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**TreeHouse** is a place where children of all ages are becoming more excited about following Jesus.

Through you, our TreeHouse volunteers, Christ is brought to life and becomes a practical reality in young lives.



# WHAT ARE OUR ROOTS?

## Our Church's Vision

Rolling Hills is about building accountable relationships  
in which people are introduced to Christ,  
learn to think and live like Jesus,  
and seek opportunities to reproduce their faith in others.

## TreeHouse Mission

To come alongside the family in their attempt to build a spiritual foundation,  
that in God's timing, will lead a child to be a focused,  
faithful follower of Jesus Christ.

**We do this knowing each child needs:**

**A relationship** with a really big God they can trust no matter what.

**Parents** who make it their business to lead their kids spiritually.

**Consistent leaders** who reinforce what is being taught at home.

**A place to connect** with friends who believe what they believe.

**Biblical truths** to help them follow in the steps of Jesus Christ.

**To be used by God** with everything He has given them.

# COMMUNITY GROUP PHILOSOPHY

“Be shepherds of God’s flock that is under your care . . .  
being examples to the flock.” 1 Peter 5:2

We think of our leaders as shepherds as they care for their flock. A Community Group Leader guides, encourages and instructs his or her group. He knows each one of his sheep and calls them by name. He knows when one is hurting, when one has gone astray. He is able to properly take care of each one.

Training up our children in godly ways is an awesome responsibility for any parent. Children need godly input from people, other than their parents, to help keep them on the right path.

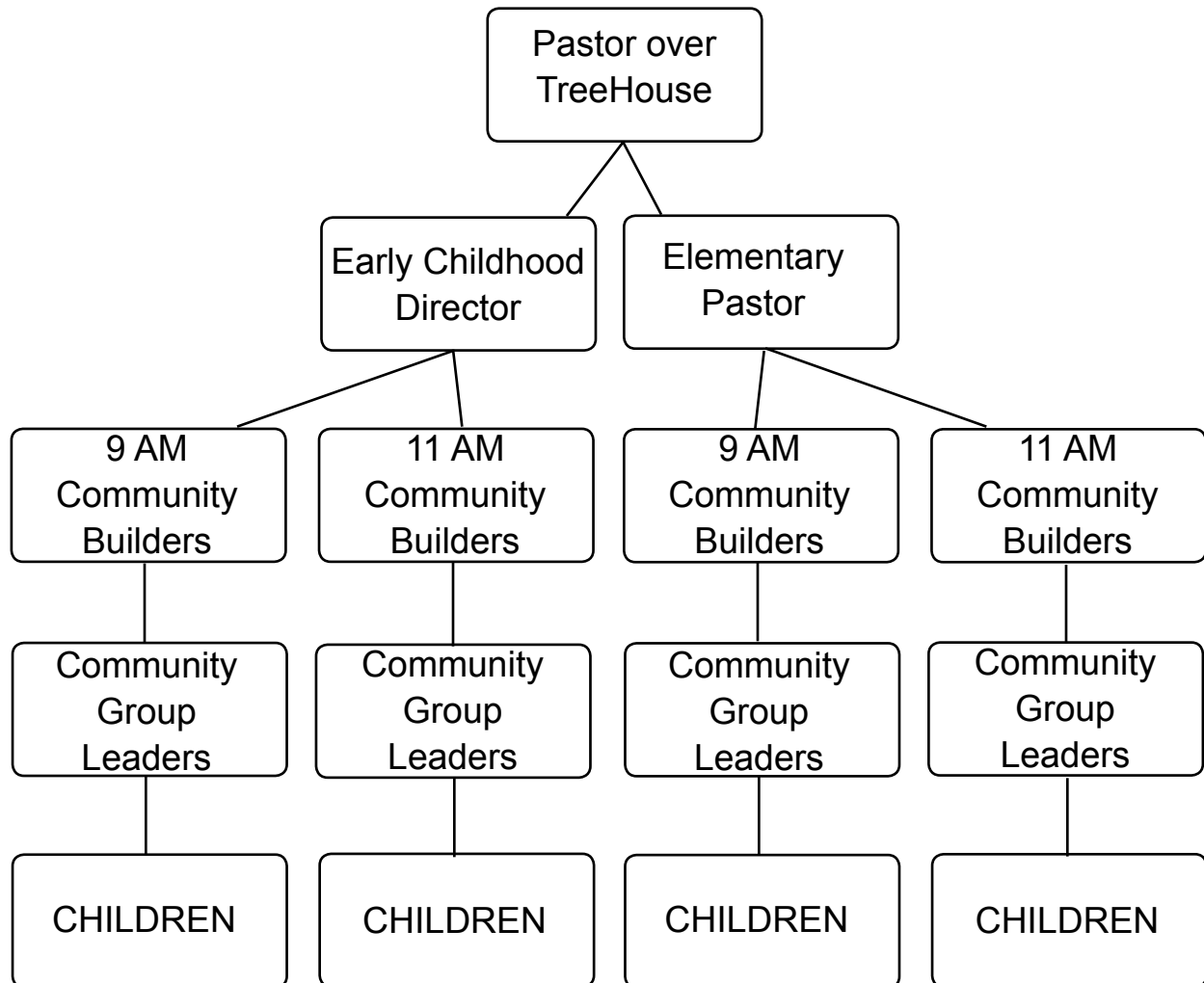
“Two are better than one, because they have a good return for their work. If one falls down, his friend can help him up. But pity the man who falls and has no one to help him up! Also, if two lie down together, they will keep warm. But how can one keep warm alone? Though one may be overpowered, two can defend themselves. A cord of three strands is not quickly broken.” Ecclesiastes 4:9-12

