

[Year]

SOAR Volunteer Handbook/Policies



Doc Hunsley
SOAR Special Needs
[Date]

Dear Potential SOAR Volunteer:

Welcome! We are excited that you are interested in SOAR Special Needs Ministry here at Grace. This handbook will introduce you to the many opportunities available to you within our ministry. We are working diligently to maintain a thorough onboarding process and to establish guidelines to ensure a safe, secure and loving environment for our friends with special needs at Grace Church. Together we will walk through this handbook so that you can gain an understanding of our purpose, programs and ministry policies.

YOU DO NOT HAVE TO BE AN EXPERT! Each member of our team has one thing in common: a desire to be a friend. If you have come today with a heart to love God and a desire to work with individuals with special needs, then you have the two basic ingredients necessary to become an integral member of SOAR. You do not need a degree or years of experience with special needs to be a great fit with our friends!

THERE ARE MANY DIFFERENT OPPORTUNITIES FOR YOU TO SERVE WITHIN SOAR. Whether you enjoy hanging out one on one as a buddy, telling Bible stories, planning events, or even assisting in office work, there is a place for you in SOAR. We will discuss these different opportunities with you and will work together to find a place where you can use your God-given gifts to invest in the lives of individuals with special needs.

YOU DO NOT NEED ALL THE TIME IN THE WORLD. You can successfully minister to individuals with a minimal time commitment. In just a few hours each week, you will be able to form relationships with individuals and their parents that will communicate love and value, not only from you, but also from God.

YOU ARE NOT ALONE. You will be supported in your ministry through the SOAR Leadership Team. A structure is in place to help ensure success regardless of your desired level of time commitment, the role you choose to play or your previous experience with special needs.

We look forward to getting to know you and to ministering alongside you. It will be exciting to watch God work in you and through you as you minister here at Grace Church.

Serving with you,

Our Vision

“To help everyone become an outward focused follower of Jesus”

Too often, church is not seen as a place of refuge by families with special needs because volunteers feel unequipped to care for their needs. Unfortunately, this perspective is often true.

Our desire is to create an environment where ALL individuals, regardless of their abilities, can learn about God and life while having a blast doing it. We want everyone to realize that pursuing a relationship with Christ is the *most exciting adventure* they can take, and that following Christ happens “where they live,” as it is a daily pursuit. We pray for each individual to say: “why wouldn’t I want a relationship with Christ?”

Our Mission

The mission of SOAR mirrors that of Grace Church, and comes from The Great Commandment and The Great Commission. We desire everyone to connect at church by “loving, learning, and leading with God, Household, and Church.”

As individuals connect with each other relationally, learn what God says in His Word, and begin to use their gifts and skills to minister to others, it produces spiritual growth in them. Our heart is to show individuals with special needs that following Christ is relevant in their everyday life. We also aspire to give opportunities to serve in ministry, to engage in missions, and to worship God in response to learning about who He is.

Inclusive Church

Here at Grace Church, we want every individual with special needs that comes through our doors to feel as valued and important as everyone else that attends. This is what being an inclusive church is all about!

Inclusive classrooms are places where every participant is considered a VITAL member of the class, feels a connection to their peers, and has access to meaningful “general” education curriculum, even if they need to receive additional support to succeed.

Our Story

SOAR (Special Opportunities, Abilities, & Relationships) Special Needs Ministry was launched in September 2011 by Doc Hunsley. Doc is a retired pediatrician who developed a passion for individuals with special needs because of his son, Mark, who had Dravet Syndrome and autism. Mark was cured of his special needs in Nov 2010 when he was born into Heaven at the age of 5. Mark taught the Hunsley family the blessings of being a parent of a child with special needs and also how difficult it was. Grace Church wanted to have a world class Children’s Ministry, but knew that could never happen without having a special needs ministry, so they asked Doc to launch a ministry. SOAR started with what we had – three known individuals with special needs that required a buddy. God has blessed our ministry as we now minister to over 800 individuals with special needs of all ages. We have a large community impact as 80% of our participants and over 65% of our volunteers do not attend Grace! SOAR focuses on individual’s ability, not their disability. Our first question for each new family is “Tell us something wonderful about your child!” We provide buddies as needed during all services at each of our campuses on the weekends for children through adults, and for our students on Wednesday nights in Grace Students. SOAR provides much needed respite to our families through our SOAR R&R every other month and we offer a sibling program along with that. We also have our annual SOAR Summer Day Camp each summer which has become a major hit! SOAR is passionate about helping other churches reach families with special needs and we have the vision to assist 1000 churches in the next 20 years to start or improve their special needs ministry. Currently, we have already assisted over 210 churches locally and throughout the country and world. Come SOAR with us!

