Kiosk to print a temporary badge.

Modesty

As Guest Services team members, our goal is to help people focus their attention on God. One of the ways we can accomplish this is by dressing modestly because we want to be honoring to God. Our purpose is not to present legalistic standards, but to be good role models; to be encouraging to all and a stumbling block to no one. (Romans 14:13-18)

Allergies - Nut-Free Zone / Epi Pens

All Children's Ministries areas are a **NO NUT** and **NO PEANUT BUTTER** zone. No peanuts or nut products will be allowed in any classroom, hallway, or at any Children's Ministry event.

Confidentiality

Any team member who is authorized to work in Guest Services may, on occasion, see or hear information which is confidential.

You may not discuss this information with anyone other than a director, pastor, or age-level coordinator. **Under NO circumstances** should you discuss or share confidential material while in the presence of unauthorized persons. Only a director or pastor may decide to give out information and to whom it may be disclosed. If you feel you are unable to accept this responsibility of confidentiality, please talk about it with your director.

Mandated Reporters

According to PA state law all volunteers that work directly with children are considered mandated reporters. Video training found at www.calvarychurch.org/mandatory-reporting explains the requirements of your position.

Instructions for Reporting Suspected Child Abuse/Neglect. There is a file in your classroom with the needed forms and a copy of these instructions.

1. **Make a report** to Childline using the following phone number **1-800-932-0313**
2. **Inform** the staff person who leads the ministry in which you serve that you have reported suspected abuse.
3. **Fill out** the CY-47 form, giving as much information as you can. You will not have answers for all the questions.
4. **Make 2 copies** of the CY-47.
5. **Mail or fax** the original form CY-47 to the Lancaster Children and Youth Agency **within 48 hours** of making the phone call. Give one copy to the staff person who leads the ministry in which you serve. Keep the other copy for your records.

Lancaster County Children and Youth Agency
900 E. King St. Lancaster, PA 17602
FAX: 717 299-7929

S.M.I.L.E.

Always remember to implement the steps in S.M.I.L.E when you are interacting with guests.

- S** – Smile - Wear a genuine smile during your service. You must be growing in Christ and operating out of an overflow of Christ in your life.
- M** - Make Contact - Make eye contact with people. Go to the person.
- I** – Interact - Introduce yourself by giving your name and the names of other team members around you.
- L** - Link –Up - Determine the initial interest of the guest and offer a limited number of options for participation. Connect people with someone in the growth environment.
- E** – Engage - As you walk the guest to their growth environment, learn more about them through casual but intentional conversation. Share the vision of Calvary Church.

Emergency Procedures

Calling 911

Team members are to call 911 directly, if a child or adult:

- Is unresponsive
- Is not breathing
- Has no pulse
- Has excessive bleeding
- Is having a seizure

After you have called 911, call Calvary Church's Medical Team so they can come and assist until the emergency team has arrived. The Medical Team's extension can be found next to every phone.

Contacting the Medical Team

For all other first aid needs, call the Medical Team. Tell them the situation and location of the person. They will come to you or ask you to bring the person to them, depending on the injury.

Incident Reports

An incident report must be completed any time an injury occurs.

Completed reports must be turned in to a Connection Center. Blank incident reports are found in the bottom drawer of the checkpoint desk.