The passage from Ecclesiastes 4 tells us that the more a child is influenced by what God desires and requires, the harder that strand will be to break. The philosophy behind TreeHouse is for our adult leaders to be a godly influence in the lives of a small group of children. What the parent is trying to instill in their child on a daily basis, our leaders will reinforce in the TreeHouse. The large group draws children into the lesson and to God. The small group keeps kids connected to God and their friends in the small group.

Our desire is for each leader to have a small group of children to truly care for. As leaders get to know each child, they will discover how to pray for them and their families, provide spiritual input, and have fun with them. The relationship built with the children in the class/ group shows them that someone, ultimately God, cares.

# TREEHOUSE STRUCTURE

The TreeHouse Ministry is based on small community groups, much the same as in the student and adult ministries. It is in the small community group context that people (regardless of size!) learn and are cared for best. All children, babies through 5th grade, are placed in small groups or classes according to a balanced ratio of adults to children. Groups are also based on age and development for nursery or age and grade for preschool through elementary. The Community Group Leaders are shepherded by Community Builders who in turn are shepherded by the Pastor/Director. The chart below illustrates this.



## WHAT YOU CAN EXPECT FROM YOUR COMMUNITY BUILDER

When you step into the TreeHouse, you may think you are all alone. Who will answer your questions? How will you find all the materials you need? It could remind you of the first day of Junior High and the dreadful thoughts of “What if I can’t unlock my locker?” This is where the Community Builder steps in for you. Just as our Community Group Leaders care for a small group of children, your Community Builder is the link between you and TreeHouse staff, to ensure you are taken care of. The following are some things you can expect from your Community Builder or “CB.” There may be more specifics for your department which can be found in that section of this notebook.

