



the church in Irving

Children's Service Group
Policies and Procedures

August 2026



Dear Staff Member or Volunteer,

Welcome to the Children's Service Group of the church in Irving!

The church in Irving (CII) takes the responsibility to care for children very seriously. These guidelines are intended to facilitate a safe and nurturing environment in which children can grow in their relationship with Jesus Christ.

This handbook provides a general overview of procedures and guidelines for CII staff members and volunteers. Our policies are intended to create a safe environment for children. The following procedures have been adopted and will be strictly enforced.

After you have carefully read this policy manual, please sign and return the agreement form located on the last page.

Sincerely,

The leading ones of the church in Irving



The Church in Irving
Children’s Service Group Policies & Procedures

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Overview of The Church in Irving (CII) Safety System

Because we love children and desire to protect them, CII requires all staff members and volunteers working with children or students (and other vulnerable populations) to complete **FOUR SAFETY STEPS** before ministry work or volunteer placements begin.

STEP ONE: Sexual Abuse Awareness Training

CII Policies and Procedures require that staff members and volunteers avoid abusive behavior of any kind. Staff members and volunteers are required to report any policy violations to a supervisor or a member of the CII Safety Committee.

Staff members and volunteers should have a basic understanding of the characteristics of sexual abusers and their behaviors in 'grooming' a child for sexual abuse. Grooming is the process used by an abuser to select a child, win the child's trust (and the trust of the child's parent or 'gatekeeper'), manipulate the child into sexual activity and keep the child from disclosing the abuse.

To equip CII staff members and volunteers with information necessary to recognize abuser characteristics and grooming behavior, CII requires all staff members and volunteers to complete Sexual Abuse Awareness Training from a reputable vendor (e.g. MinistrySafe or comparable). This Training will be renewed every two years.

STEP TWO: Screening Process

Staff members and volunteers are required to complete the CII Screening Process, which includes:

- Employment Application (staff members only)
- Safety Application
- Face-to-Face Interview
- Reference Checks

**A volunteer must attend CII for six months before being eligible to serve in positions providing access to children, students or vulnerable populations.*

STEP THREE: Policies & Procedures

Staff members and volunteers are required to review the policies contained in this manual and sign the last page, indicating that he or she has read and understood the material and agrees to comply with policy requirements.

STEP FOUR: Background Check

CII requires that all staff members and volunteers working or volunteering in children or student activities or programming undergo a Background Check. Depending upon position, differing levels or intensity of Background Check may be required. Individuals who have committed sexually-oriented or sex-related crimes may not serve in any area providing services to children or students. In addition, certain other past criminal acts *may* preclude an applicant from serving minors.

Child Safety Policy

ABUSE TOLERANCE

The church in Irving (CII) supports and maintains a **zero-tolerance** policy concerning child abuse and neglect. It is a violation of Texas law for any staff member or volunteer to physically, sexually, or emotionally abuse or neglect any child participating in CII programs. It is the responsibility of every staff member and volunteer at CII to act in the best interest of all children in every program.

Under Texas law, any person who has reasonable cause to believe that a child's physical or mental health or welfare has been adversely affected by abuse or neglect has a legal duty to report it immediately to the proper authorities. This includes sexual abuse.

Additionally, in the event staff members or volunteers observe any inappropriate behaviors (i.e., policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse (physical, emotional, or sexual), it is encouraged but not required they report their observations to their Children's Service Group Coordinators (SGC) and the Church Elders. *NOTE: In Texas, employers generally cannot require an employee to notify a supervisor or employer about a mandatory reportable incident of sexual abuse if that requirement would discourage or dissuade the employee from making the report.*

ENFORCEMENT OF POLICIES

CII staff members and volunteers who supervise other staff members or volunteers are charged with the diligent enforcement of all CII policies. Anyone working with children or students at CII is subject to the supervision and evaluation of the service group coordinators and must follow these guidelines. Violations of these policies are grounds for immediate dismissal, disciplinary action, or reassignment from a position in Children's Service Group – for both staff members and volunteers. Final decisions related to policy violations will be the responsibility of the Church Elders.

