



MOSAIC

SPECIAL NEEDS & DISABILITIES MINISTRY

Onboarding Handbook

We believe that everyone is made in God's image and is a unique and valuable part of God's creation and our church. You don't have to look far to see that Jesus' ministry not only included, but welcomed, people and children of all abilities.

We want to do the same.

Mosaic is a discipleship ministry that seeks to equip and disciple children, students, and adults with disabilities into the life of our church.



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MOSAIC: WHO WE ARE

The mission of Mosaic is to equip and disciple children, students, and adults with disabilities into the life of our church.

To ensure our volunteers are well-equipped to serve with confidence in Mosaic, we have several steps that are to be completed prior to a volunteer being placed in and/or serving in a ministry role. These steps include the following:

- Prospective volunteer submits their application to serve
- Prospective volunteer's application and references are processed and background check is complete
- Prospective volunteer is scheduled for a jump-in to see their role of interest in action
- Following the jump-in, the prospective volunteer will participate in a ministry orientation where core policies as well as campus-specific processes and serving expectations are reviewed
- Prospective volunteer is assigned a serving team and leader and scheduled for serving



EXPECTATIONS FOR SERVING

Adults applying: application, life story, and background check must first be approved before jump-in/orientation.

Students applying: application and student ministry check must first be approved before serving can begin.

Volunteers must be committed to actively participating in on-going equipping opportunities that the ministry provides throughout the year.

All volunteers are responsible for their own personal spiritual growth. Volunteers are expected to attend service and community group regularly. They should also be in prayer regularly regarding their assigned role in the ministry and prepare as needed for their responsibilities.

All volunteers should arrive to their assigned serving area ready to receive families at least 15-20 minutes prior to start of service or event.

All volunteers should dress modestly and appropriately so as to not be a distraction to others.



CHILD & VOLUNTEER WELLNESS

If a child or volunteer has a contagious illness or any of the following symptoms, they should not participate in Mosaic programming while illness and/or symptoms are present.

- Fever
- Diarrhea
- Vomiting
- Severe Cough and Cold

Child or volunteer should be symptom-free for 24 hours before participating.

Medication will not be stored at Grace Church, nor will a child's provided medication be dispensed during service without signed parental consent and a medical personnel.

Allergies must be communicated to the welcome team for entry in ministry database and volunteers should regularly review this information.



PHYSICAL SAFETY & PROTECTION

All volunteers must conduct themselves according to the “two-person rule” which prohibits any volunteer from being one-on-one with a child. This includes hallways and elevators.

All volunteers must be well-versed in the campus-specific safety procedures posted in ministry rooms and spaces.

There is no grabbing or picking up of children, students, or adults in Mosaic unless the individual is causing immediate harm to themselves or others.

Any sign of abuse must be reported to staff immediately.

Male volunteers will not change diapers and/or clothing of any child, student, or adult at any time.

Lap-sitting and any physical touch beyond high fives, fist bumps, and/or side hugs is prohibited. Make sure to use proper hand location when interacting and giving a side hug to others.

Volunteers are prohibited from taking photos or video of children in Mosaic.

All children must be registered in the ministry database system to attend any Mosaic Grace Church Kids programming. Registration includes all relevant parent or guardian and child information. A parent or guardian must escort their child to their assigned class and submit their check-in slip. To pick up a child from their assigned area, a parent or guardian must submit a check-out slip. No child should be received into nor released from a ministry area without these official steps.

For situations where the ministry database system is unavailable, alternate check-in and check-out will be managed directly at each assigned ministry area through hard copy form.

In the event there is an incident that involves the release or spillage of bodily fluids (primarily vomit and diarrhea), facilities must be contacted immediately and they will be responsible for conducting the bodily fluid spill clean up procedure. The room or space where the soiled area is located must be closed off for the remainder of the day and not reopened until facilities has sanitized and cleared it.

Bathroom use for children: each campus should have a scheduled bathroom break for each class during service for preschool and elementary ages. In rare instances when a child needs an emergency bathroom break, the volunteer notifies their coach or designated volunteer for assistance who escorts child to the bathroom and back (coach or designated volunteer does not enter bathroom unless child needs assistance, and in that case two volunteers must assist the child).

LANGUAGE

People-first language is the correct way to talk to and about a person with a disability. People-first language emphasizes the person first and not the disability. This removes the disability as being a defining characteristic of the person.

Volunteers should work to provide positive reinforcement as they interact with children and verbally redirect a child who is misbehaving or causing a distraction. If an issue persists with a child, coach will then assess next steps and ensure parents are notified (either through paging or informing them at check-out). At no time will corporal punishment or any form of physical consequence be used with any child.

It is appropriate to tell the individual “no” or “later” and use redirection to get them back on task.



INCIDENT REPORTS

In the event that an injury or significant incident (non-injury related) occurs, ministry staff and campus pastor must be notified immediately and that staff member must submit an incident report (digital) to leadership within 24 hours. Follow up by ministry director with involved families or individuals is required within 48 hours.