SOAR Staff and Leadership Team

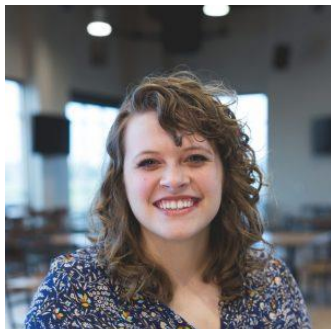


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Orientation Process

Prerequisites:

- SOAR Weekends Buddy Training (SOAR Summer Camp Training also applies)
- Background Check for all volunteers over 18
- Volunteer Application with references
- If regular attendee of Grace Church:
 - Salvation Story Documented
 - Attendance of Next Step class

Observation: if desired, you can observe a buddy one time before going through the onboarding process. All volunteers 18 and older must have a background check in order to observe.

After all paperwork and necessary training is completed, you will be placed with an individual with special needs and will continue communicating with your campus SOAR Director and Service Coordinator.

Individual to Buddy Ratios

Whenever possible, volunteers will be paired 1:1 with an individual with special needs if they require a buddy.

If there are multiple low-level need individuals in one classroom, volunteers may be paired 1:2 with two individuals.

The Adults Class and SOAR Grace Students group both have a 1:3-5 ratio of volunteers to participants. The exact ratio is dependent on the level of need of the individuals they are assigned to.

Please note: there should ALWAYS be a minimum of two volunteers in a classroom for the protection of both the individuals in our care, as well as the volunteers.

Policies and Procedures

Arrival

If you are a buddy, please be in the classroom prepared for your participant to arrive 10 minutes before the start of service. If you are a Service Coordinator or Adults Class lead teacher, please arrive 15-20 minutes prior to the start of service.

If you are going to be late, as a courtesy, please contact your campus SOAR Director. If you attend service prior to serving, please arrive directly after service so the previous hour's volunteers may also experience the entire service.

Volunteer Check-In

Volunteers should always wear nametags while in the classroom. If it is the first time for a volunteer to serve and they are unable to print a tag from the computer, please have them check in with the campus SOAR Director or the Service Coordinator on duty to make sure they obtain a green SOAR badge.

Substitute Volunteers

On rare occasions, it may be necessary to request assistance from a volunteer who has not completed the onboarding process. Any requests of this nature should be approved by the campus SOAR Director.

These volunteers should always fill out a Background Check before serving. If possible, the substitute volunteer should complete the Volunteer Application and Weekend Buddy Training prior to the first time they serve. *After three times, a volunteer must go through this process before serving again.*

If you anticipate being absent during your regular service time, please let us know at least a week in advance through Planning Center or email. You can block out dates in Planning Center ahead of time to give us ample time to find a substitute. If you are sick the night before you plan to serve, please text your campus SOAR Director immediately so they can plan for your absence, or notify them through Planning Center.

Classroom Visitors

If a parent requests or is invited to enter the classroom to observe, they should be given a "SOAR Visitor" badge. Adults may not enter any classroom without a badge. We ask that they stay for only a small period of time and whenever possible, that they leave the secured area when the security doors close. In all cases, the campus SOAR Director must approve of the parents' presence in the classroom.

Parent Paging System

Should an individual need their parent or guardian during class, please notify the Service Coordinator. The Coordinator will text the parent to meet them at a welcome center or other designated location. The Service Coordinator on duty will meet the parent at the Welcome Center and escort them to the individual's classroom.

Wellness Policy

Individuals should not be admitted into class with any of the following symptoms and/or illnesses (including but not limited to):

Fever within last 24 hours	Active Chicken Pox
Measles/Mumps	Questionable Rashes
Pink Eye	Coughing
Discolored nasal discharge	Diarrhea
Lice	Impetigo

Anyone on antibiotics should have been on the medication for at least 24 hours before coming to a SOAR activity. Volunteers will not administer any medication.

This wellness policy applies to volunteers as well as to children. If a volunteer is suffering from one of the mentioned conditions, they will need to notify the campus SOAR Director.

Attendance

We ask that all volunteers attend a worship service in addition to volunteering, as we can best care for the individuals in our ministry when we are being spiritually being nurtured as well.

Salvation

One of SOAR's goals is to communicate the Gospel of Jesus Christ to each individual in order for them to understand and accept Jesus Christ. An individual's salvation is both an important and precious thing.