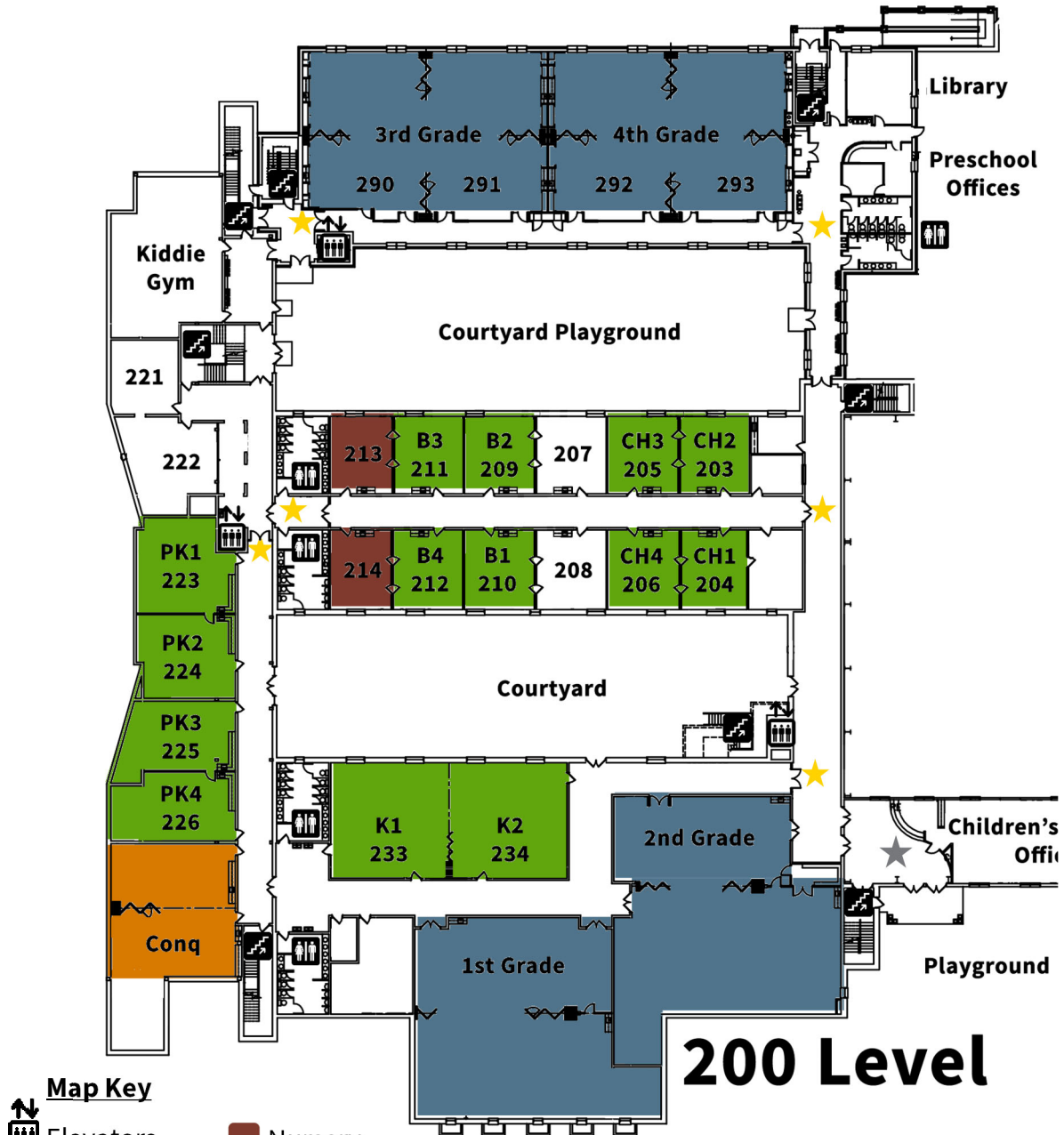
Evacuation Procedures

Calvary Church has plans in place for multiple emergency and/or evacuation situations. Training on these protocols will be done in person and will not be posted on-line or printed for mass distribution. The 4 main emergency procedures are: Weather, Fire, Missing Child, and Intruder. See your ministry leader for more details. Review procedures periodically throughout the year, emergency protocol information is in the drawer.

