



General Information & Policy | Procedures

Thank you for giving Splash Zone Kids Ministry the opportunity to minister to your child(ren). We are continually taking steps to improve our policy and procedures so we can serve the children and their families effectively and efficiently. Please take the time to read through our Splash Zone Kids Parent Handbook so you are up to date on our current policies/procedures and general information for this ministry.

Splash Zone Kids Mission

Partnering with parents and kids to help them become fully devoted followers of Christ.

The mission statement of Holland First is, "We are dedicated as a church at Holland First Assembly of God to be a body of believers loving God, loving people, and bringing hope to the world." We believe this for our kids as well! We strongly believe the best way to love God, love people and bring hope to our world is by helping kids discover God's love and to disciple them to be fully devoted followers of Christ. We want every child to have a space where they can come to know Jesus, to grow together with other children, and live with purpose through reaching their friends and learning to unconditionally love, serve and lead a missional life for Christ.

Splash Zone Kids Values

ENGAGE IN PRAISE & WORSHIP: We believe that worshipping God through singing & music is an important part of our relationship with Him. The kids spend time in worship every week.

RECEIVE BIBLE-BASED TEACHING: We believe that the Bible is the inspired word of God and is His revelation of Himself to humankind of his plan of salvation. That's why everything we teach is founded in scripture!

MAKE FRIENDS AT CHURCH: Kids who have friends at church will want to return to church! Being surrounded by friends who are believers in Christ will help kids grow in their faith together.

DEVELOP LEADERSHIP QUALITIES: It's true that kids are the future leaders of our church, but they can also be leaders right now! We believe that God has placed gifts in each child in which they can grow in. We offer opportunities for kids to serve in worship, production team, and check-in, in addition to teaching kids how to grow in loving their neighbors, praying for them, and leading them to Jesus.

General Information

1. **Our Pastors**

- a. Splash Zone Kids Ministry is led by Pastors Jason & Jennifer Elston. They joined Holland First in September 2021. They have been married since June 2001, and have three daughters: Hannah, Selah and Ramiah. They have served in ministry for the past 24 years. Sixteen of those years were focused on leading ministries in the areas of children, youth, young adults, and women's ministry (P. Jen only!). Together they planted and served as lead pastors to a church in Detroit, MI for the other 8 years. They have a passion to reach the lost and disciple the saved and believe that it begins with the children. They desire to see children not only discover and accept God's love and gift of salvation through Jesus, but to learn to live out a missional life that is empowered by the Holy Spirit, bearing much fruit!

2. **Contact Information**

- a. Church Office: 616-396-5646
- b. Pastor Jason Email: jason@hollandfirst.org | Pastor Jen Email: jennifere@hollandfirst.org

3. **Stay Connected**

- a. Connect with us through our Facebook Page (*search: Splash Zone Kids*). Not only will you see weekly posts about upcoming events, but also weekly photos of what is taking place in Splash Zone Kids.
- b. Be on the look-out for our quarterly digital newsletter which will be sent to you via email. Also, a printed copy will be available at our Check-In Station.

4. **Parent Consent & Medical Form**

- a. We require a parent to complete our Parent Consent & Medical Form if their child will be attending a Splash Zone event, which takes place off-campus, or if it is an event in which parents are leaving their child at Holland First un-attended. This applies to events only. Parents must be on-campus during regular services if their child is participating in a Splash Zone class. **See 3rd -5th grade exception on "Check-In | Check-Out Procedure" page.*

5. **Parent Involvement**

- a. We strongly encourage parents to find a place to be involved in our Splash Zone ministry. We need people with all sorts of talent to make this ministry run! If you enjoy acting, singing, playing games, BIG events, teaching, loving on kids...any or all of these...then we would love to talk with you about getting plugged in. Although we don't make it a requirement for parents to serve, we do believe making this investment in the lives of their kids is yet another step of building that foundation of connecting and teaching your child in the home.
- b. We have several age groups you can serve in, and we only schedule our volunteers to work 1x per month with a set schedule, so it's easy to make personal plans on other weeks.