"And these words which I command you today shall be in your heart. You shall teach them diligently to your children, and shall talk of them when you sit in your house, when you walk by the way, when you lie down, and when you rise up. You shall bind them as a sign on your hand, and they shall be as frontlets between your eyes. You shall write them on the doorposts of your house and on your gates."

Deuteronomy 6:6-8

Grace Church desires for parents and guardians to take their God-given role of teaching and training their children seriously, talking an active part in the spiritual development of their children. With this in mind, it is important for the teacher to respect the position of the parent in regards to the spiritual growth of their child. If and when an individual does approach a volunteer with a desire to receive Christ, he/she needs to exercise discernment in their response. The spiritual training and development of the individual of the parent/guardian first, and then the church. The church simply builds on what we hope is already being taught at home.

If an individual approaches any volunteer and expresses a desire to accept Christ, the volunteer will take the following steps:

1. Contact the parent/guardian and inform them that their child wishes to accept Christ. The volunteer should offer to lead the individual if the parent prefers, but encourage the parent to lead if desired. If the parent wishes the volunteer to lead the individual, they will be invited to participate.
2. If the individual is visiting Grace Church without a parent, the volunteer should attempt to establish background information on the family. Are they saved? Have they been working with the individual regarding salvation? The volunteer should contact the family with whom the individual attended.

3. Some parents/guardians are not involved in their child's spiritual walk. In such cases, the church must take responsibility for that role.

In any of these cases, the volunteer should report the individual's first and last name to the campus SOAR Director so that they can follow up with the family on their individual's next steps in their faith journey.

Under no circumstances should a volunteer lead a group prayer of salvation where participants repeat after the person praying to be saved. This can be confusing as well as lead to a false sense of salvation. Individuals with special needs are motivated by many things, including acceptance, peer pressure, and fear. We want all individuals to be moved to salvation by the work of the Holy Spirit, through Bible teaching and preaching of the Gospel, not by simply repeating a prayer. Each individual will reach the understanding of sin and justification of Christ at different ages, depending on their own spiritual development and the work of the Holy Spirit (Romans 7:8-9).

Baptism

SOAR Participants in elementary school and their parents are required to attend the Grace Kids Baptism Class with a SOAR Director or Service Coordinator as their mentor to ensure their understanding of the meaning of baptism.

SOAR Adults Class participants and their parent or guardian will discuss baptism with the campus SOAR Director, who will then make the recommendation to proceed with baptism or wait for a period of time.

Youth Expectations

Minors who work with individuals with special needs must be adequately supervised, and are required to complete all volunteer prerequisites mentioned above but the Background Check. The ministry leaders who work with them are responsible for oversight of their work with the participants, ensuring they know and practice the mentioned guidelines:

- Youth under the age of 12 cannot pick up participants.
- Youth volunteers are a role model for the individuals they are serving, so it is expected that they live an exemplary life in and out of Grace Church. We expect them to set a Christ-like example at all times. Persistent behavioral issues may result in dismissal from serving, temporarily or permanently.
- Please be respectful and obedient to the adult volunteers and follow their instructions.
- Cell phone use is NOT permitted while serving, as it takes away from the quality of our service. Please do not text or take pictures of the individuals, as it is a violation of their privacy.
- Please check in and wear a name tag while serving.
- Please do not bring food or drink into the classrooms.
- Please dress appropriately while serving with individuals with special needs. Do not wear short shorts, dresses, or low cut shirts.

Our youth volunteers are a vital part of our ministry. They are integral in all of SOAR, from fabulous buddies to amazing apprentices!

Working with Individuals with Special Needs

The Role of a Buddy

Buddies are in the classroom to work one on one with an individual with special needs. There are a few key characteristics to volunteers who take this role:

- Share the love of Jesus with your individual – pray for them and care for them!
- Ensure the safety of the individual – maintain safety and security policies.
- Be a guide on the side – allow independence and provide assistance when appropriate.
- Help the individual get the most out of the curriculum – ask questions to help with understanding, and encourage the individual to engage with the class.
- Encourage the individual to interact with their peers.
- Focus on their abilities instead of their disabilities
- Be positive – especially when talking with parents or in front of individual.

Helpful Considerations

Use these principles to maximize the experience for the individual you are working with.