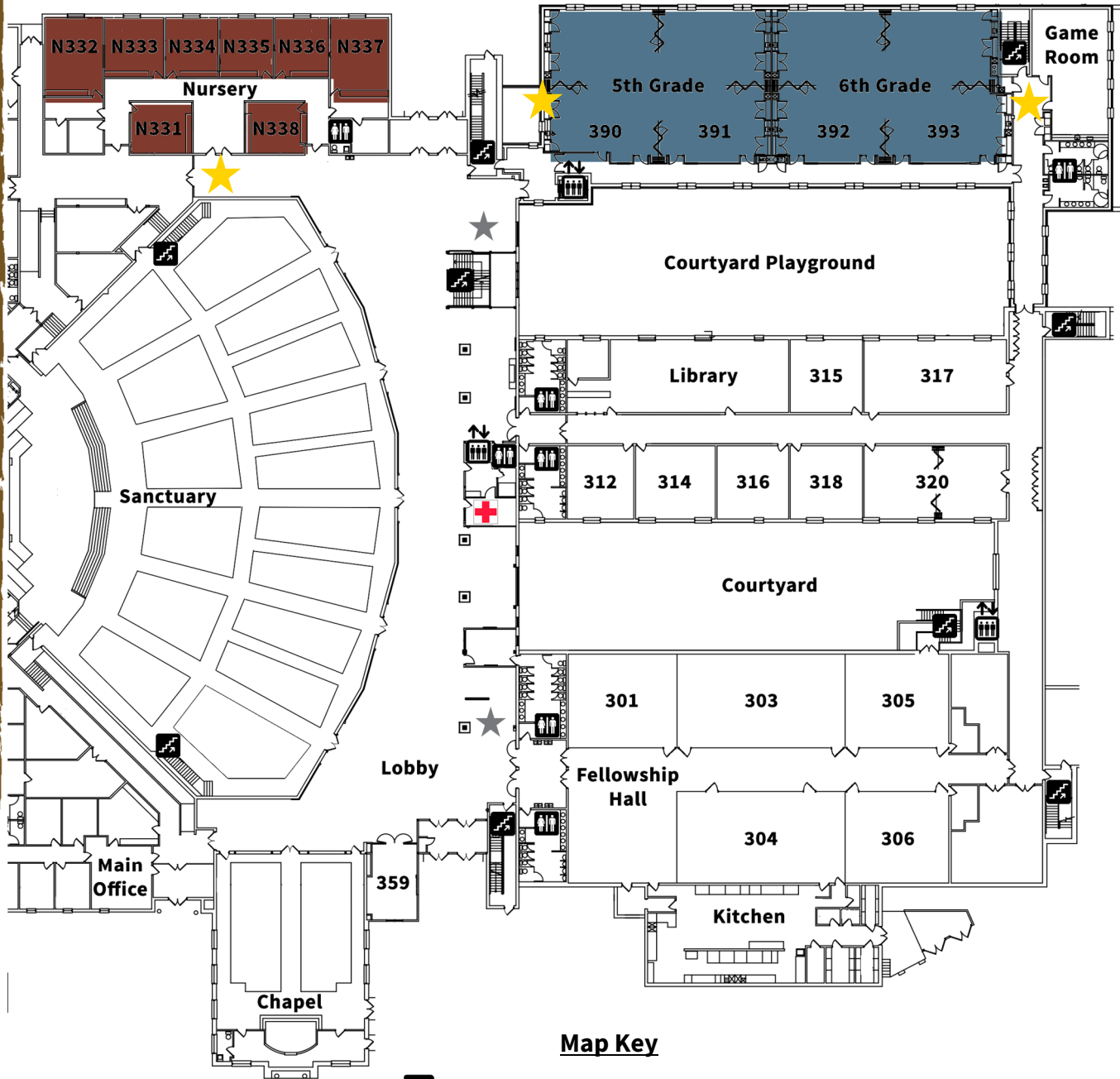
The Guest Services Team will play an important role in any possible evacuation of the church. All staff and volunteers, should be aware of parent's concern in the midst of such a critical situation. Speak with calm and confidence to keep the panic from escalating. Assure parents that their children are well taken care of, and instruct them to pick up their children at the appropriate staging area.

Maps

200 Level



300 Level



Map Key

- | | |
|-----------|-------------------|
| Elevators | Checkpoint |
| Stairs | Connection Center |
| Restrooms | Nursery |
| First Aid | Elementary |

Checkpoint Overview

Responsibilities

Upon arrival, pick up a key and walkie-talkie at the West Connection Center.

- Pray for the teachers, helpers, staff and families that will be worshiping and learning in your hallways.
- Ensure no unauthorized parents, staff, or guest enter CM hallways.
- Be able to firmly but graciously direct individuals without parent security receipts to the nearest Connection Center.
 - Locations of Connection Centers
 - On the 300 level lobby
 - West Connection Center
 - East Connection Center
- Understand the guidelines and procedures for Checkpoint Volunteers.
- Do everything possible to make guests feel important and welcomed.