6. Donations

- a. We provide snacks and drinks for our classrooms (*goldfish / apple juice*). We have been asked several times if a donation can be made for these items. The answer.... YES! If you would like to donate one of these items, or to see what snacks may be needed for special parties, please let Pastors Jason and Jen know!
- b. During the year we offer opportunities for children to participate in life-changing events. Whether this is Summer Camp, Kid's Convention or Fine Arts, there are often families who are unable to afford these trips. Splash Zone Kids offers sponsorships to help families in need. If you would like to help us, make this possible for families, feel free to donate through the offering or on our church website (www.hollandfirst.org), and designate if to Splash Zone Kids account.

7. Classroom - Move Up Schedule

- a. We offer 3 classes for our Splash Zone children. Here is the breakdown of these rooms:
 - i. Nursery (*infant – 35 months*)
 - ii. Pre-K (*3-5yrs*)
 - iii. Elementary (*Kindergarten – 5th grade*)
- b. We ask that you please do not move children up or down into another classroom, except when we have our scheduled "Move-Up Days":
 - i. Nursery to Pre-K will take place two times a year (March & September).
 - ii. Elementary will only have a "Move-Up Day" that takes place in September, which is when children transition into their new school grades.
 - iii. Please do not move your child due to their birthday, but only when our "Move-Up Days" take place.
- c. Sometimes exceptions may be made at the discretion and approval of the ministry pastor, and this decision is usually based on keeping a child back for a few more months until they are socially ready or better potty-trained, or moving a child forward, if the child's birthday is close enough to the "Move-Up Day".
- d. We understand that sometimes a child is uncomfortable going into a room alone. **We ask that you do not place an older or younger child into a different class to alleviate this situation.** Please let us know if this is occurring. We have several techniques we can implement to help a child acclimate to their room.

8. Food, Drink & Toys

- a. Children are not permitted to enter a classroom with food or drinks. This will help keep our rooms clear of stains and crumbs and keep unwanted rodents out of our space. Water in a closed container is permitted.
- b. Toys are also not permitted. They are a huge distraction during our teaching/game times. If a child needs a fidget toy to help sit, they can bring one small quiet fidget toy in with them, but they are not permitted to let other children use it.

9. Curriculum

- a. This past year we made a complete overhaul of our curriculum plan and are now utilizing a curriculum called ThinkOrange:
 - i. Nursery engaging with their “First Look” Infant/Toddler curriculum.
 - ii. Pre-K engaging with their “First Look” PreK curriculum.
 - iii. 1st-5th graders engaging with their 252 Kids Elementary curriculum.
 - iv. We enjoy utilizing their media graphics and base stories, and from their Pastor Jason (Elementary Group) & Mikaela Morrison (PreK Group) writes and builds our children’s lessons.
 - v. We also have take-home activities for parents to engage with their child over what they learned in their class.
 1. Monthly Memory Verse Challenge
 2. Monthly Calendar with activities for each day of the month.
 - vi. We hope to launch an interactive kid-friendly app that families can use to continue learning about our current month theme and Bible stories.



Check-In & Check-Out Procedure

Check-In Process

1. Splash Zone Kids Check-In Station **will be open 15 minutes prior to service time**. If a parent is serving that morning in a ministry position, please see Pastors Jason or Jen, and they can check in your child sooner. However, the child is still the responsibility of the parent until children's wing is open at 15 minutes prior to service beginning.
2. Doors to children's hallway will remain closed until check-in begins. Only scheduled volunteers are to enter hallway prior to doors opening.
3. When you are checking in, please be ready to share your pager number with our attendant. If you forget your number, please give your phone number or last name.
4. Please place your child's name tag on their upper back between their shoulder blades. This prevents children from playing with or removing their tags during our service time.
 - a. **Please express to your children the importance of wearing these tags.** Many of our older children find it "un-cool" to wear a name tag. Help them realize the positive example they are setting for our younger children, and it is a safety measure for them as well.
 - b. Name tags include allergy alerts, child's security code and parent pager. This information needs to be accessible to our volunteers.
5. **Children are not permitted to check themselves in.** We ask that a parent or a designated responsible person be present during the check-in process. This is in case any information for that day needs to be relayed to the parents, and parents need to be responsible for keeping their security tag with them for our check-out procedure.
6. **Leaving the Premises:**
 - a. We ask that a parent with a child who is in nursery – 2nd grade remain present at the church when their child is checked into one of our Splash Zone classes. No exceptions.
 - b. Parents may leave the premises **only for our Wednesday class**, if their child is in **3rd through 5th grade. Parents must remain on site during our Sunday services.** To not be present on a Wednesday, a parent must first complete our "Parent Consent & Medical Release Form".
 - i. This will provide us with emergency information to reach an off-site parent and gives Holland First leadership permission to seek medical treatment for their child.
 - ii. Signing this will also state that if a child's behavior is not satisfactory during times of a parent's absence, or if a parent does not pick up their child in a timely manner, then this privilege may be revoked. Decision will be made by Pastors Jason & Jen.
 - iii. Parents will still need to enter the building with their child and check them in, and parents will need to enter the building with their security tag to pick up their child.

