



**SOHILLS  
KIDS**

# Volunteer Handbook



1103 N HWY 113 Carrollton, GA 30117 / 770.832.1446 / [www.sohillsc.com](http://www.sohillsc.com)

SoHills Kids Volunteers,

I am absolutely thrilled to serve with a truly gifted staff and incredible volunteers like you! With all of my heart, I believe that we're serving in one of the most important ministries in the church. When we are successful the difference is not just measured in lives, but quite possibly in generations. I believe that together, we can make an impact that will change our community – one precious life at a time.

What you do at Southern Hills Christian Church is more than babysitting or childcare. Too often people refer to children as the “church of tomorrow”, or the church of the next generation. I passionately disagree. WunderWay, The Treehouse, All Stars, and 456 is the church of today, the “church right now” where children are being equipped to make a difference for Jesus Christ right now!

More than ever before, SoHills Kids is passionately pursuing the vision and direction of our church, helping kids become unified in community, growing in faith and learning how to multiply themselves in others. More than ever before, SoHills Kids is aligning with other ministries of our church in order to make a more significant impact on kids as they grow from infancy toward adulthood. More than ever before, SoHills Kids is partnering with families to help parents find success in their efforts as spiritual leaders.

As a volunteer or leader at Southern Hills, I thank you for your willingness to be used by God to do his work. Personally, I believe God has a special place in his heart for those who unselfishly serve his children. There's no other place I'd rather serve. However, serving isn't just about giving. It's joining a team of other like-minded people who are experiencing community and spiritual growth while helping kids do the same.

My prayer is that while serving with the SoHills Kids Team you will experience powerful and lasting life-change as you make a difference in the lives of kids.

I hope you are ready? Let's go!

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## Vision, Mission, and Values

The Children's Ministry of Southern Hills Christian Church exists to, "Make Disciples Who Make Disciples" and we do this by:

- Raising up a generation of children who are spiritual champions for Jesus
- Partnering with parents in the development of a child's personal relationship with Jesus
- Creating a secure and fun environment that enables children to grow in their relationship with Jesus through worship and teaching
- Building a community of adult volunteers and children where safe and meaningful relationships are developed

SHCC Mission:

To make disciples who make disciples.

Children's Mission: "To supplement the family in reaching children and leading them to become fully-devoted followers of Jesus Christ."

Core Values:

Christ-Centered (Philippians 3:8)

Family Focused (Proverbs 22:6)

Children-Targeted (1 Corinthians 9:22)

Safe (Mark 10:14)

Teaching is Relevant Application-Oriented (Psalm 119:11)

Teaching the Bible Creatively (Jeremiah 20:9)

Intentionally Shepherd in Relational Small Groups (2 Timothy 2:2)

Fun (John 10:10)

### **Christ centered**

*Philippians 3:8*

*What is more, I consider everything a loss because of the surpassing worth of knowing Christ Jesus my Lord, for whose sake I have lost all things. I consider them garbage, that I may gain Christ.*

At the core of everything is Christ. By Him all things were created and through Him all things are held together. He is the head of the the Church and we meet together to worship Him. Outside of Him there is no purpose.

### **Family focused**

*Proverbs 22:6*

*Start children off on the way they should go,  
and even when they are old they will not turn from it.*

Taking the deep red love that a family has and combining it with the bright yellow light of the church to form an orange that impacts a child. To supplement the family means to enhance or complete what that family is striving for in raising their child up in Christ.

### **Children-targeted**

*1 Corinthians 9:22*

*To the weak I became weak, to win the weak. I have become all things to all people so that by all possible means I might save some.*

Just as missionaries immerse themselves in the culture of the people they are trying to reach, we want to immerse ourselves into and know the culture of children today. We will do what we need to in order to reach this generation for Christ. We need to plan activities that are age-appropriate and engaging to children. The decor in the classrooms needs to communicate that children are treasured. Songs and Bible lessons need to be taught in ways that will best reach and teach children. We must look at everything we do through a child's eyes to create a ministry that reaches, teaches, and loves that child. Our commitment to be child-targeted is absolutely non-negotiable.