- Serve as liaison between you and the TreeHouse staff
- Seek the Lord through His Word and prayer
- Be a prayer partner for you and the team for ministry and personal requests
- Encourage you to seek the Lord and celebrate what God is doing
- Answer questions pertaining to your role and responsibilities in the TreeHouse
- Assist with training materials to equip you in your role
- Ensure you have all classroom materials needed
- Build community with fellow team members where ministry and personal needs can be made known and people are cared for

# SAFETY/SECURITY POLICY

Should you suspect that one of your students is being neglected or physically or sexually abused, it is important for you to contact the pastor or director over your ministry age group at the earliest opportune time. The Children's Pastor or Director will do any necessary follow-up and take necessary actions. As a TreeHouse Volunteer, you should not conduct an "interview" with the child or make contact with the parents. This is the responsibility of the Children's Pastor or Director. Any information told to you should be kept confidential.

Your service in the TreeHouse requires that you agree with the following guidelines to prevent child abuse or false accusations against such abuse. This is for protection against liability for Rolling Hills Community Church, as well as, for you, our valued volunteer.

## RESTROOMS/DIAPERING:

- Volunteers may never be alone with a child in the restroom or diapering areas. They must be accompanied by other children or adults.
- Elementary children may enter the restroom without the supervision of an adult, but an adult must escort them to and from the restroom.
- To maintain privacy, a bathroom stall should only be entered when absolutely necessary to assist the child. The stall door and exterior door to the hallway must remain open and another adult needs to be present.
- Diapers are to be changed in designated areas only and in the presence of other volunteers.

## CLASSROOMS:

- Physical contact is permissible but should be minimal and in the presence of other adults and children. Appropriate touching includes: handshakes, "high fives," brief hugs or brief touch on the shoulder.
- A child should not be alone with an adult. Classroom doors should be propped open when children are arriving, especially when only one student has arrived.
- Window blinds should remain open unless the room needs to be darkened for a movie.

# UNIVERSAL PRECAUTIONS

## HEALTH CARE POLICY

For your protection, disposable gloves must always be worn during the care of a child that involves blood, open sores, touching inside the mouth and bodily fluid spills.

Strict handwashing is of utmost importance in preventing the spread of infection. Hand washing is required after each diaper change, toileting, contact with blood or nasal secretions of a child or oneself, or before any food prep. Each room is equipped with waterless disinfectant soap. There are food service gloves in each room for the distribution of any food.

Bodily Fluid Kits are in each classroom. Place a disposable diaper over any bodily fluid on the floor and contact your Community Builder or Division Leader who in turn will contact the Facility Management staff.

Children with any of the following symptoms are not to be admitted to a classroom:

- Running a fever or has had one in the last 24 hours
- Unusual rash, uncovered sores, crusted, red or discharging eyes
- Diarrhea or vomiting
- Sneezing, coughing and/or runny nose (except allergy related)
- Scabies or head lice
- Any condition that is contagious

# WHAT ABOUT...

## LANYARDS:

DO NOT TAKE IT HOME WITH YOU. You are required to wear your TreeHouse lanyard with your name tag during service as this identifies you as a volunteer authorized to be in the classroom. Red lanyards identify members of paid staff and Community Builders. If someone comes to your classroom and says they are a parent or are from another church and “just want to look around,” please direct them to the TreeHouse staff wearing a RED lanyard. Volunteers that complete the application process and are trained wear GREEN lanyards. Incomplete applications and/or training may require a volunteer to wear a YELLOW lanyard temporarily. Approved visitors are issued WHITE lanyards. Volunteers with YELLOW or WHITE lanyards may NOT be alone with a child in the room or escort a child to the restroom.

Because lanyards provide the wearer with access to children, it is extremely important to the safety and security of all children that your lanyard be placed in a SECURE SPOT at the end of service. Check with your Division Leader or Community Builder as to where this spot will be for your age group and service. DO NOT TAKE IT HOME WITH YOU.

## CHILDREN'S NAMETAGS:

This year all TreeHouse families will check in their children, infants-5th graders, at a kiosk located at TreeHouse central [at the foot of the preschool stairs] or in the TreeHouse Family Check-in [in the HUB]. With one stop, the entire family can check in. Parents will receive a family security number which they will show [but will not be required to turn in] at each area they stop to pick up a child following service.