- Listen to what parents say about their abilities and needs, and ask questions if needed. Parents are the main experts on the individual!
- Identify their abilities and strengths, and do activities that allow them to achieve.
- Use short, clear instructions and patience when working with the individual, praising them frequently.
- Be firm with limits, which are set to provide safety in the classroom.
- Limit choices to 2 or 3 specific activities or items.
- Allow them to work independently, but provide support if they are frustrated or want help.
- Have fun! Play with and enjoy the time you have with the individual.
- Don't talk about the individual in front of them as though they aren't there.
- Always share a positive experience with the parents during pick up, and only share negative incidents if the SOAR Director or Service Coordinator gives you permission.
- Model loving and accepting behavior towards the individual to others in the room.
- Accept the individual as a child of God who is uniquely and wonderfully made! (Psalm 139)

Crisis Prevention Techniques

The best behavior intervention is prevention! Use these techniques to prevent out of control behavior.

- Be empathetic: pay attention and get down on the individual's level.
- Use clarifying messages: repeat what they are expressing to show you understand their desires and emotions (ask them to tell or show you what they want).
- Sensory stimulation: provide sensory breaks if necessary (deep pressure, swing, quiet room, or walks).
- Set and enforce reasonable limits: give choices (if/then or first/then), and never set a limit you can't enforce.
- Ignore challenging questions: redirect the individual whenever possible.
- Do not overreact: remain calm if behaviors begin to escalate.
- Remind of rewards: remind individuals what they are "working" towards, whether it's an activity or item.
- Physical intervention is a last resort: physical intervention will only be used if determined necessary and implemented by SOAR Director or Service Coordinator.

Security

Check In and the Purpose of Name Tags

Our check in process exists to keep our participants safe! By requiring name tags for all adults and volunteers, we are able to more easily ensure everyone in the area is trained approved to be working in ministry.

Check-in for volunteers:

1. Stop by one of the check-in kiosks or mobile check-ins, and check the box next to all events you plan to attend (you can add volunteer commitments as well as services). **YOU MUST HAVE A TAG ON BEFORE VOLUNTEERING.**
2. Check in any additional family members or children in at this time, and drop them off in their correct room before reporting to your classroom. If you have multiple children that participate in Grace Kids, you will receive two name tags and one pick up tag per child. Place one name tag on your child and give the other name tag to the classroom teacher. Hold on to the claim tag until pick up time.

Check-in for SOAR Participants:

- Check-in of participants always occurs in the participant's classroom. If in the classroom for check-in or check-out time, follow Grace Kids policy for this process. Be sure to share something positive with the parent/guardian about the individual's experience at Grace for the day!
- Occasionally, the individual you are working with may be in the SOAR Room during pickup time. If they are picked up at that time, follow the process below to ensure security during this time.
 - Match the number displayed in the box on the claim tag to the number displayed in the box on the child's tag. After verification, collect the claim tag from the parent, return to the participant's classroom, and place it on the individual's name tag on the classroom roster clipboard in your classroom. This allows us to keep track of who has been picked up and who is staying for multiple services.
 - DO NOT release participants to parents (even if you know them) unless they have the claim card. If a parent/guardian loses a claim card, contact the campus SOAR Director and they will verify the parent/guardian's driver's license with the database and approve the pick-up. NEVER RELEASE A CHILD WITHOUT HAVING A CLAIM TAG OR PERMISSION FROM THE DIRECTOR. It may be inconvenient at times, but safety is important at Grace!
 - If a parent comes down without the tag (i.e. it was left with another family member), kindly ask them to go get the tag in order to pick up the participant.

The diagram illustrates the check-in process using three tags. Two 'Contact' tags are shown at the top, each with the following information: 'Contact ***Default', 'SB0jr '15 - The Amazing Race | SB0jr - 3 year olds |', 'EZJF ID: 2', and 'Allergy: 6/10/2015 10:51 AM'. Below these is a 'Pickup Tag' with the text '** Pickup Tag - 2 **', 'EZJF', 'Checked-In By:', and '6/10/2015 10:51 AM'. Red lines connect the 'EZJF ID: 2' field on the 'Contact' tags to the 'EZJF' field on the 'Pickup Tag', with a callout labeled 'Family Codes'. A separate callout points to the 'Allergy' field on the 'Contact' tags, stating: 'If your child has allergies or other concerns, tell the volunteers at the check-in station. They can have it printed on the name tag.'

Clipboards and Rosters

The Adults Class has a clipboard with blank pages attached. As individuals are dropped off, please collect the second name tag and attach it to a page on the clipboard. This becomes the roster for your classroom. Ensure that the clipboard goes with you at all times when you are not in the classroom, especially to worship time. Remember to frequently count the tags and the individuals in the classroom and ensure these numbers ALWAYS match. If not, notify the Service Coordinator immediately. After parents/guardians pick up their participant, share a positive experience from the day with them, collect the pickup tag and place it over the participant's name on the roster. This allows us to know who has been picked up. In cases of emergency, your clipboard should ALWAYS go with you!