### **Keeping children spiritually, emotionally, and physically safe.**

*Mark 10:14*

*When Jesus saw this, he was indignant. He said to them, "Let the little children come to me, and do not hinder them, for the kingdom of God belongs to such as these.*

We want Southern Hills to be a safe place for children. We understand that safety and security are among a child's highest needs. Children cannot learn well in an environment where they are afraid and don't feel safe emotionally, physically, or spiritually. As children arrive at church, they need to feel a genuine warmth and immediate comfort level with the adults who are responsible for them. We need to assure parents and children alike that we have their best interests as our top priority at all times. That's why safety is a must.

Children have to face scary situations too often in their lives. We want our kids to be able to know without hesitation that they are safe at Southern Hills.

### **Teaching that is relevant and application-oriented**

*Psalms 119:11*

*I have hidden your word in my heart  
that I might not sin against you.*

Every lesson, example, and activity must be relevant to kids in their life NOW. We ask, "How does this lesson apply to our culture and world today?" and "How can the Bible truth be relevant in the life of a child today?" For both Christian kids and seeker kids, relevancy is an important key to moving them across the line of faith in Jesus and growing them up into fully devoted followers of Him. Our lesson objectives are designed to help children discover the relevancy of the Bible. The first objective focuses on KNOW WHAT – the goal is that the kids will know the Bible story presented. The second objective focuses on SO WHAT? – the goal is that the kids understand the Bible truth in the story. Finally, the third objective is NOW WHAT? – the goal is that the kids leave with a relevant and personal application of the Bible truth taught. During each lesson, kids will be challenged to answer the last two questions, SO WHAT? and NOW WHAT? Being relevant means helping kids see that God's Word is written for them and can be applied to every one of them.

## **Teaching the Bible creatively**

*Jeremiah 20:9*

*But if I say, "I will not mention his word  
or speak anymore in his name,"  
his word is in my heart like a fire,  
a fire shut up in my bones.  
I am weary of holding it in;  
indeed, I cannot.*

In order to keep pace with the various learning styles of children today, we need to vary how we communicate our lessons each week. The biblical message is so powerful and effective—the same yesterday, today, and forever. But we discovered that in order to teach in a way that's relevant to our target audience, we had to update our methods of presentation. Our goal was for children to become so fascinated with the Bible stories that they wanted to learn more.

## **Intentional shepherding of children through relational small groups.**

*2 Timothy 2:2*

*And the things you have heard me say in the presence of many witnesses entrust to reliable people who will also be qualified to teach others.*

Intentional shepherding means modeling Christ to a group of children. Volunteers strive to creatively provide important biblical information that is relevant to a child's life. They also understand that building a relationship with a child may be the most effective teaching tool of all.

We have the incredible privilege, as authentic Christ followers, of representing Jesus and modeling what it means to be a follower of Christ to children each week. Kids are greatly influenced by adults who believe in them, encourage them, and guide them. So, volunteers commit to stay with a group of children to care for them, know them, disciple them, and help them become more like Christ.

Within that context, we can help our children develop spiritually as we lay a foundation of key biblical principles that will guide them for the rest of their lives. We have an opportunity to build a lasting legacy of faith each year as we shepherd our children.

## **FUN!**

*John 10:10*

*The thief comes only to steal and kill and destroy; I have come that they may have life, and have it to the full.*

Our goal is to have our children come back week after week because they enjoyed their visit so much they can't wait to return. We want them to have FUN at Southern Hills. While kids keep coming back for the FUN, we can accomplish our mission by continuing to nurture and teach them spiritually. In order to make our children's ministry the best hour of a child's week, we have to remember to add the FUN! And remember, the fun factor affects adult volunteers, too!