Reporting Abuse or Suspicions of Abuse

REPORTING SUSPICIOUS OR INAPPROPRIATE BEHAVIORS

CII is committed to providing a safe, secure environment for children and their families. To this end, any report of inappropriate behaviors or suspicions of abuse will be taken seriously and will be reported, in accordance with this policy and state law, to local law enforcement (or Child Protective Services) and the CII Safety Committee Chair.

An element of the safe environment referenced above includes the fostering of a culture of reporting relevant information to a supervisor or a member of the CII Safety Committee. Because sexual abusers 'groom' children for abuse, it is possible a staff member or volunteer may witness behavior intended to 'groom' a child for sexual abuse. Staff members and volunteers are asked to report *grooming behavior*, any policy violations, or any suspicious behaviors to a Children's SGC or a member of the CII Safety Committee.

REPORTING VIOLATION OF POLICY

In order to maintain a safe environment for our children, CII staff members and volunteers must be aware of their individual responsibility to report any questionable circumstance, observation, act, omission, or situation that is a violation of these policies. All questions or concerns related to inappropriate, suspicious, or suspected grooming behavior should be directed to a Children's SGC or a Church Elder.

CONSEQUENCES OF VIOLATION

Any person accused of committing a prohibited act or any act considered by the church to be harmful to a child will be immediately suspended from participation in CII Children's Service Group. This suspension will continue during any investigation by law enforcement, Child Protective agencies or CII.

Any person found to have committed a prohibited act should be precluded from future participation as a staff member or volunteer in all activities and programming that involves children, students or vulnerable populations at CII. If the person is a staff member or employee, such conduct may also result in termination of employment from CII.

Failure to report a prohibited act to the designated person is a violation of this policy and grounds for termination (employee) or removal (volunteer). Volunteers who fail to report



a prohibited act may be restricted from participation in any activities involving children, students or vulnerable populations at CII.

Staff members and volunteers should discuss immediately with their supervisor any inappropriate action or breaking of this policy and will seek counsel from the church leadership and attorney, if needed.

REPORTING ALLEGATIONS OR SUSPICIONS OF ABUSE

We report all suspected or alleged abuse or neglect of children to local law enforcement or the Texas Child Protective Services Emergency Response Hotline:

1-800-252-5400

Because many adults are unfamiliar with Texas reporting requirements and may be fearful of the process, CII utilizes a 'tandem or dual report' model, where permitted. A 'dual report' occurs when a CII CSG or Church Elder reports the suspicion or allegation *together* with the individual who saw, heard or received information causing him or her to suspect abuse or neglect.

THIS PRACTICE IS NOT REQUIRED OR INTENDED TO INHIBIT ANY STAFF MEMBER OR VOLUNTEER FROM REPORTING TO LAW ENFORCEMENT, CPS OR THE ABUSE HOTLINE *DIRECTLY*. Instead, it is meant to facilitate reporting, protect children and support individuals who may not feel able or willing to report alone.

NO PERMISSION IS NEEDED from CII before reporting to law enforcement personnel or the Child Abuse Hotline. In addition, a report may be made without involving or informing CII personnel.

While not required by state law, please report all suspicions of child abuse or neglect (or any inappropriate or 'grooming' behaviors of a colleague or coworker) to an immediate supervisor or a member of the CII Safety Committee. This request is intended to assist the church in properly protecting children involved in CII programs.

When in doubt, report.

Safety Committee

SAFETY COMMITTEE

Recognizing the importance of providing and maintaining a safe environment for children, CII will appoint and maintain a Safety Committee, which will meet once each quarter.

The purpose of the Safety Committee is to enable CII Children's Service Group to carry out appropriate activities while safeguarding program participants against emotional, physical or sexual abuse.

COMPOSITION

The Safety Committee will be comprised of the following members:

- the Elders of the CII
- the Overseers of Children's Service Group
- the Overseers of Young People's Service Group

RESPONSIBILITIES

The Safety Committee will be charged with the following duties:

1. Applying existing CII Policies and Procedures related to children's safety and risk management issues.
2. Monitoring all Children's Service Group programs for ongoing compliance with safety policies.
3. Making recommendations to the CII Board of Trustees regarding safety issues.