## IF YOU NEED TO BE ABSENT:

First, please try to find a substitute. Your Community Builder or Director/Pastor can supply you with a list of subs. Do let your Community Builder or Director/Pastor know who your sub will be.

If you have a sudden emergency and cannot fulfill your service commitment, call the church at 503-638-5900 to leave a message for your Director/Pastor. If it is after business hours, enter extension 340, our “emergency” voicemail box, as soon as the recorded message comes on.

# WHAT ABOUT...

## DISCIPLINE:

Remember the saying: “A good offense is your best defense.” Children respond the same way. A good offense consists of praise, loving kindness, treating them with respect and covering them with your prayers. Occasionally (and it seems like every group has one!) there is a child that does not respond to the positive things you try to do for them. When a child continues to disrupt the group, the following actions need to be taken:

1. Reminder of appropriate behavior
2. Time-out
3. Conference with Children’s Director/Pastor who will call parents
4. Have parents help in class

Under no circumstances should physical discipline be used! If you are having a difficult time with a child and the child needs to be removed from the room, have your Pastor/Director or Community Builder take the child while you remain with your class.

## ROOM MAINTENANCE:

It is imperative that each leader clean up all supplies, teaching materials, toys or snacks before leaving the class. Our rooms are multi-use, meaning they are used by other groups and ministries continuously throughout the week. We want to extend the courtesy of a clean and orderly room to each group when they arrive. This requires every ministry to do their part in this cycle so that every room’s supplies, toys and equipment are properly maintained.

Your Community Builder or Pastor/Director may have more specific information regarding Health, Safety and Room Maintenance for the age group and room you are using.

## SOS:

When “SOS” is indicated on the digital reader boards throughout the building, it is an invitation to trained TreeHouse volunteers to leave service to come to the “rescue” in a classroom that needs additional help.

## ADDITIONAL TRAINING:

A number of excellent videos and resources are available to check out from the church library. We also hold periodic inservice training by department.

# EMERGENCY PROCEDURES

## MEDICAL

Typically an injury can be treated with a little loving attention and a band-aid. Small first aid kits are in the Upper Room, Brick Room, HUB, and Laundry Area. A larger, more complete kit is available in the Resource Room. Please treat the child, complete an “ouch report,” and be sure to talk with the parent on their arrival, letting them know what happened and how the injury was treated. Keep in mind that we are not authorized to dispense any over-the-counter or prescription medications. In the event a child needs more attention than we can provide, the parent will be notified. Should the child require medical attention, immediately contact your Community Builder or Pastor/Director. Do not move the child.

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

- 1 - Keep calm and keep children and the injured person as calm as possible. Speak calmly to reassure the child.
- 2 - Do not move the injured child and do not leave them.
- 3 - Send an adult to find a TreeHouse staff member.
- 4 - If needed, the staff member will contact 911 or seek medical personnel in the building by entering 911 on the digital reader boards located in various rooms throughout the building.
- 5 - TreeHouse staff will contact the parents to advise them of the child’s situation and the procedure being followed.
- 6 - If the child is to be transported to a hospital and the parents cannot be located in time, a TreeHouse staff member will accompany the child to the hospital.
- 7 - TreeHouse staff will follow up with the parents as needed.
- 8 - All volunteers and staff members involved in the emergency should write out a report of what happened immediately following the emergency.