Schedule

- Sunday AM
 - 1st Shift - 7:35am – 9:00am (nursery only; doors open—7:45am)
 - 2nd Shift – 9:00am – 10:45am (doors open—9:15am)
 - 3rd Shift - 10:40am - 12:25pm
- Wednesday PM
 - 6:10pm - 8:15 pm (doors open—6:20pm)

Locations

We have nine (9) checkpoint stations to secure our hallways & protect our children.

300 Level

- 6th Grade: Outside double doors by 6th grade classroom
- 5th Grade: Outside double doors by 5th grade classroom
- Nursery: Outside the Nursery doors

200 Level

- 4th Grade: Outside double doors by the 4th grade classroom
- 3rd Grade: Outside double doors by 3rd grade classroom
- 2nd Grade: Back hallway across from CM offices & Outside 2nd grade classroom
- Elevator 1: Between sets of double doors in front of Beginners/Changers hallway
- Elevator 2: Next to elevator behind double doors in Pre-K hall
- Gym side: Outside double doors in back of Beginners/Changers hallway

There is a desk at each location, at each desk is:

- Checkpoint Handbook
- First Aid Kit
- Signs for Tables
- Evacuation Procedures
- Pens/ Pencils
- Kleenex
- Incident Report Forms
- Maps of Building
- Trash Can
- Sundry Office Supplies
- Phone
- Blank Paper
- Church Phone Extension List

Opening & Closing

Checkpoint doors should be locked at ALL TIMES.

8:00 am Service

- 7:35am proceed to the nursery. **PLEASE BE ON TIME.**
- 7:45am – Open nursery door. **Door should be locked while open.**
 - If parents and children arrive early, they may wait in the lobby outside the nursery door until staff is ready.
 - Any staff, after showing their staff ID, may enter the nursery before 7:45.

9:30am Service

- 9:00am pick up keys and walkie-talkie from the West Connection Center and proceed to your assigned checkpoint. **PLEASE BE ON TIME.**
- 9:15am - Open classroom hallways. **Doors should be locked while open.**
 - Before opening a hallway, check with Director/Coordinator to be sure staffing is in place.
 - If students and parents arrive early, they may wait outside the double doors until staff is ready.
 - Any staff, after showing their staff ID, may enter the hallways before 9:15.
 - After the busyness of the hour is over, please close your locked door. Please open as people need to enter, then relock.
- If you should need to leave your checkpoint area for any reason, be sure the hallway doors are **closed and LOCKED.**
- If your checkpoint is open during the second hour, please wait for your replacement to arrive and hand off the keys and walkie-talkie to them. **Please do not leave the keys unattended on/in the desk.**
- If your checkpoint replacement does not arrive, call the West Connection Center (ext. 247) to find out what to do. If your checkpoint is not open during the second hour, after ensuring that no children are still in the hallway, lock your desk and hallway doors, and return your keys and walkie-talkie to the West Connection Center.

11:00am Service

- 10:40am Go to your assigned checkpoint and relieve the 9:30 volunteer. **PLEASE BE PROMPT.**
- If no one is at your checkpoint and there are no keys, go to the West Connection Center to get your keys.
- 12:25pm - Please walk through the hallway and check classrooms to see if they are empty. Shut the hallway doors, and make sure they are locked.
- Return keys and walkie-talkie to the West Connection Center. **DO NOT** leave them on/in the desk.

Procedures

Arrive On Time

Remember you need to pick up your keys and walkie-talkie before you head to your checkpoint assignment.

Use the time before opening the hallway doors to go over any notes, hand-outs, or instructions left for you at the desk. Pray for those who will be coming through your doors.

Be Gracious

Begin smiling! Greet all parents and children with a warm smile and a cheerful greeting. Stand by the door and graciously open it for parents and children as they approach the doorway.

Be sure to say, "Thank You" after a parent, worker, or guest has shown you his/her identification.

Check Badges

For every adult that enters the hallway you keep secure, you must see one of the approved forms of identification (page 15).

If an adult does not have the proper identification, please graciously direct them to the nearest kiosk or Connection Center, or if there are two people at checkpoint, one of you should walk them to the appropriate place.

For Nursery and Early Childhood, a parent/guardian with proper identification must accompany their child or children to their appropriate classroom(s) and complete the sign-in sheet.

For Grades 1-4, a parent/guardian with proper identification must accompany their child or children to their appropriate classroom(s).