Check-Out Process

1. We value safety for the children who have been placed in our care during our service times. Therefore, we ask parents respect and follow our check-out process. This not only keeps your child safe, but also relays to newcomers that their child is safe in our care.
2. Although many of our volunteers know several families, ***we do ask for parents to please present their security tag when checking out their child.***
 - a. We ask that you please present your security tag as you approach the door and state the name of the child you are picking up to help our team to know who you are there for.
 - b. All children have a random security code assigned to them each week. This is so our team can verify with the child's name tag that the person picking up the child is authorized to do so.
 - c. **Security:** For security purpose, if you are in our children's hallway, you may be asked to present your security tag to our security team if requested.
3. **Lost Tag:** If a parent has lost their tag, they may be asked to show identification to confirm their identity, or the Pastor may be requested to confirm the release of the child to the parent.
 - a. However, if a parent has left their tag with their spouse, we ask that they go retrieve their tag rather than taking more time to go this route of verification.
 - b. We know items can be misplaced from time-to-time, but we do ask that this option is not abused intentionally, and parents support our team by presenting their tag whenever possible.
4. **If someone other than a parent is picking up a child, they MUST have the security tag, and they MUST present it to the volunteer. No Exceptions!**
 - a. If tag is lost, then the parent must come check their child out by using the above stated "Lost Tag" procedure.
 - b. Minors may pick up their siblings, but they must also present the security tag.
 - c. **Wednesdays:** At times, our Awaken Youth ministry may end prior to adult classes ending. **We will not release children to minors (*youth students*) until adult classes have ended.**
5. **End of Service Pick-Up Time:** When picking up children at the close of a service we ask for parents to please be patient with our team and follow these simple steps:
 - a. Our teams are not aware of the end time of a service, so they most likely will still be ministering to your children upon your arrival. Please don't enter the room abruptly.
 - b. We ask if you are the first to arrive to a room, please start by looking through the window to get the attention of a volunteer. If you are not able to get their attention, and they are not in the middle of prayer, quietly open the door and alert a volunteer who is not leading.
 - c. Once the team has been alerted, we ask for parents to please form a line in the hall, and out of view of the children. Please give our team a couple of minutes to close out their lesson or activity and to organize themselves for releasing children.
 - d. **Have your tag available to show volunteer and state the names of those you are picking up.**
6. **Early Pick-Up Time:** We ask if a parent knows they will be leaving prior to the end of service to please communicate to their child's teachers at drop off. This will help our team to be ready to release your child early and will help to not disrupt the class when you arrive to pick up.
7. When picking up a child, we encourage parents to pick up their children in the order of oldest to youngest. This helps parents to not have to supervise younger children while waiting to check-out their older children.

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Health & Wellness Policy

One of Splash Zone Kids top priorities is to create a safe environment for all our kids and volunteers. Part of creating a safe environment is to maintain a space that is low risk for contracting an illness. Our team of volunteers disinfect used toys and tables after each use, and our rooms are weekly cleaned by our dedicated custodial staff. We ask that parents help us continue to keep a healthy environment by following our health policy below.