## Ministry Areas

### Wunder Way

Wunder Way consists of all children birth through 2 years old. This area is characterized by low teacher/child ratios, gentle play and a place where faith is introduced to babies and toddlers through videos, music & movement and simple songs. Wunder Way is where infants are first introduced to the love of God and how He made them very special.

### The Treehouse

The Treehouse consists of children 2 years old through Pre-K. This area is characterized by medium teacher/child ratios, active play and Bible teaching through engaging story videos, fun worship songs with motions, songs with hand-motions and live/video puppet productions. The Treehouse is where children are first introduced to an organized lesson time and are beginning to build relationships with each other and leaders while learning about God.

### All Stars

All Stars consists of children in kindergarten through 3rd grades. This area is characterized by high-impact energy, fun and engaging teaching/worship and intentional small groups. A fun environment is the setting for kids to build strong relationships with each other and their leaders all while learning about God and His plan for their lives.

### 456

The Preteen Ministry is for kids in grades 4th through 6th. The purpose of 456 is to transform the lives of preteens by providing an authentic encounter with the Gospel within the context of a true community focused on worshiping God and leading others to Him.

### The Dugout

The Dugout was created for volunteers' kids as a place where they can build relationships with each other as well as engage in service projects. Because SoHills volunteers serve one service and attend one service their kids need this time to hang out before attending their meeting.

### The Nest

The Nest is our special ministry to kids with special needs. The Nest volunteers are paired up with special needs children and accompany and assist them throughout the 11:00 services. The Nest currently works with both Early Childhood and Elementary aged kids.

### First Impressions

The Check-In & Welcome team is vital to our success. This is where families are greeted; children are checked in and guided to their environments. Our check-in volunteers are warm and friendly and help our families have a safe and great experience.

## Volunteer Requirements

### Application & Background Check

All volunteers (18 years and older) that have access to children must complete a criminal background check and volunteer application.

### Age Requirements:

Junior Volunteer- Children first through 6th grade can serve two-year olds through pre-k only if accompanied by a parent.

Youth Volunteer- Middle school students (7th-8th grade) can serve in the Preteen Ministry and All Stars as assistant coaches and/or tech/production volunteers. (4th Graders must wait until 5th grade to serve in All Stars). (See exceptions below).

Student Volunteer- High School students (9th-12th grade) can serve in any area of SoHills Kids with the exception of the nursery unless they are 18 years old.

Adult Volunteer- Adults 18 years or older can serve in any area of as a volunteer or leader.

### Exceptions:

Only adults 18 years or older can serve in rooms with children 11 months or younger.

Volunteers serving in Early Childhood may not, under any circumstance, pick up a child unless the volunteer is at least 16 years old.

Student Volunteers, if proven to be mature, faithful and dependable are eligible to become small group leaders.

Volunteers are expected to attend their age specific service/small group. Serving does not take the place of their community.

Friends: Volunteers may not bring friends without prior approval by SoHills Staff.

### Bathrooms:

No volunteer under the age of 18 is allowed to assist children in the bathroom. And remember no volunteer is to ever be one on one with a child, even in bathroom emergencies.

### Computers

The computers are for specific ministry purposes. No facebook, email, or general web browsing.



## Volunteer Expectations

### Arrive on time

All volunteers should arrive no later than 15 minutes prior to their volunteer service time. This time will allow for preparation and connection with those you are serving with and allow those serving before you to leave.

### Be prepared

Please come fully prepared and ready to go. That means lessons, skits, lyrics or whatever else is needed to present, play or teach.

### Communicate

We want to hear from you. If you're going to be absent, please inform your leader as soon as possible. We don't like surprises. In addition, we value your constructive feedback.

### Develop

Just as SoHills Kids is a place where children are spiritually growing, we expect all of our volunteers to be growing spiritually as well. We expect all volunteers and leaders to grow in the following ways:

#### Attend a service

"Serve a service and attend a service." Serving is great, but it doesn't take the place of attending a service. Stay connected to how God is leading our church by participating in the adult services.

#### Be Connected

We believe that life-change happens best in the context of relationships. Join a life group, get a running partner or just get connected to someone who will help you grow spiritually.

