

LAUNCH

KIDS@HEARTLAND

hello and welcome!



Thanks for answering the call to serve in Launch. We are so excited to meet you, get to know you, and most importantly partner with you to help Launch kids into a relationship with Jesus. You may be currently serving in Launch or you might be brand new to the ministry. Either way this booklet is for you! The goal is to equip you and hopefully answer any questions that you might have about the ministry.



OUR MISSION IS TO help
KIDS KNOW WHAT
IT means to be A
CHRIST follower & LEARN
How to follow HIM in their
DAILY LIVES

this is accomplished through
transformational teaching,
engaging worship, creative programming and small groups.

what steps do I need to take to begin serving?

Everyone volunteering in Launch must complete the Child Protection Process (CPP) prior to serving.

The first step is to fill out a CPP application. Applications are available on the weekends at Launch Command Central, and at the church information desk.

Secondly, everyone 16 and over must complete an interview prior to serving. Our volunteer coordinator will also meet with you at this time to talk to you about different serving opportunities.

The third step is to attend one of our Basic Training classes. We ask that all Launch volunteers complete Basic Training within 60 days of the day they begin serving. You can register for Basic Training on our website: www.heartland.cc.

what are the different places to serve in launch?

SHOOTING
STARS

4 year olds - kindergarten

SPACE
EXPLORERS

1st grade

COMMAND
CENTRAL

kid and volunteer check-in

LIGHTHOUSE
special needs ministry

MOON
WALKERS

2 & 3 year olds

JET PACK

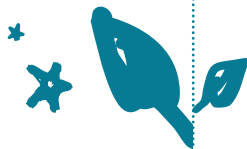
2nd - 3rd grade

G
FORCE

4th - 5th grade

LITTLE
DOPPERS

0-24 months



when do I arrive to volunteer and where do I go?

Launch volunteers arrive 45 minutes before the start of the service for our “Countdown” time! This is when you will hear important announcements for the service hour and news about the ministry. The first time you serve, please go to the Command Central desk. They will direct you to your “Countdown” area.

how do I serve if I have kids?

KidCare is a ministry that supports Launch volunteers by providing child care services on the weekends. KidCare supports volunteers in two ways:

1. KidCare will provide care for your kids in the activity room when you arrive for “Countdown.” You can check your kids in as usual, drop them off in the activity room, and KidCare staff will walk them to their rooms when the Launch check-in time begins.
2. KidCare provides care for kids four and older that have already been to a Launch service. So you can go to service, and then serve on the same day...and your kids will be in great hands!

here are a few of our policies, which are important things to know as you serve!

- 🔊 **Food and Drinks:** Please do not bring food or drinks into the rooms when you serve.
- 🔊 **Bathroom Policies:** Never be alone with a child. For the child's protection, and yours, we ask that two adults over the age of 18 that have completed the basic training class take children to the bathroom.
- 🔊 **Diapering Policies:** (Little Dippers and Moon Walkers) The team leader will determine the volunteers that will change children's diapers during the service.
- 🔊 **Photo ID Tags:** Once volunteers complete basic training, they will be issued a photo ID tag. Please wear this tag when serving on the weekend.
- 🔊 **Computerized name tags:** Everyone in the rooms (volunteers and kids) MUST be wearing a computerized nametag at all times.
- 🔊 **Check in and Check out:** The team leader at each service determines who checks kids in and out of the rooms. Please do not check kids in or out for any reason if you have not been asked by the team leader to do this.
- 🔊 **Photos:** Please do not take pictures of the kids in Launch for any reason.
- 🔊 **Cell Phones:** Please do not use your phone during the hour you serve.
- 🔊 **Illness:** We ask that you do not come in to volunteer if you have been ill within the past 24 hours. Contact your coordinator as soon as possible so that they can find a replacement.



anything else I need to know?

- ✓ **Come prepared:** All volunteers who work in rooms with kids 2 and older are emailed the lessons the week they serve. Please take some time to look through the lesson before arriving on the weekend.
- ✓ **Bringing Friends:** We place a high priority on our children's safety and security. Because of this, all volunteers must complete the Child Protection Program process before serving. Friends and family (even youth volunteers) who have not completed this process will not be allowed to serve with you. If you would like to invite someone to serve with you, that's great! Please pick up a volunteer application at Command Central, or contact one of our staff members.

anything else I need to know?

- ✓ **Attending service:** In order to give our very best to the children and families, we trust that all volunteers are attending an age-appropriate worship experience every week/weekend. Many volunteers attend a weekend worship experience and serve at the other service on the same day. Our junior high and high school volunteers may attend Genesis, or Alpha Delta during the week and serve in Launch on the weekend.
- ✓ **Calling off:** If you are unable to make it to serve at your scheduled time, please contact your coordinator as soon as possible to let them know. Calling in at the last minute can have a negative impact on the ministry. Please give two weeks notice if you have a wedding, vacation, or another event planned in advance. If you are ill, or if there is an unavoidable circumstance, please call or text your coordinator as soon as possible. You are an important part of the team and we are counting on you! (Please see the staff information list at the back of this booklet for contact information.)

staff contact information

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