Walkie Talkies

Each SOAR and Grace Kids classroom has a walkie talkie available on a charger. The channel is automatically set to channel 3, which is the channel all SOAR and Grace Kids staff will be on during services. If you need assistance, please identify yourself, your location, and what you need. A staff member will then respond to your request. Below are two common calls you might use:

- Sensory room assistance: if your participant has earned or needs time in the sensory room, use the radio to call the coordinators. We will ensure you have a second person in the room to comply with our safety policies.
- Code Green: if an individual is missing or runs off, use this code to alert our staff and security team of the incident. Be sure to state the name of the individual and the location they were last seen or the direction they were going. Security and staff will stand in front of all exits and begin looking for the participant.

Security Doors

The security doors close 15 minutes after service begins, and they open during the final worship songs. Please note that any parents/guardians wishing to pick up or drop off during this time must be escorted by a staff member.

Security Team

The security team exists to ensure the safety of SOAR, as well as the entire church. They monitor the building, ensure the security doors are utilized properly, and will offer support in the event of tornados or fires. In addition to their physical presence, they monitor the cameras.

Security Gates

The Nursery and Preschool classrooms have security gates in place at each room. These are used to keep parents out of the classroom as much as they are for keeping the kids in the classroom. Parents have not been through the security prerequisites required for serving, and often cause confusion to the other kids by adding traffic into and out of the room during drop off. With this in mind, we ask that parents hand any items to the volunteer over the gate.

If you are working with a preschool aged SOAR participant that uses a wheelchair, ask the teacher to remove the gate during service so the individual can easily enter and exit the classroom. With individuals that use walkers, pass the walker over the gate and assist them as they walk through the gate.

Elopement (Missing or Misplaced Student):

- In the event of an elopement, the Grace Kids Coordinator and/or SOAR Coordinator will be immediately contacted, who will then immediately notify Security and include name, gender, age, clothing and physical description of the eloped person
 - **The situation code word of “GREEN” will be used for elopements**
- Security will immediately monitor all exits to help prevent the eloped person from leaving the building
- Grace Kids Coordinators, SOAR Coordinators and available Staff and Guest Services personnel will search their immediate areas and report updates to security on channel 2
- The Security Captain will track what areas of the building have been searched and will methodically check any areas not previously checked and also recheck the entire facility as part of normal protocol
- Security will notify the Grace Kids Coordinator and/or SOAR Coordinator when the eloped person is found and vice versa Coordinators should notify Security when the eloped person is found
- Security will then announce an “ALL CLEAR” to all department leads when the situation has been successfully resolved
- Elopement Incident Report - Appendix A-1, to be completed by reporting person and turned into Security

Intruder or Fire Evacuation:

If instructed to leave the building, use the stairs instead of the elevator. Help others who need assistance. Once outside, move away from the building as quickly and safely as possible. Follow the sidewalk up the hill towards Antioch, and gather the students in the furthest part of the parking lot (corner of Antioch and 159th). If the parking lot is inaccessible, gather in the field. Once gathered, have students get into their classes and do a head-count. If anyone is presumed missing or unaccounted for, immediately notify security by radio on channel “2” and give a last known location, room number, age, and clothing description, if possible. Wait for the “All Clear” before leaving the campus or entering the building.

Severe Weather

When directed to take shelter, students should be organized together and follow evacuation routes to the lower level, interior rooms: 20, 21, 22, 23, 30, 32, 33, and 34. Once in the room, have students get into their classes and do a head-count. If anyone is presumed missing or unaccounted for, immediately notify security by radio on channel “2” and give a last known location, room number, age, and clothing description, if possible.

Diaper Changing Policy

- Follow Grace Kids policy for individuals in Nursery
- For individuals in Grace Kids Jr and older:
 - Change preschool aged individuals in their designated PreK classroom.
 - Change elementary & older, as well as all individuals in wheelchairs, in SOAR Restroom if available.
 - Two volunteers MUST be present during ALL diaper changes
 - Only females may change diapers unless the individual is an adolescent or older male.
 - Male volunteers may be asked to assist with changes for adolescent and adult male participants.
 - Use gloves for all changes and place a disposable changing pad on the table before changing the individual.
 - Wipe down all surfaces with disinfectant wipes when finished with the change.

- Alert custodial team when an individual is changed in SOAR Bathroom so it can be more thoroughly cleaned.