#### Contribute

Christ wants his church Body to be fully resourced so Wunderway, The Treehouse, All Stars, 456, and the many other ministries of the church can continue to expand and serve others. Be willing to ask God how he wants you to use your finances to resource the body and then just do what he says. Together through being the church, we can make a huge impact, that none of us could do alone if we honor him with our resources. (For more detail on this read Chapter 17 in Soul Revolution).

#### Appearance

Come as you are and remember as a volunteer you represent the Bride of Christ. We love when volunteers wear their ministry shirts, but this is by no means a requirement. Additional shirts can be purchased from guest services. Ladies, please be mindful when wearing skirts, as it makes working with children (floor time) difficult.

## Hygiene

Please help us prevent the spread of illnesses by washing or sanitizing your hands:

- When you first arrive in a room
- After a diaper change
- After accompanying a child to the restroom
- After contact with body fluid (wiping a child's nose, etc.)
- Before handling food
- Whenever else is needed

Please instruct children to wash their hands:

- After using the restroom
- Wiping their nose
- Before eating

Diaper wipes or waterless hand cleaner is also available for washing the masses before snack time.

## Policies & Procedures

The following pages contain the policies and procedures for SoHills Kids. It is imperative that all leaders and volunteers carry out the policies below.

### Safety

#### Basic safety guidelines

- Never be alone with a child.
- A married couple must serve with another adult leader in the room at all times.
- Always be above reproach and if you have a concern for safety error on the side of caution.

#### Appropriate Touch

It is our hope that SoHills Kids is a warm, welcoming and friendly place. We greatly value the safety of our kids, failure to comply with these guidelines are grounds for immediate dismissal.

#### Proper Touch

Physical contact should be age and developmentally appropriate and is only appropriate when done publicly.

- Hugging can only be done if the child initiates the contact. Never allow full contact (body to body) hugs. Rather distance your body from the hug or give the child a side-to-side hug. Sometimes it may be best for you to initiate a high-five rather than invite a hug.
- Extended hugging; tickling or prolonged physical contact of any kind is not appropriate.
- A light touch to a hand, shoulder or back when encouraging is acceptable.
- Lap sitting is only appropriate for children under two years old. If a child is insistent in sitting in your lap, move them to sit next to you or sit on your knees so they are not able to sit in your lap.
- Many children who are sad or upset can be comforted best by being held. Holding children is only appropriate in Early Childhood (Kindergarten and younger).
- Never touch a child in any area that would be covered by a bathing suit (except when changing a diaper or properly assisting a child in the restroom).
- Never kiss a child or coax a child to kiss you.
- Never allow a child to touch you in a way that is inappropriate.

Our Appropriate Touch Policies are for the protection of our children and volunteers. When serving as a volunteer, you must observe these policies even with your own children who may be in your class (other observers may not know that you are the parent and we want to display excellence even in appearances).

## Emergency Procedures

### Emergency Medical Procedures

- Contact the Emergency Medical Team via the main lobby.
- Keep the victim calm and comfortable.
- Concern yourself with breathing first, then bleeding. If there is a possible back or neck injury, do not move the person.
- Only report the facts to the Medical Team or EMT, not your diagnosis.
- Keep other kids and staff away from the person.
- Notify the Children's Pastor (if possible) as soon as possible.
- If a child is taken to the hospital, two staff should accompany the child. Parents should be called before, during, and after hospital treatment.
- Always send medical information, home address, and insurance information when applicable.

### Fire Emergency Procedure

- Use fire extinguisher if possible.
- If needed, contact Carroll County Fire Department at 911.
- Report fire to staff and/or safety team.
- In a structure fire, account for all kids and staff.
- Keep roadways and paths clear.

### Tornado Procedure

- Seek shelter immediately.
  - All Stars: Close and stay away from doors and windows. Line the kitchen hallway.
  - Treehouse: Move to the creative arts offices in the office building.
  - Wunderway: Move to the 456 room in the office building.
  - 456: Move to the hallway by the bathrooms.
  - Outside: lay in a ditch or low area.
- Account for all kids and staff.

### Lightning Storm Procedure

- Seek shelter immediately.
- Stay off open fields.
- If outside, seek low area way from tall trees.

### Lost Child

- Double check area where student should be located.
- Contact the parent or guardian.
- Call all kids to meeting room to update last sighting.
- Organize staff to begin search under the direction of the Children's Pastor or Leadership.
- If child is not to be found, call 911.
- When child is found, notify everyone involved.

### Intruder Alert

- Kids and staff will return to their classrooms.

- Account for all kids and staff.
- Lock doors, turn off lights, and remain quiet.
- Southern Hills Staff will inform everyone when to proceed.

### Classroom Evacuation

- Before evacuating, count the number of children in your group/class. Call roll again when you arrive safely in the evacuation zone.
- Babies: Place in cribs (four per crib) or carry only two per volunteer.
- Older children: Provide ropes for children to hang onto or have them hold hands.
- Once evacuated, please wait for further instructions from a member of the church staff.
- Please stay with your group at all times. Do not leave to get your own children, to obtain, first aid or for any other reason. First Aid will be brought to the evacuation zone.
- Release children only to their parents and only after you have been given the okay to dismiss by a member of the church Staff. Do not dismiss any children, including elementary age, to go on their own. Do not allow parents to take their child from your care during the process of your evacuation. Remind the parents they can walk with you but you cannot release a child until you have arrived to the evacuation zone and have been authorized to release children.

### Accidents

Please review our policies and procedures regarding accidents, incidents and allergies, especially how we document both for occurrences and prevention.

### Injuries

In the case of an accident, regardless of child or adult, inform a service coordinator or staff member right away. All children's ministry areas are equipped with small First Aid Kits. Along with care, an Incident Form will need to be filled out and signed by the volunteer that witnessed the event. The Incident Report also requires a parent and staff signature.

If there is a spill of body fluid (due to cuts, nosebleeds, vomit, etc.), latex gloves must be worn (available in Babies' rooms and first aid kits). In case of a serious emergency, please the Emergency Medical Team in the lobby. If unable to contact team, call 911.

### Well Child Policy

In order to promote health and wellness in all children, a child has any of the following symptoms will not be admitted to the check in.

- Any degree of fever
- Vomiting
- Diarrhea
- Unexplained or contagious skin rash
- Bleeding/wet diaper rash
- Chronic cough
- Runny nose (yellow/green discharge)

- Eye/ Ear infections
- Pink Eye
- Parasites (nits, lice, mites, ring worm, etc.)

If a child check in and one of the above symptoms are found, page the parent immediately. A service coordinator or staff member will tactfully explain why they are being paged and invite the child back when he/she is well.

#### Incidents

In the case of any non-accident or injury incident that is a cause for concern, please inform a service coordinator or staff member right away. This may include behavior that indicates possible abuse, inappropriate talk or touch from one child to another or any other incident that a parent or church staff needs to know. In addition to a conversation with a service coordinator/staff member, an incident form will need to be filled out.

## Special Needs

The Nest program exists to provide an opportunity for children with different abilities to learn about God's love for them in practical ways. This is accomplished through interaction with their peers and teachers in a developmentally appropriate environment. The Nest volunteers strive to specifically serve those children who have special needs by providing an adult buddy in the classroom and if necessary facilitating the child's involvement so that the child may get the most possible benefit out of his/her time at church.

While we believe that all children, regardless of ability, need to hear of God's love for them, we may not currently be able to provide a developmentally appropriate environment for all children at this time due to limitations beyond our control. We apologize and ask for your understanding if this should occur.

## Bathroom Policies

Below are bathroom policies for the various bathrooms our kids use on a regular basis. Never allow yourself to be in a bathroom with a child alone.

### Bathrooms within Treehouse Classrooms

- Only allow one child in the bathroom at a time.
- If a child can go on their own, let them (just stand by the door ready to help if needed)
- If a child needs help or has hasn't finished up after some time, talk through the door or slightly crack the door so you can talk without looking.
- If your assistance is required, ask another volunteer to stand at the door and watch you as you assist the child. Never are you to be alone with a child in the bathroom.

### Bathrooms outside of All Stars and Treehouse Classrooms

- Before allowing kids into the bathroom, check to make sure there are not adults or teenagers in the room. While kids are using the bathroom, do not allow adults or teenagers to enter.
- Line kids up along the wall outside the bathroom allowing them to take turns (if the bathroom can accommodate multiple kids, let a few in at a time).
- If a child needs assistance, only enter the bathroom with another adult in the doorway watching you.
- For younger All Stars keep the door slightly ajar so you can hear what is going on.
- For older All Stars, since the bathroom is within line of site of the elementary room, elementary children may walk to the bathroom in a group of two to three. Before letting children leave the room, a volunteer must first sweep the bathroom to ensure that another adult or teenager is not in the bathroom.



## Volunteer Identification & Visiting Adults

We make every effort to keep SoHills Kids secure and safe. Below are our policies concerning adults in the building.

### Volunteer Identification

- All volunteers are required to wear a name tag while in a classroom.
- Volunteers can get their name tag from their classrooms.
- Name tags can only be generated for volunteers who are permitted to serve with kids.
- If you are unable to find your name tag, notify your ministry director.

### Visiting Adults

- Unauthorized adults are never allowed into a classroom without permission from staff.
- If an adult is interested in observing, they must register as a visitor with staff, where they will be given a visitor tag.
- Twenty minutes after service begins, only authorized adults (volunteers with name tags, adults with claim tickets and authorized visitors with visitor tags) are permitted in the building.
- Any adult/teenager seen in the hallways without proper identification must be asked to leave the building (also contact a ministry director or security).

### Parents

- Parents are discouraged from entering early childhood classrooms (on some occasions a parent can stay for a few minutes to help their child settle in – this must be approved by a service coordinator or staff)
  - Once the service is over, parents with a claim ticket are allowed to enter some of our older early childhood rooms and elementary rooms to get their children. Their tags will be checked once they enter the room and as they leave the room with their children.
- Nursing moms are not allowed in the classroom to nurse. They must actually check their child out of the room. They are more than welcome to use our nursing moms room in the ladies restroom.

## Child Drop Off And Pick Up

### Wunderway and The Treehouse Drop Off

- Drop-off needs to be done at the classroom doors in Early Childhood rooms.
- Teachers need to be at the door, checking in children and greeting parents. Assistants are to be available to receive the children as they come into the room. Teachers need to be attentive to parents at the door dropping off children later in the service.
- Teachers must note any allergies and take the necessary precautions to avoid exposure to allergens.
- Never let unauthorized adults in the room.
- Only allow children into the room if their name tag matches the room you are in. Otherwise, direct the family to the correct location. If the child was assigned the wrong room, contact the Coordinator after admitting them to your room.
- If you suspect that a child is in the wrong age group, or you are concerned with the amount of children in your class, admit them to your room and contact a Coordinator, who will work out the details and alert the parents if the child needs to be moved.

### All Stars Drop Off

- Greet families at the door and ensure that children have been assigned to the correct group (get down to their level and say, "Hey there, so you're in the first grade, huh?")
- Never let unauthorized adults in the room.
- Escort new children to meet their teachers and classmates.

### Child Pick Up

- Room leaders greet parents at the door. All classroom volunteers must oversee the departure of children.
- Room leaders must check the parent's security tag and match it to the child's tag number.
- Never allow access to a child until the Security Tag match has been made.
- Children's name tags are to be collected at the door (Children are not permitted to keep their name tag after leaving their room).
- If a parent does not have their Security Tag, ask them if they can find it, or they will need to move to the side while you call a staff member, who will help them.
- If anyone ever pushes their way in at any time, or takes a child without permission, call for help immediately.

### Paging Parents

- If you should need to call a parent at any time during a service, contact the Service Coordinator. Service Coordinators will take the Security Tag number found on their name tag and will give it to the sound booth in the auditorium.
- If for some reason a parent has not come within a reasonable amount of time, contact the Service Coordinator again who will continue to page or call the parents.

## Lost Tag Procedure

- If a parent has lost his/her tag, contact a service coordinator or staff member. Your initial response can be something like:
- “I am not authorized to release children to parents without a receipt. I will find my supervisor and they will be able to help you out. We have security processes in place to protect your children and I am sure you understand the importance of your child’s safety .”
- The service coordinator or staff member will ask to see a form of photo ID.

### Lost Tag Procedure Continued:

- Search for the name of the child
- Verify that the name on the ID is an authorized person to pick up the children in that household in the Authorizations area of the Household View.
- If the person’s name is not listed or is present but not checked, contact the authorized person via their phone number. Take all necessary measures to verify that child can be released to this person.

### ID Verification with no Photo ID

- Follow the Photo ID Verification procedure. If it appears correct, then proceed.
- Ask that the person verify the child’s date of birth
- Ask them verify the home address, phone number, mobile phone, etc.
- If that information can be provided accurately and confidently, the child may be released to that parent.

### Consistency

This procedure is designed to protect children as well as the volunteer. Volunteers sometimes compromise on this procedure when facing an impatient/angry parent or if they know the parent. Compromise once and you’ll end up compromising every time. Hold the line and we will have a safe environment that our parents can trust.

### Lost Child Tag

On occasion, a child loses his/her tag. A service coordinator or staff member must go to the check-in area and print another child tag. It should print with the matching code on the parent’s receipt. Do not release a child until this verification can be made.

## Child Abuse Information & Policies

All volunteers who work with kids in the state of Georgia are mandatory reporters of abuse.

“The National Committee for Prevention of Child Abuse” designed the definitions below:

### Physical Abuse

Physical abuse can be defined as a non-accidental injury, which may include beatings, violent shaking, human bites, strangulation, suffocation, poisoning, or burns. The results may be bruises and welts, broken bones, scars permanent disfigurement, long-lasting psychological damage, serious internal injuries, brain damage or death.

### Physical/Emotional Neglect

Physical/Emotional neglect is the failure to provide a child with basic needs including food, clothing, education, shelter, and medical care; also abandonment and inadequate supervision.

### Sexual Abuse

Sexual abuse is constituted through the sexual exploitation of a child by an older person as in rape, incest, fondling of the genitals, exhibitionism or pornography. It may be done for the sexual gratification of the older person, out of a need for power or economic reasons (such as prostitution, etc.).

### Emotional Maltreatment

A pattern of behavior that attacks a child’s emotional development and a sense of self worth, such as constant criticizing, belittling, insulting, manipulation. It can also be defined as providing no love, support, or guidance for the child.

### Reporting Suspected Child Abuse

- Familiarize yourself with the definitions and descriptions of child abuse listed above.
- If you suspect that a child involved in any of the programs of Southern Hills has been abused, the following steps are to be followed: Report the suspected abuse to a member of the Children’s Ministry Staff or the Pastor over said ministry.
- Do not interview the child regarding the suspected abuse. This could be considered leading the child.
- Do not discuss the suspected abuse with other volunteers, parents, etc. All information regarding the child should be kept confidential with your ministry supervisor and the proper authorities.
- You may be asked to complete a Suspected Child Abuse Report. Confidentiality will be maintained as much as possible. This form will be returned to your ministry supervisor.

## Staff Contact Information

### Phone Numbers and Extension

Corey Jones: Executive Pastor for the Next Generation

[cjones@sohillsgc.com](mailto:cjones@sohillsgc.com)

404.788.9487

Melissa Bradley: Preschool Pastor

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770.832.1446

Hollie Adams: Children and Student Administrator

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Southern Hills Christian Church

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