For Grades 5-6, a parent/guardian does not have to (but may choose to) accompany their child or children to class. If they choose to go into the Elementary hallways they must have appropriate identification.

Children may enter the age-appropriate hallways without having any identification.

Students may accompany their family when dropping off or picking up younger siblings without wearing ID.

Students from Student Ministries must have proper identification to enter the Children's Ministries hallways, and may NOT use hallways as a shortcut to Student Ministries areas.

Additional Serving at Checkpoint

Learning Center Prep: Cutting, sorting, assembly of materials for learning centers (If you are unable to do this, please let CM staff know.)

Blinds

Windows on classroom doors should be unobstructed and clear. **Blinds must remain up** at all times except during a lock down emergency situation. If you see a blind down, please go into the room and check on the situation.

Parent Paging

If a classroom teacher/helper asks you to have a parent paged, collect the following information to give to the West Connection Center worker who will be issuing the page at extension 247.

- Child's Name
- Security Code
- Child's Class
- Location of Parent (from sign in sheet if available)

Possible Bathroom Assistance for EC Classroom

Help with bathroom duty:

- No teacher can go into a stall to assist a child unless another worker is within sight of that stall.
- If a child requires the teacher to physically assist them in the bathroom, you will be asked to stand in the open bathroom door so that you can observe (hear) any interaction between the adult and the child. This procedure is as much for the protection of the worker as the child.
- If you are male, you may be asked to step into the men's room to check on a child. If the child needs assistance in the stall, get another male to assist you by standing in the open doorway. Again, this protects the worker and the child.
- **When in doubt about any situation**, call the Director by using channel 3 on the walkie-talkie. If you cannot reach the director, dial the West Connection Center at extension 247 and ask them to page them.

Protection of Information & Materials

Because of our commitment to confidentiality, we need to restrict access to our Guest, Worker, and Parent information.

The following rules must be strictly adhered to:

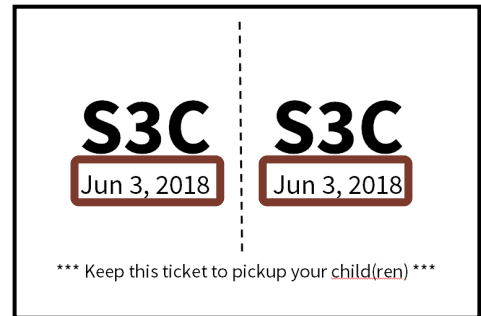
- If you are alone at checkpoint and someone needs to be escorted, please call or page CM staff. Sundays and Wednesdays, call the West Connection Center at ext. 247.
- If you must leave your checkpoint area, please put away ALL items, and lock up the desk and hallway door.

At the end of your shift, please be sure that desk drawers and doors are locked and keys and/or walkie talkies are returned to the West Connection Center.

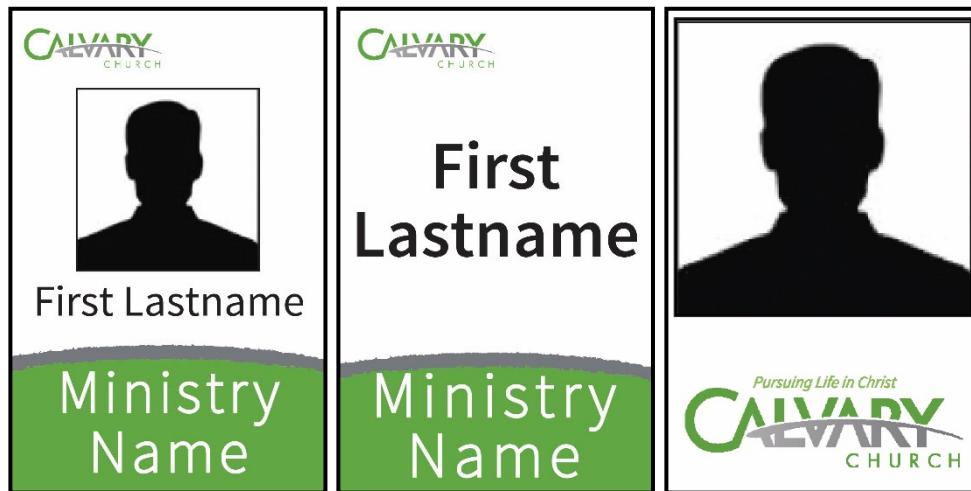
Approved ID's

The following are the only approved forms of Identification:

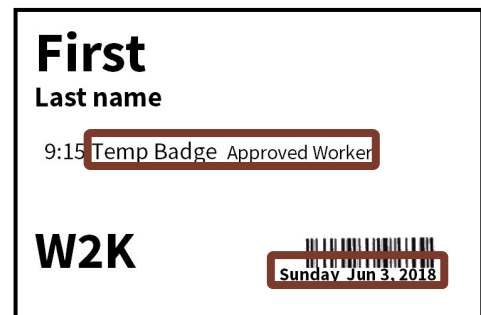
1. Parent Security Receipt
This is a sticker that can be torn in half so that each parent has one. Always verify that the date is current.
2. Staff & Volunteer ID
This badge is printed vertically on white cardstock and will be laminated. It will always include the person's picture either on the front with their name or on the back with the Calvary Church logo.



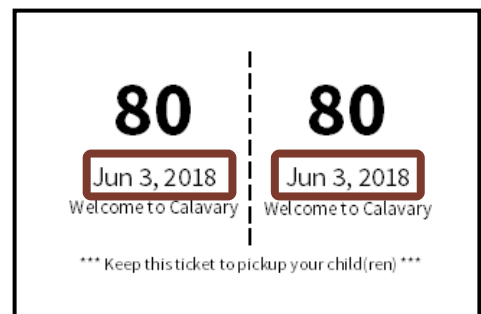
ALL MINISTRY STAFF **MUST** SHOW ID.



3. Temporary Volunteer ID
This is a sticker that contains the person's name and the date, as well as the words "Temp Badge Approved Worker".



4. Guest Badge ID
This is a badge assigned to a guest family when they register their children at a Connection Center. The child receives a sticker with his name, guest number, and the date on it. The parent receives a sticker with the guest number and date on it. The numbers on the parent and child stickers **MUST** match.



Interacting with Families

Parent with parent security receipt: Thank them and allow them to enter hallways.

Parent WITHOUT valid ID: Politely prevent them from entering hallway.

- Ask if parent is a guest at Calvary or just forgot to check-in at a kiosk.
- If parent has to check-in at a kiosk, graciously ask them to do so. If a guest, please walk them to the nearest Connection Center.

Guest Parents without Guest Badges: Greet them warmly and express that we are glad to have them visiting with us.

- Explain the security we have in our hallways and the necessity to go and register their child(ren) at a Connection Center.
- If more than one staffer is at a checkpoint, one of you should escort them to the nearest Connection Center to begin the registration process.
- If you are able to escort the visiting family, find out why they are visiting (e.g. visiting the area/family, vacationing, new to the area, etc.)
- Return to your checkpoint as soon as you have connected the family with a Connection Center Team Member.
- If you are the only one staffing your checkpoint, look around and find a Calvary Church person with whom you are familiar, and ask if they can escort the guest to the nearest Connection Center.
- OR: Call the West Connection Center ext. 247 to send someone to pick them up.
- OR: If all else fails, give (as precisely as possible) directions to the nearest Connection Center.

Interacting with Workers

- Anyone working in the classrooms must show a Children's Ministries staff ID before entering the CM hallways.
- **Workers with valid ID:** Thank them and allow them to enter hallways.
- **Worker WITHOUT valid ID:** Politely ask them to go to a Connection Center and obtain a temporary badge before allowing them to enter hallways.

Checkpoints with Unique Responsibilities

Nursery Checkpoint

- Take attendance on purple card at 10:00 & 11:30am.
- Help calm crying babies, pushing them in strollers.
- If a child has been crying continuously for 15 minutes, a caregiver may ask you to call for a parent. (Follow parent paging procedures.)
- At the end of the service, make sure all children have been picked up.
- Turn off lights, and lock doors.

5th Grade Checkpoint

- If the 6th-grade checkpoint is not staffed, then once class has started, the 5th-grade checkpoint will lock their doors, and move to the 6th-grade location (20 minutes after class starts).
- At the 6th-grade door, monitor students leaving to use the restrooms.

6th Grade Checkpoint

- The checkpoint staff opens the door for students who leave the classroom to use the restrooms.

Last Updated November 24, 2020