Children's Service Group Staff Monitoring Plan

BUILDING SAFETY

Every Children's SGC is responsible for ensuring that the children's meeting area is monitored during programming serving children. This includes unobserved monitoring of staff members, volunteers and children. No child will ever be left unattended in a meeting area or on a playground during regular programming, classes or activities.

SUPERVISION

Only parents (dropping off children), screened service volunteers, church staff members, and children are allowed in areas where children's service is occurring. All other adults should be asked for identification and immediately escorted out of the area. If questions or concerns arise related to any person in the area, a Children's SGC or security team member should be notified immediately.

Two trained, screened adults should supervise children at all times.

CII practices the *Two Adult Rule*, which requires a reasonable number of adult leaders (with a minimum of two) to be maintained when supervising children.

Avoid being alone with an individual child in any room or during any children's service program. If one supervising adult must leave a group of children, another staff member or volunteer must be notified so that the *Two Adult Rule* can be followed.

If an unusual circumstance occurs and you find yourself alone with a single child, take the child to a room or building occupied by others, or to a location easily observed by others. (Example: if a child is the last in a class to be picked up by a parent, move to an adjoining room where other staff members or volunteers are present.)

If you need to talk with a child alone, do it in the hallway or a highly visible area, or have another serving one with you.

Avoid distractions that would impact your ability to effectively supervise children and maintain situational awareness (i.e., use of cell phones, wearing headphones, etc).

After every children's service event, ensure that every room, area and restroom is checked prior to leaving.

PLAYGROUNDS AND OUTDOOR AREAS

On the playground and outdoor areas, remember to circulate, watching children during play periods, giving particular attention to areas not easily seen from all viewpoints. (Example: under slides, in corners, behind structures.)

Any two children together in an unseen or less easily viewed area should be redirected to another (more open) area of the playground.

WORKER-TO-CHILD RATIOS

CII is committed to providing appropriate supervision in all Children's Service Group programs. Accordingly, the following worker-to-child minimum ratios will be observed:

Program	Workers	Children
Preschool, 2 & 3 years old	2	12
Preschool, 4 & 5 years old	2	18
Elementary	2	20
Bible Camp	2	20

If a worker is *out of ratio* it is his or her responsibility to immediately notify the Children's SGC. Children's SGC will make diligent efforts to find substitute workers to immediately bring worker-to-children ratios into compliance with CII policy.

CHECK-IN

Any time a child has been entrusted to CII staff members or volunteers, the church incurs responsibility for the safety and well-being of the child. Staff members and volunteers must act to ensure the appropriate supervision and safety of children in their charge.

Weekly Children's Meeting:

Upon check-in, a parent, guardian or other persons designated by parents or legal guardians will sign-in with the front desk using the CII check-in system (typically by entering their phone number). If a child is not in the system, the front desk staff or volunteer will assist registering the child(ren) before accepting the child(ren) in the classroom. The parent, guardian or designated person must check out each child using the check-out system before the child is released from the CII care.

Conferences and Special Events:

Upon check-in, each child will receive a name tag, and their parent or guardian will be given a claim tag. Volunteers must check each claim tag before releasing a child at pick-up.

If a claim tag is lost, send the parent or guardian to a Children's or Event SGC, where proper identification must be shown to a staff member before the child is released. (Have the child stay in the classroom; the parent may pick up the child once cleared.)

RELEASE OF CHILDREN

Children's Service Group staff members or volunteers are responsible for releasing children in their care only to parents, legal guardians, or other persons designated by parents or legal guardians at the close of services or activities.

It is presumed a person who drops off a child or student has authority to pick up the child.

In the event staff members or volunteers are uncertain of the propriety of releasing a child, they should immediately locate or contact their SGC *before* releasing the child.

Communicating with Families

PARENTAL INVOLVEMENT

Parents are invited to observe all programs and activities in which their child is involved. However, parents who desire to participate in or have continuous, ongoing contact with their children's programs at CII will be required to complete the CII volunteer application and screening process.

Parents who leave a child in the care of CII staff members and volunteers during church services or activities will be contacted if their child becomes ill, injured, or has a severe disciplinary problem while participating in children's service programs.

Disciplinary Policies

DISCIPLINE

It is CII's policy that staff members and volunteers are prohibited from using physical discipline in any manner for behavioral management of children. **No form of physical discipline is acceptable.** This prohibition includes spanking, slapping, pinching, hitting, or any other physical force as retaliation or correction for inappropriate behaviors by children. When a child is misbehaving, follow these steps:

1. Go to the child and calmly ask him or her to stop the behavior. (Most children respond immediately and correct the behavior.) Give a warning and remind the child of class expectations, and redirect to a positive behavior. Do this individually when possible, try not to single out a specific child in a large group setting.
**When working with younger children, some physical redirection may be necessary: for example, removing a toy from the hands of a child who is hitting another.*
2. If the child repeats the action, guide him or her to a quiet place – separate from the other children – for a short but designated period of time. Stay within sight of others, and avoid being alone (or unseen) with the child.
3. Provide the child with a simple, understandable reason for the separation, and a clear explanation of your expectations. (“Georgia, you didn’t stop hitting Cole when I asked you to, so it was necessary for me to separate you from the group.”)
4. After a third time, refer to a Children’s SGC. A Children’s SGC member may inform a parent or guardian, who may be asked to become involved in redirecting misbehavior.

Uncontrollable or unusual behavior should be reported to the Children’s SGC.

NEVER...

- Yell at a child.
- Grab a child.
- Threaten a child. Always follow through with your word.
- Hit a child.
- Confront a parent in front of others.
- Openly humiliate a child in front of the class.

BULLYING

Verbal, physical or emotional bullying is not acceptable in CII Service Group programs. At the first sign of bullying in any form, act decisively, and inform your Children's SGC. There is no *harmless put-down* where bullying is concerned.

1. *First Offense*: Issue a warning to the child and a general reminder to the group that this kind of interaction is wrong. Try not to embarrass or chastise.
2. *Second Offense*: Pull the offending child(ren) from the group (in a seen or supervised location) and discuss the inappropriate interaction or behavior. Set clear parameters and behavioral goals. Let the child know that the next step is communication with an elder and the child's parents. Notify an immediate supervisor of ANY signs of bullying or verbal abuse.
 - a. Privately, but with another adult present, confirm that the child who was the target of the bullying behaviors is not in danger of continued harassment and is physically and emotionally stable. DO NOT SINGLE A CHILD OUT IN FRONT OF THE GROUP... be discreet.
3. *Third Offense*: Send the child to a Children's SGC for a phone call (or communication onsite) with his or her parent(s) and possible removal from the activity or event.

Restroom Policies

DO NOT USE OR OCCUPY a restroom stall or single-stall restroom in use by children. When possible, adults should use a restroom separate and apart from restrooms used by children during weekend children's meeting or when there are children present. No volunteer OF ANY AGE should enter or occupy a restroom stall while children are using it. When no child is present, adults (and young volunteers) are allowed in a restroom so long as there is another adult at the doorway keeping any child from entering. Only parents may change diapers.

NURSERY AND NON-TOILET TRAINED CHILDREN

- The CII does not provide childcare for nursery children or children that are not toilet trained. To be eligible for childcare a child must be in Pre-K AND toilet trained. CII staff or volunteers may not provide diapering or toilet training assistance.

GRADES Pre-K-5

If you must go into the restroom stall or single-stall restroom to check on an individual child, seek out another worker to accompany you. If another worker is not available, go to the exterior stall or restroom door, knock, and ask if the child needs assistance. Do not enter the stall or restroom.

If a child requires immediate assistance, leave the exterior restroom door open when entering the restroom area and try to verbally assist the child in completing his or her toileting activities, while the child remains behind the door of the restroom stall. Any assistance with the straightening or fastening of garments should be done in the presence of another staff member or volunteer.

If restroom use is required:

- Only *adult* female workers will assist girls in the restroom and only *adult* male workers will assist boys, unless a parent is assisting their own child.
- Only one child in the restroom at a time in a single toilet facility.
- When a worker is assisting a child, the door must not be locked, and must remain ajar. In general, children should receive the minimum amount of assistance needed based upon their individual capabilities. Encourage children to do all they can for themselves.
- All students in grades Pre-K-1 must be accompanied to the restroom by a leader according to their gender. 2nd through 5th grade children may go to restrooms alone with a restroom pass from their room.
- Be aware if a child repeatedly asks to use the restroom and stays there for unusual periods of time. Report this behavior to a Children's SGC if it occurs.
- A single staff member or volunteer should never take a lone child to the restroom.

DISABILITIES

Parents or legal guardians will change the diapers of all individuals with disabilities. If individuals with disabilities require assistance using the restroom, two staff or volunteers may assist them in the restroom.

Verbal Interactions with Children

Verbal interactions between staff members or volunteers and children should be positive and uplifting. CII staff members and volunteers should strive to keep verbal

interactions encouraging, constructive, and mindful of their mission to aid parents in the spiritual growth and development of children.

To this end, staff members and volunteers should not talk to children in a way that is or could be construed by any reasonable observer as harsh, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. In addition, staff members and volunteers are expected to refrain from swearing in the presence of children.

One-to-One Interactions with Children

Staff members and volunteers should never conduct one-to-one, unobserved meetings or interaction with children while participating in CII Children's Service Group programs. Another adult who has completed the CII application and screening process should always be present.

Sexually Oriented Conversations

Staff members and volunteers are prohibited from engaging in any sexually oriented conversations with children, and are not permitted to discuss any inappropriate or explicit information about their own personal relationships, dating, or sexual activities with any child in the program.

Sexually Oriented Material

Staff members and volunteers in Children's Service Group at CII are prohibited from possessing any sexually oriented materials (magazines, books, cards, games, images, videos, etc.) on church property or in the presence of children.

Physical Contact

CII is committed to protecting children in its care. To this end, CII has implemented a 'physical contact policy' which promotes a positive, nurturing environment for our Children's Service Group while protecting children. The following guidelines are to be carefully followed by anyone working in Children's Service Group programs:

- Physical contact in any form should be above reproach, for the benefit of the child, and never based upon the emotional needs of a staff member or volunteer.

- Physical contact in any form should not give even the appearance of wrongdoing. The personal behavior of staff members or volunteers in Children's Service Group must foster trust at all times.
- Appropriate physical affection between staff members or volunteers and children is important for children's development and is generally suitable in the church setting.

AVOID the following interactions:

- Never touch a child in sensitive areas (breasts, buttocks, genitals) even if a child has been injured in one of these areas. Never allow casual contact in these areas, under or over clothing.
- No sitting on laps.
- No hand-holding, unless part of a church-related activity or a group game.
- Never touch in anger or disgust.
- Never touch in a manner that may be construed as sexually suggestive.
- Avoid touching a child between the navel and the knees.
- Never carry a child piggy-back, or on your shoulders.
- Never place hands beneath a child's clothing to play, rub or comfort.
- Never tickle, participate in 'horse-play' or wrestle with a child.

Do not force physical contact, touch or affection on a reluctant child. A child's preference not to be touched must be respected.

Physical affection should occur only in observable locations or when in the presence of other staff members and volunteers. It is much less likely that touch will be inappropriate or misinterpreted when physical contact is open to observation.

Staff members and volunteers are responsible for protecting children under their supervision from inappropriate or unwanted touch by others, including other children.

Inappropriate touch and inappropriate displays of affection are forbidden. Any inappropriate physical contact, touch or display of affection should be immediately reported to a Children's SGC or the Church Elders.

Any inappropriate behavior or suspected abuse by a staff member or volunteer must be reported immediately to a Children's SGC or the Church Elders.

Electronic Communication

All communication with children must be above reproach and indicative of healthy boundaries. As with any communication, the content of any electronic communication should be readily available to share with church leadership or a parent.

TEXTING

Texting between staff members or volunteers and children is not permissible.

COMMUNICATION APPLICATIONS

It is not permissible for staff members to use ministry or personal accounts to direct message children.

PERSONAL SOCIAL MEDIA

Staff members and volunteers must maintain a high moral standard in social media presence. Inappropriate social media content may be a basis for suspension from participation in children's service at CII. Please be cautious about the content of the posts on your personal social media. Please ensure that photos or videos posted on social media reflect CII guidelines related to alcohol, tobacco and modesty (dress, posture and content).

Tobacco Use

CII requires staff members and volunteers to abstain from the use or possession of tobacco products in church facilities, while in the presence of children or their parents, or during CII activities or programs, whether on campus or away. CII is a tobacco-free facility.

Intoxicants

Staff members and volunteers are prohibited from the use, possession, or being under the influence of alcohol or any illegal drugs while in any CII facility, while traveling with children, or while working with or supervising children during any CII program or activity.

Nudity

Staff members and volunteers in CII Children's Service Group should never be nude in the presence of children. In the event there is a situation that may call for or contemplate the possibility of nudity (i.e., changing clothes during a pool party, weekend or overnight retreat, etc.), a staff member/volunteer will submit a plan to the Church Elders concerning arrangements for showering or changing clothes.

Physical Appearance

Please dress in modest, comfortable attire. Please do not wear thin-strapped shirts or low cut shirts while serving. First impressions are important; please take this into consideration while serving. Please:

- No revealing swimsuits
- No revealing/form-fitting clothes
- No shirts with low necklines or that show midriff
- No short dresses, skirts or shorts

Medication

Do not administer medication of any kind to any child while serving in children's service programs, including over the counter drugs.

Transportation

Staff members and volunteers may, from time to time, be in a position to provide transportation for children. The following guidelines should be strictly observed when workers are involved in the transportation of children:

- Children should be transported directly to their destination. Unauthorized stops to a non-public place should be avoided.
- Staff members and volunteers should avoid transportation circumstances that leave only one child in transport.
- Staff members and volunteers should avoid physical contact with children while in vehicles.
- Absent an emergency, **cell phones may not be used by drivers** while transporting minors (other than navigation applications for directions). In an emergency, stop the vehicle to use the cell phone, unless a stop cannot safely occur. Texting or other cell phone use is strictly prohibited while driving.
- No drivers under age 25 may drive CII owned or rented vehicles.
- In transportation, the TWO ADULT RULE or *RULE OF THREE* must be followed.
- Transport only the number of children for whom you have seatbelts.
- Seatbelts should be worn at all times while in the vehicle.
- No one should be double-buckled.
- When required by law, younger children must be in car seats or boosters.
- Use extra caution when driving children.

Planning Group Events

When planning a group event outside of regular programming, volunteer leaders should keep parents and staff members informed of details and abide by CII policies. Some events may require a release form.

OVERNIGHT EVENTS

While rare, some Children's Service Group activities/events require overnight sleeping arrangements for children, staff members and volunteers (i.e., camp, trips, etc.). All programmed overnights must be approved by the Church Elders and receive permission from parents. No overnights are allowed on CII property unless part of a church-sponsored event.

No overnight between any church staff member or volunteer and an *unrelated* minor may occur in any context. If pre-existing family relationships exist wherein overnights may occur between 'family friends', these relationships must be communicated to a Children's SGC.

For each overnight event, Children's Service Group members must create a child safety plan that will supplement this policy document to provide specific child protection steps unique to the event (activity, travel, location, other groups present).

Statement of Acknowledgement and Agreement

I have received and read a copy of CII's Children's Service Group Policies and Procedures and understand the importance of the material in the manual. I agree to abide by these guidelines while serving or working at CII.

I understand the manual may be modified, and that any guideline may be amended, revised, or eliminated by CII.

I have reviewed the duties listed in my service group description, and I agree to fulfill these duties. I understand I may choose to end my employment or voluntary service at CII at any time (if possible, I will provide two weeks' notice to a Children's SGC).

I acknowledge and understand that the materials and guidelines contained in this manual in no way express or imply a contractual employment relationship between CII and me. If applying as a volunteer, I acknowledge and agree that I will receive no monetary compensation for hours worked.

I understand it is my responsibility to review new guidelines which may be created and distributed.

I acknowledge receipt of the CII Policies and Procedures manual.

Staff member or volunteer name (please print)

Staff member or volunteer signature

Date

*This page is to remain attached to the CII Children's Service Group
Policies and Procedures.*

Statement of Acknowledgement and Agreement

I have received and read a copy of CII's Children's Service Group Policies and Procedures and understand the importance of the material in the manual. I agree to abide by these guidelines while serving or working at CII.

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Staff member or volunteer name (please print)

Staff member or volunteer signature

Date

This page is to be signed, detached, and delivered to the Service Group Coordinator.