# EMERGENCY PROCEDURES

## FIRE AND EARTHQUAKE CLASSROOM EVACUATIONS

- 1 - Acquaint yourself with the primary and alternate evacuation routes for your classroom. Evacuation procedures and map are in each classroom near the door. The procedure instructions will vary slightly depending on your age group and location, so be sure to read carefully.
- 2 - Each room contains a black plastic box labeled TreeHouse Evacuation Kit. Each kit contains a detailed Evacuation Manual. Depending on the room it is located in, it may also contain other necessary items to be used in assisting children out of the building. Be sure to familiarize yourself with the location of the box for the room/area you are in, as well as the procedure instructions as they may direct you to place additional items in the box such as attendance records or walkie-talkies.
- 3 - During an earthquake, direct older children to “drop and cover” (climb under tables, etc.) until the earthquake stops. For babies, crawlers and toddlers:  
Babies/Crawlers - at the first sign of an earthquake quickly cover the babies/crawlers with either cribs or your body, ensuring that the children have room to breathe but are protected from any falling debris. If there is little or no damage to your room, please remain in the room until you receive instruction from a staff member. If instructed to evacuate, place the children in cribs and leave quickly, following the evacuation route located near your primary exit door.  
Toddlers - follow the same directions as described above for babies/crawlers. If instructed to evacuate, take four toddlers per teacher and follow the evacuation route as posted near your primary door.
- 4 - Do not evacuate unless given instruction to do so by a member of the TreeHouse staff.
- 5 - Before evacuating, count the number of children in your class. If you have an attendance sheet with names, take it with you.
- 6 - Once outside the building, take a head count to ensure all your children are with you.
- 7 - Proceed to the outdoor safety zone indicated on your evacuation map.

# EMERGENCY PROCEDURES

- 8 - Await further instruction from a member of the TreeHouse staff.
- 9 - First aid will be brought to you as needed. Do not leave your group to obtain first aid.
- 10 - Remain calm which will help keep the children calm.
- 11 - Release children only to their parents and only after you have been given the okay to dismiss by a member of the TreeHouse staff. Parents **MUST** present their claim for Nursery and Preschool. Elementary students can be released once their **PARENT** physically comes to get them. Do **NOT** dismiss **ANY** children to go on their own.

## TREEHOUSE PROTOCOL: MISSING CHILD DURING SERVICES

**Let's be proactive to keep all children safe and accounted for. Toward that end, anytime a group moves from one room to another:**

- Take head count prior to leaving first room
- Take head count upon arrival at new location
- Take head count prior to leaving
- Take head count when back at original location

**If you become aware a child is missing, immediately take the following actions:**

- ROOM LEADER: Do a recount of the children in the room.
- ROOM LEADER: Immediately notify Community Builder and Staff.
- COMMUNITY BUILDER [CB] or STAFF: Check surrounding rooms, including bathrooms and closets. Have leaders in other rooms check nametags to insure that each child with them is in the correct location.
- CB or STAFF: Radio other staff of the situation. In the preschool, press the AAA buzzer.
- CB or STAFF: Stop traffic flow through hallways until it is positively determined that the child is not on the floor.
- CB or STAFF: Designate 2 persons to look outside the building.
- CB or STAFF: Radio TreeHouse Central to place AAA on reader board to notify other RHCC staff that a child is missing.
- Other STAFF, along with their CBs, should post themselves at exit doors.
- CB or STAFF: Radio TreeHouse Central to have security number posted for parent to be made aware of the situation and to assist.
- CB or STAFF: Communicate resolution via 2-way radios.

# TREEHOUSE OFFICE NOTIFICATION INJURY REPORT

\_\_\_\_\_  
Name, age and gender of injured child

\_\_\_\_\_  
Street

\_\_\_\_\_  
City

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Phone & email

\_\_\_\_\_  
Name of injured child's parents

\_\_\_\_\_  
Date and time of accident

Describe in detail how the child was injured, including location, names and actions of all children and adults involved. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Describe the child's injuries and what action was taken to treat the injuries. \_\_\_\_\_  
\_\_\_\_\_

How and when was the parent notified? \_\_\_\_\_  
\_\_\_\_\_

List names and phone numbers of witnesses to the accident. \_\_\_\_\_  
\_\_\_\_\_

Additional comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your name, address, phone and email: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Parent Notification

I was hurt today (but I'm OK now!)



Where I was: \_\_\_\_\_

What happened: \_\_\_\_\_

\_\_\_\_\_ helped me by