If your child has any of the following complaints or sicknesses, please do not bring them into the children's ministry. ***Children must be free from the following illnesses for 24 hours before returning:***

- Elevated Temperature (*before fever-reducing medicine is given*).
- Diarrhea
- Vomiting
- Questionable/Unexplained skin rash
- Bleeding/wet diaper rash
- Pink eye
- Respiratory infections (*with colored discharge*)
- Persistent or heavy cough accompanied by fatigue
- Parasites (*nits, lice, mites, ring worms, etc.*)
- Testing positive for Covid-19 (*follow current CDC guidelines for returning*)
- If a child is being treated with an antibiotic, he/she must have been on medication for at least 24 hours before returning to the children's ministries.

Children Who Become Ill While in Class or at an Event:

If your child becomes ill while in class or at a children's event, you will be contacted and told that the child must be picked up. Every effort must be made to pick up your child immediately. Until you arrive, your child will be prayed with, and comfort measures will be provided.

Communicable Diseases:

We are required to report all communicable diseases to the Holland First leadership. We will also inform other parents when their child may have been exposed to a communicable disease in the form of a letter/e-mail.

Injury & First Aid:

- First Aid Kits - A basic First Aid Kit can be found in every classroom. We make sure that before we administer any first aid to a child, we put on gloves for our protection and the protection of our kids. Parents will be alerted immediately if injury goes beyond a simple scrape or bump.
- Incident/Accident Reports - In the case of any non-accident or injury incident that is a concern, our leaders will inform the Children's Ministry Pastor right away. An incident report will also be generated, and parents will review with the team volunteer and sign report upon review.



Behavior Expectation Policy & Procedure

Splash Zone Kids Ministry strives to provide a safe, nurturing, and loving atmosphere where children learn through Biblical instruction and personal growth to be transformed to the image of Christ. It is a process that takes time. Occasionally a child's behavior may be inappropriate. In this case, our volunteers will remain calm and respectful to the child. Yelling, spanking, or mistreatment of any kind is not allowed. When a child misbehaves, we treat them with respect for the person they are versus responding to the behavior. At times, it is helpful to redirect the child to the right behavior. With any ongoing behavior problems, Pastors Jason or Jen will be informed. In some cases, they may be contacted before the parent so that a wise decision may be reached in how to best work with the child. We will document any on-going behavior issues and a copy is kept for future reference in working with the child. Below is our Behavior Management Plan that we have implemented so we can have a consistent method of guidance with expectations and consequences.

BEHAVIOR MANAGEMENT PLAN:

The effective spiritual formation of our kids is benefited by a stable environment. To provide a stable environment for our kids we will administer a clear discipline policy. We recognize that situations are rarely the same in every respect, and that it is important to maintain flexibility and to consider individual circumstances. Factors to be considered include seriousness of the offense, the child's age, and the frequency of misconduct. We believe that making the expectations clear and explaining the consequences for not following them are important steps in ensuring that the process will be as fair as possible for all kids. Please take time to review the below "General Classroom Expectations" with your child.

General Classroom Expectations:

1. Obey the first time, quickly and with a good attitude. *(Philippians 2:14-15)*
2. No hurtful or physical contact of any kind. *(Matthew 5:38-39)*
3. Speak respectfully with kind and calm words. *(Romans 12:10)*
4. Be generous and share with others. *(1 Timothy 6:18)*
5. Be kind and forgiving of others. *(Ephesians 4:32)*
6. Use listening ears and quiet mouths when a teacher or student is talking. *(James 1:19)*

Steps of Discipline:

1. **Verbal Warning** – Leader will give one reminder of the class rules to the child, and specifically address what needs to be corrected with their behavior.
2. **Removal from Activity** – Leader will remove the child from the current activity and explain the rules once again. **(Parents will be informed at pick-up upon getting to this step)**
3. **Contact Parents** – Leader will contact the parents to come and speak with the child. Parents may be asked to remove child from classroom.
4. **Children's Pastor Decision** – **Depending on the severity** of the misconduct, or if there is an on-going behavioral issue with the child, an incident report will be generated for documentation purposes, and the pastor will meet with the parents to determine a plan for moving forward to address the child's behavior and his/her future participation in class.