Bathroom Policy

- If the individual can use the bathroom independently:
 - Follow Grace Kids Jr policies for all independent individuals in that age group, using the in-class restroom.
 - Follow Grace Kids policies for all independent elementary aged individuals, standing in doorway to supervise.
 - For SOAR Adults, utilize in-secured area SOAR Bathroom if available. Allow the individual to use the bathroom privately and stand outside. Whenever possible, bring at least two participants or a second volunteer to maintain safety.
- If the individual cannot use the bathroom independently:
 - Utilize the participant's age group restroom whenever possible.
 - A second volunteer MUST come to provide supervision and assistance. If second volunteer is not assisting, they must be in sight of the volunteer that is assisting the individual.
 - If there is not a buddy float available, use the radio to call the SOAR Director or SOAR Coordinator for assistance.

Proper Displays of Affection

Touch plays an essential role in nurturing lives. With this in mind, physical contact with participants should be age and developmentally appropriate. Be aware of and sensitive to differences in sexual development, cultural differences, family backgrounds, individual personalities, and special needs. Use the following guidelines when interacting with SOAR participants:

- Hugs: one-arm hugs or hand-to-arm hugs are preferred. Avoid initiating full contact body-to-body hugs or kisses
- Lap Sitting: with the exception of those caring for infants, toddlers, and individuals who require this level of contact due to sensory needs, lap sitting is not allowed. Encourage the individual to sit next to you instead, or if necessary, in between your legs with your hands visible to others around you.
- Casual Touch: gentle contact is permissible on the participant's head, shoulders, arms, and hands.

Child Abuse Protection Procedures

The church has a profound moral and legal obligation to minimize the possibility of child abuse occurring. In Mark 9:42, Jesus said it would be better for one to be tied to a sinking stone and cast into the sea than to "offend" (scandalize, entrap, or cause to sin) a child. The responsibility of Grace is two-fold in the area of child abuse. Grace not only has the responsibility to immediately investigate suspected cases of abuse or neglect but also to use every possible means to ensure that child abuse never occurs while a child is under the care and responsibility of its staff or volunteers. This is also true for adults with mental or physical disabilities that are impressionable by those that lead them.

Incidents of child sexual, emotional, and physical abuse or neglect cut across all boundaries. Yearly, over one million children are victims and that number continues to increase. Abuse causes deep and sometimes lifelong psychological damage to its victims and their families.

Further, when abuse occurs in the church, both the name of Christ and the reputations of the church and its staff are jeopardized. Besides the obvious problems with this scenario, it also clearly violates the responsibility given to the church in 2 Corinthians 6:3 to “give to offense in anything, that the ministry may not be blamed.”

Therefore, both because Grace Church desires that the church is a safe and secure place for all individuals who attend or participate in activities, and in response to our biblically mandated responsibility to protect the testimony of the church, Grace has adopted the following procedure regarding child abuse.

CHILD ABUSE PROTECTION PROCEDURE

A. Defining Child Abuse

Abuse of a child or individual with special needs can take a variety of forms. It can range from physical abuse, emotional abuse, neglect, or sexual abuse.

B. Reporting Suspected or Witnessed Child Abuse

1. Any volunteer who suspects child abuse or neglect should immediately inform the campus SOAR Director.
2. Any volunteer who witnesses abusive conduct by another adult should immediately and discreetly discuss the issue with the person and inform the campus SOAR Director due to the sensitivity of the issue.
 - a) How to report an incident: all suspicion or witness of abuse should be reported immediately to the campus SOAR Director
 - b) After a report is made: upon notification of a concern, the campus SOAR Director will see that an immediate investigation is conducted. If it is determined that actual or suspected child abuse has occurred, or if reasonable cause exists to suspect that child abuse has occurred, the appropriate authorities will be contacted. In Kansas, the agency to report is the Department of Social and Rehabilitation services (SRS). The Overland Park SRS number is 866-215-9077 and office hours are 8a-5p. In Missouri, reports are to be made to the Division of Family Services (DFS) at 573-751-3448. Any reports that need to be made when these offices are closed should be made to the local police department.

The state (KS or MO) that is telephoned is dependent on the state of residence of the abuse victim. If the victim has divorced parents that live in each state, a report is to be made in each state. Legal counsel will be involved at the earliest possible time.

C. Allegations Made Against Staff or Volunteers

If allegations are made against a paid staff member, that person will immediately be placed on paid leave. The paid staff member will remain on paid leave until an independent investigation is completed. It is the policy of Grace Church to immediately relieve a volunteer of any responsibilities in the case of accusations of abuse. The volunteer will not be permitted to serve in a volunteer capacity until the allegations are resolved.

Note: for issues such as the rights of victims, the rights of the accused, and detailed information regarding Grace Church's policy, please refer to the “Child/Youth Protection Policy.” A copy of this policy is available upon request by contacting the church office at 913-814-7223.

D. Designation of a Spokesperson

Because of the serious and grave nature of any allegation of sexual molestation or abuse, and in concern for the privacy rights of the alleged victim and the alleged perpetrator, the Executive Pastor and/or Grace Church's legal counsel will be the only spokespersons. No other individuals, unless appointed by the Executive Pastor, will have permission to speak to the media or any other person requesting information on any allegation.

First Aid Procedures

Many classroom accidents can be avoided by well-prepared volunteers. Maintain control of the individual(s) in your care. Typically an injury can be treated with a little TLC and a bandage or ice pack, but we must be prepared for more serious injuries. Additionally, we are fortunate to have several members of Grace Church who work professionally in the medical field. In case of any injury, please use your walkie talkie to inform the Service Coordinator. They will assess the situation and decide the level of care needed. For minor bumps, bruises, cuts, and scratches, a first aid kit can be found in each classroom. When an incident occurs, the following procedure should be followed:

- Assess the injury.
- If there is bleeding or bodily fluid present, wear rubber gloves.
- Treat open wounds and bites. Wash with soap and water, administer ointment, and cover with a bandage.
- REMEMBER: we are NOT authorized to dispense over the counter or prescription medication at any time.

Serious injuries involved broken bones, convulsions, fainting, unconsciousness, or other serious bodily injury should be treated as follows:

- Remain calm and keep the surrounding participants as calm as possible. Speak to the individual to comfort them.
- Do not move a seriously injured individual.
- Do not leave a seriously injured individual alone.
- Send another volunteer or use your walkie talkie to reach the campus SOAR Director.
- The campus SOAR Director will contact the parents/guardians and advise them of the individual's situation, asking which doctor or hospital they prefer.
- If the individual needs to be transported to the hospital and a parent/guardian cannot be located in time, the campus SOAR Director will accompany the individual to the hospital.

"Oops Form": if an individual is injured in the classroom, an Incident Report must be completed. This includes bumps, bites, scratches, etc., even if there is not a mark left on the child. All bumps to the head (even if they seem minor) MUST be reported immediately. The campus SOAR Director will determine if the parent should be called.

- Use the Incident Report to indicate what happened and what treatment was provided.
- Have the Director and the volunteer that witnessed the incident sign the report.
- Tell the parents what happened, and have them sign the Incident Report
- Give one copy of the report to the parent, one to the Director, and one to the church office.

Our Faith Statement

The statement of faith of Grace Church is:

On Scripture – We believe that all Scripture was given by verbal, complete, and inerrant inspiration of God (2 Timothy 3:16) and that God has promised to fulfill every detail of what He inspired (Matthew 5:18). We believe that God has given us the words of Scripture (Galatians 3:16, Revelation 22:18-19) as our final authority for all matters of faith & practice (John 17:17, 2 Timothy 3:16-17) and we believe that we find within it the certainty of the words of truth (Proverbs 22:20-21).

On God – We believe in one true God who is manifest in three eternal Persons: Father, Son, and Holy Spirit (1 John 5:7; Matthew 3:16-17; 28:19).

On Jesus Christ – We believe that the Lord Jesus Christ is fully and literally God in human form (1 Timothy 3:16), that He was conceived of the Holy Spirit (Luke 1:35), and in the womb of a virgin named Mary (Isaiah 7:14) received a human body. We believe that He was tempted by Satan in all points as we are, yet did not sin (Matthew 4:1-11; Hebrews 4:15; 1 John 2:16). We believe that He allowed Himself to be crucified in order to pay the penalty deserved for all men's sin (Romans 5:11-21) and that He literally and bodily rose again from the grave on the third day (1 Corinthians 15:3-4) and that He now sits on the right hand of the Father in heaven (Colossians 3:1).

On the Holy Spirit – We believe that the Holy Spirit is fully God and the current, earthly manifestation of God through the indwelling of the believer in the Lord Jesus Christ (1 Corinthians 3:15; John 16:7) and that He seals the believer and baptizes (immerses) him into the body of Christ at the moment of salvation (1 Corinthians 12:13), with the goal of teaching God's Word and conforming the believer to the very image of Christ (Ephesians 1:34; 1 Corinthians 2:9-16; 2 Corinthians 3:17-18). We believe that all spiritual blessings are received at the time of salvation (Ephesians 1:3) and that the Spirit gives gifts to every believer as He (the Spirit) wills so that the believer might effectively communicate the love of Christ (1 Corinthians 12:13). We believe that the use of all gifts should be according to Scripture (Romans 12:38; 1 Corinthians 12:14, 1 Peter 4:10-11).

On Satan – We believe that Satan is a real, historical being, a fallen cherub who was lifted up in pride and rebelled against God, leading an army of angelic beings with him (Isaiah 14:12-17). His defeat was sealed by the work of Christ on the cross (Hebrews 2:14). His final destiny is the lake of fire (Revelation 20:10).

On Genesis – We believe that the Genesis account of creation is historical, not allegorical or figurative. We believe that Adam was an historical person, created by the direct act of God and in His image (Genesis 1-2). Adam chose to sin against God through the free will God gave him and reaped the wages of death. As the originator of the human race, Adam passed his sinful nature to all mankind (Romans 5:12). All men are sinners by birth and become sinners in experience (Romans 3), for which the wages are death (Romans 6:23).

On Salvation – We believe that salvation is by God's grace alone on the basis of the finished work of Jesus Christ on the cross and in His resurrection, appropriated by the faith of anyone who will personally believe in his/her heart and confess with their mouth that Jesus Christ is Lord (Ephesians 2:89; Romans 10:9-10). We believe that the act of salvation is just as definite and decisive as physical birth (John 3:17). We believe that this salvation cannot be reversed or lost and that believers are kept by the power of God (John 10:28-29; 1 John 2:19; Romans 8:35-39; 1 Peter 1:5).

On the Local Church – We believe that the local assembly of believers (church) is God's instrument in this age. While all genuine, born again believers in Christ share an organic, family relationship, the overwhelming number of references of the word "church" in the Bible apply to a local, visible assembly of believers (Acts 14:23; Ephesians 1:22-23; 4:11-16; 1 Timothy 3:1-13). At the Second Coming of Christ all genuine believers from the time of Christ's ascension will be united together as the Body of Christ (1 Thessalonians 4:13-18; Revelation 19:7-8; 21:2). Until then, it is the responsibility of each local church to continue in evangelism, discipleship and missions both independently and interdependently (Matthew 28:18-20). We believe that each local assembly should be self-governing, self-supporting and self-propagating as possible, practicing the ordinances of baptism and the Lord's Table, and operating under the leadership of those who hold the office of pastor (also known as "bishop" or "elder")

and assisted by those who hold the office of deacon (Matthew 28:18-20; 1Corinthians 11:23-34; 1Timothy 3:1-13; 1Peter 5:14; Hebrews 13:17). We believe that every member of the local church has the responsibility to minister the Word of God and support the ministry through prayer, holy living, tithes and offerings (1Corinthians 16:2; Malachi 3:10; Acts 4:34-37; 2Corinthians 8:7; Acts 2:41-47; 13:14).

On the Return of Jesus Christ – We believe in the literal, physical return of Jesus Christ to the earth in power and great glory to judge the world and reign (Acts 1:11; 2 Thessalonians 1:7-10). We believe that shortly before Christ's Second Coming all genuine believers will be raptured out to meet the Lord in the air (1Thessalonians 4:13-18; 1Corinthians 15:51-52), followed by a seven year period of tribulation on earth during which time God will judge His people Israel and all without Christ (1Thessalonians 5:1-11; Matthew 24). That period of tribulation will be ended by Christ's personal return to rule for a thousand years (Revelation 20:16; Matthew 25:31-46).

On Eternity – We believe that all men will spend eternity either with Christ or eternally separated from Him. We believe that the lost who die wait in a literal Hell for the day of final judgment where they will be sent to a literal lake of fire (Revelation 20:11-15). We believe that those who have accepted Christ as Savior will experience a bodily resurrection to everlasting life (1Thessalonians 4:13-18; 1Corinthians 15:51-58). We believe that those who lead others to follow Christ will receive greater rewards (1Thessalonians 2:19-20, 1 Peter 5:14), just as those who lead others astray will receive greater punishment (Matthew 23:14, James 3:1).

APPENDIX A-1 - Elopement Report

Today's Date _____ Prepared by _____

Nature of Incident (circle): Elopement

Date of occurrence: _____ Time of occurrence: _____

First name: _____ Last name: _____

Parent or Guardian if a Minor: _____

Regular Church Attender: Yes No

Were Police Notified? Yes No

Police Report Number: _____

Medical Treatment Provided: (if any)

Who Provided Treatment? _____

Narrative: