

Volunteers' Handbook 2023



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Location of LH here

This handbook was last updated on **DATE**

There are additional policy documents and “how to” information posted in the Tool Box at www.lighthousecentral.org.

Lighthouse is a faith activity and our prayer is vital. Please try to get Lighthouse on the prayer agenda of your church and to pray faithfully for all our volunteers, for the children and for God’s blessing over the whole week.

Contact details:

Lighthouse Central
Bridge House
Station Approach
Great Missenden
Bucks, HP16 9AZ

email: yourlighthouse@lighthousecentral.org

website: www.lighthousecentral.org

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1. What Lighthouse is About

Lighthouse is a holiday week for children run by Christians from local churches. As Christians we believe that the Bible is God's word to us. That is, it shows us how to live and, above all, that God sent His son, Jesus Christ, into the world to die, so that our sins may be forgiven, and to rise from the dead, so that we might know Him. We know from our experience that God is able to provide a peace and a hope that cannot be found elsewhere.

At Lighthouse our aim is for children to discover God's amazing love for us all. We aim to present God the Father, Son and Holy Spirit, to allow children to explore the Bible and to give opportunities for them to accept Jesus as their Saviour and special friend.

It is our clearly stated aim that no child should be harmed, or endangered, whilst at Lighthouse. It is important that all helpers should read the sections on *Safeguarding* and *Guidance for Volunteers* in this handbook. We rely on the care and vigilance of all our helpers to ensure that children are kept safe from harm.

Lighthouse began in Great Missenden and Prestwood in 1987 and has grown steadily since. We are immensely grateful to the schools who give permission to hold Lighthouse on their sites, and for the help they have given at every stage. It is up to every single person to make sure that we are welcomed back again next year!

Lighthouse provides buses to Lighthouse Cressex and Lighthouse High Wycombe from some parts of town to give access to children without transport.

The Fresh Café youth programme (or an equivalent) is offered at some Lighthouses. Please see the Events section under 'Find My Lighthouse' on the Lighthouse website to see which days it is running for a specific Lighthouse. Fresh Café is available for young people aged 11 to 17 helping at Lighthouse.

2. The Lighthouse Day for Children

A detailed timetable and site map will be issued at final briefings.

Children spend most of the day in their own year-group under the supervision of an Age Group Leader (AGL). Within each age-group they are split further into small groups of 10-15 children called Lighthouses. Each Lighthouse is run by a Lighthouse Keeper (LHK) with one, or more, younger helpers called Lamplighters (LL). Each day at Lighthouse has the same basic shape:

- At the start and end of the day all the children gather in the Main Marquee/Hall for the mainstage session including the daily theme, worship songs, competitions and games.
- The rest of the day is split into five 30-minute sessions – 2 x Discovery (teaching), drama, craft and games – plus lunch.

- The 4s have their own programme in a quiet part of the site, for some Lighthouses this is morning only. The 4s join everyone for the opening Main Marquee/Hall mainstage teaching session, except at Lighthouse Burnham and Hazlemere where they have a separate session.
- For those Lighthouses that have 'The Space', special needs children needing 1:1 will access 'The Space' for a morning circle time and then their main groups as far as possible throughout the day.

There is a separate morning programme for parents and toddlers for Lighthouses that provide this.

3. Summary of Roles and Responsibilities

There are lots of different roles at Lighthouse. There is a full list, including briefs at www.lighthousecentral.org. Here are some to give an overview:

Trustees	<ul style="list-style-type: none"> • Overall Management of Lighthouse • Overall responsibility for Safeguarding Policy enforcement
Age Group Leaders (AGL)	<ul style="list-style-type: none"> • Co-ordinate activities for year-group. • Work with Age Group Teachers to implement teaching programme for year-group. • Lead and support Lighthouse Keepers and Lamplighters in year-group.
Age Group Teachers (AGT)	<ul style="list-style-type: none"> • Prepare and deliver two whole-year Discovery sessions each day. • Review the provided teaching materials for Lighthouse sessions and enable Lighthouse Keepers to use these materials with children.
At Lighthouse High Wycombe and Marlow there is no distinction between AGLs and AGTs. At Lighthouse Cressex, the teaching is done by a separate team.	
Lighthouse Keepers (LHK)	<ul style="list-style-type: none"> • Oversees a 'Lighthouse' of 10-15 children throughout the week. • Work with the AGL/AGT to deliver Discovery sessions each day. • Support and manage Lamplighters (assistant leaders) in group.
Lamplighters (LL)	<ul style="list-style-type: none"> • Assist Lighthouse Keepers in looking after children in group throughout the week.
Special Needs Helpers	<ul style="list-style-type: none"> • Work 1:1 with a child to help them access Lighthouse

Teaching Co-ordinator	<ul style="list-style-type: none"> • Plans teaching themes for the week. • Works with Age Group Teachers to implement themes for teaching sessions suitable to each year-group.
Craft Co-ordinator	<ul style="list-style-type: none"> • Plans craft programme consisting of one session each day for each year-group. • Leads crafts team.
Drama (Performing Arts) Co-ordinator	<ul style="list-style-type: none"> • Plans Drama programme consisting of one session each day for each year-group. • Leads Drama team.
Sports Team Co-ordinator	<ul style="list-style-type: none"> • Plans games programme consisting of one session each day for each year-group. • Leads games team, which delivers the games programme. • Organises sports team to help with volunteers' children at the beginning of the day, taking the children to their groups after the early morning volunteers' meeting.
Music Co-ordinator	<ul style="list-style-type: none"> • Selects appropriate songs for the week. • Organises music, copyright etc. for the band. • Leads band which delivers worship for main stage each day.
Stage Team Co-ordinator	<ul style="list-style-type: none"> • Leader of the team that prepares and delivers the main stage sessions.
Site Manager	<ul style="list-style-type: none"> • Liaises with school staff to plan in advance for site layout and managing the site for the week. • Liaises with outside suppliers / contractors on all matters regarding site. • Ensures that all health and safety requirements are met. • Organises stewards, site crew and security for smooth running of programme.
Site Crew, Stewards, Security	<ul style="list-style-type: none"> • Work with Site Manager to ensure smooth running of programme on-site. • Carry out a range of stewarding, maintenance and DIY tasks during Lighthouse week. Can be part-time or full-time.
Techies Team Co-ordinator	<ul style="list-style-type: none"> • Co-ordinate the sound and stage at Lighthouse.

Helpers' Refreshments Co-ordinator	<ul style="list-style-type: none"> • Co-ordinate the helpers' comfort zone which serves tea, coffee and squash throughout the day.
Parents Welcome Zone Co-ordinator	<ul style="list-style-type: none"> • Co-ordinate the Parent Welcome Team.
Registration Co-ordinator	<ul style="list-style-type: none"> • Co-ordinate the registration of children on arrival.
Shop Co-ordinator	<ul style="list-style-type: none"> • Co-ordinate the Lighthouse shop (and café where held).
First Aid Co-ordinator	<ul style="list-style-type: none"> • Co-ordinates first aid facilities for helpers and children.
Parents & Toddlers Co-ordinator	<ul style="list-style-type: none"> • Co-ordinates morning Parent & Toddler sessions.
Admin Co-ordinator	<ul style="list-style-type: none"> • Overall responsibility for administration during Lighthouse.
Coach Co-ordinator	<ul style="list-style-type: none"> • Co-ordinates coach escorts and manages logistics of children arriving by coach.
Fresh Café Co-ordinator	<ul style="list-style-type: none"> • Co-ordinate the team planning and managing Fresh Café.
Fresh Café Set Up Team	<ul style="list-style-type: none"> • Prepare site for Fresh Café on evening of events.
Fresh Café Event Team	<ul style="list-style-type: none"> • Assist with the running of Fresh Café.

4. Believe, Belong, Behave: Code of Conduct

Our Code of Conduct is how Lighthouse expects all our volunteers to conduct themselves at training sessions and during the Lighthouse week. Please read this carefully. If you are a Volunteer at any Lighthouse, we make the assumption you have read it and agree to fully abide by it.

TOGETHER WE BELIEVE THAT:

- Children at Lighthouse should experience the best week possible
- Every child and volunteer should be able to meet together in an open, positive and accepting environment where they are safe, valued and happy
- Their safeguarding and well-being are our Number One priority
- Lighthouse should be an unashamedly Christian week filled with fun and friendship

TOGETHER WE BELONG TO OUR LIGHTHOUSE BECAUSE WE WILL:

- Fulfil the job we have volunteered for to the best of our abilities
- Support our Team Leader to work together as a team
- Be attentive to the children's welfare at all times

- Be aware of and comply with Safeguarding practices
- Tell our Team Leader if we have any issues or concerns about a child or another helper
- Help the children enjoy themselves and join in with the various activities
- Take a break only when our Team Leader organises it and return promptly
- Read the Volunteers Handbook and understand the information in it
- Act and speak appropriately, with no bad language
- Dress appropriately including footwear, wear our red shirt and badge at all times, clearly visible, not covered up and no fashion statements (no bare midriffs, wearing shirts off the shoulder, builder's bums, very short skirts or shorts)
- Be on time for all meetings including any before Lighthouse
- Not use our mobile phones except during breaks and never photograph or film a child or take a photograph of any helper without their permission
- Not smoke or bring alcohol on site

TOGETHER WE BEHAVE:

Towards others as we expect them to behave towards us

- With respect
- Politely
- Responsibly
- Safely
- With care, kindness and love

5. General Information for ALL Lighthouse Volunteers & Helpers

Morning Meeting/ReFuel – The morning meeting is for ALL volunteers (except essential security and staff looking after volunteers' children) in the Main Marquee/Hall. This meeting is important for our spiritual and practical preparations, and is not optional! Please arrive promptly *at 9.00 a.m.*, ready to begin worship. During this meeting, there are special arrangements for volunteers' children of Lighthouse age – please refer to the site map for venue.

Refreshment (Comfort) Zone & Pastoral Care – The volunteers' refreshment zone serves tea, coffee and squash throughout the day. Activity teams can take breaks as directed by the Team Leaders. LHKs and LLs have a short break during Drama and Games sessions as directed by AGLs. Lighthouse provides pastoral cover for any helpers (young or old) who find that they need help or would value prayer for personal issues during the week, and someone from the pastoral support team can be contacted via the office or the "spiritual room/Prayer Tent".

Child Safety & Protection – Please make sure that you wear your official Lighthouse badge and T-shirt at all times. Your t-shirt must be on top of other clothing (e.g. other shirts) so that it is visible. Be ready to challenge (firmly, but politely) any adult without a badge, especially anyone spending a long time staring at the activities going on, trying to talk to the children / younger helpers, or doing anything else which you think is suspicious; or notify Lighthouse security, the site manager or AGL.

Please read and note the sections on Safeguarding / Guidance for Volunteers/ Behaviour Policy guidelines later in this manual.

Leaving site – No volunteer or child should leave site without clearance from their AGL. If you are not part of a year group, then speak to your team co-ordinator. If a child needs to leave the site, AGLs, please co-ordinate with the Admin team so that a phone call can be made to the child's parent/guardian. If you are less than 16 years old, for legal reasons we need you to stay inside the Lighthouse boundary fence or tape at all times.

First Aid – Qualified medical staff will be present in the medical area. Please be aware of qualified First Aiders in your teams. Children who are injured, or unwell, should normally be taken to the First Aid area.

Incident Book – AGLs and the site office will each have an incident book in which to record anything serious that happens during the day and whether it affects a child or a helper. This does not apply to First Aid, as the First Aid team will make a record, one copy of which will be sent home with the child and one will be kept by LH. The incident books need to be kept with the AGL at all times as they may contain confidential information. A copy of the report should be given to the parent at the end of the day. At the end of the week these books should be returned to the site office who will return them to Lighthouse Admin.

Dress and general conduct – We ask that all helpers at Lighthouse act, speak and dress appropriately. For example, no bare midriffs, wearing shirts off the shoulder, builder's bums, miniskirts or other fashion statements! Please don't decorate or cut the provided helpers red T-shirts (or other Lighthouse clothing). Replacing them annually is expensive, and they are primarily a security measure. Shoes should always be worn on site.

Don't feed the children! – If you want to give your group a "treat", please check with the AGLs. From experience, we have learnt to be very cautious about food allergies, etc. For some children, merely handling some types of food can cause illness. Please don't bring any nuts to Lighthouse as some of the other children who attend can have severe allergic reactions.

Mobile phones and photography – Please do not use mobile phones on site except in the Refreshment Tent and wait until a break. Due to Safeguarding issues, **no photography of children** is allowed. General pictures for the web site and publications will be taken by a

nominated photographer on behalf of the Lighthouse. This is a necessary precaution for everyone's protection.

Appreciation and commitment - Each year Lighthouse gets wonderful feedback and appreciation from children and parents thanks to the effort and enthusiasm of our helpers. Please remember that this is a holiday week for the children, not the helpers! Do support each other in your Lighthouses and other teams; don't leave other team members to struggle on alone. *If you need to leave the group at any time, make sure that your children are cared for and that someone else knows where you have gone.*

Electrical testing – If you need to use any electrical equipment (CD player, etc.) that plugs into mains electricity, please take it to be safety tested by the Techie team BEFORE you use it. Even if it is brand new!

Smoking – No smoking on site please.

Chewing gum – Please dispose of chewing gum thoughtfully in the bins provided, not in the toilets!

Cars and bikes – No cars, motorbikes, bicycles, or other vehicles are allowed on site except during set up and break down, except with the Site Manager's permission. Please use the parking areas provided.

6. Lighthouse Registration & End of Day

6.1. Volunteer Registration

There will be a register for volunteers at the entrance to the site. Please sign in/out as you arrive/leave. On some sites the sign in/out may be done with a scanner using your barcoded badge. This is particularly important so that we know who is on site in case of fire.

6.2. Children's Registration

Parents will be sent their registration documents by email or post according to the local Lighthouse policy. If sent by email, parents will be instructed to print their registration documents before they arrive at Lighthouse to avoid delay.

The registration documents include:

- a registration form with the child's details to be handed to the AGL when they arrive in their age group for allocation to a Lighthouse.
- bar-coded entrance and exit tickets for each child for whom they are responsible (one set for each day).

On arrival, children come with their parents to the Registration Point(s). There will be a 'Fast Track Check-In', which can be used by any child with a registration form and bar-coded entrance ticket. There will also be a check-in for children for people who have not printed or lost their registration documents, and other enquiries.

Children will be welcomed by a team of LLs and taken to the marquee/room where their age group is based. Here they will meet their AGL and LHKs. On Monday AGLs will allocate children to individual groups. Parents may be allowed to accompany their children on Monday to assist the 'allocation to group' process where this is necessary.

Children's badges will be provided for each age group and should be laid out in advance so that they can be picked up by LHKs/LLs once children are allocated their group.

AGLs, please be aware that occasionally children turn up at the wrong Lighthouse and/or the wrong age group. If a child is not on your age group register, please DO NOT accept them as the AGL in the group where they are expected will be told they have arrived on site, but will not be able to find them! Please refer the child and parent to the site office; they may be able to transfer once the administration team has established that this is acceptable to all parties.

LHKs will be given a blank form for the week to fill in the names of their children and to confirm their attendance day by day. They should use this list throughout the day to check that they still have all their children with them. This will also be checked by the AGL against the list of children provided by Admin prepared using the bar-coded entrance tickets. AGLs – if children have registered at Lighthouse but are not in their Lighthouses, please contact the site office immediately.

Special needs children will go through registration as normal; if they are accessing 'The Space' then their parent will have a laminated card with their child's name written on it. This card will allow the parent, child and siblings to fast track the registration queue where necessary, especially if waiting is difficult for their child with special needs.

Children accessing 'The Space' get dropped off and collected from there. There will be volunteers from 'The Space' with signs waiting alongside the LL from all the other age groups; they will pick up any special needs children and escort the child and their parent to 'The Space' each day. At Lighthouse Burnham, the team for special needs children is called 'Beehive'.

There is a representative of First Aid at registration to take medicines as appropriate and to answer any queries from parents. Sick children should not be sent to Lighthouse and the parents have been notified of this in the documentation. A form is filled in by the parents for any children requiring medicines during the day - dosage, permission, storage, what happens at the end of the day etc. Inhalers and Epipens will always be kept with the Lighthouse, or by the child themselves, if they are deemed old enough and responsible by the parent. Other medicines will be kept by First Aid, either in the First Aid room or the fridge if appropriate.

6.3. Children's End of Day

Parents who arrive early will not be allowed into any marquee/room until they are invited in to collect their child/children.

As well as entrance tickets, parents will be issued with five collection tickets for each child for which they are responsible (one for each day). The parents will have clear instructions that if they do not have their collection ticket, they are likely to be delayed. They may give the collection ticket to another responsible adult to pick up their child if they wish.

AGLs will ask parents to queue up, and will control the flow of adults with tickets into the tents/rooms. Even in a large group of children and volunteers, a parent will identify their child relatively quickly (after Monday it will be faster if you sit in the same place). When the adult arrives at the group to pick up their child, LHKs and LLs check, but do not take the collection ticket before letting the child go. Ask the adult collecting the child to initial the register. AGTs stationed at exits will re-check and collect the ticket before letting the child and parent/guardian leave the tent. All available staff (Techies, Craft, Security, etc.) are expected to help supplement security by joining AGLs and AGTs at the entrance/exits to marquees/rooms.

Adults without a collection ticket should be asked to wait outside the tent or room until the rush has ended. At this point, AGL and AGT, please confirm the identity with the child, and issue a substitute collection ticket only if you are totally satisfied that it is safe to do so. Otherwise, please escort the child to the site office so that a telephone call can be made to the contact numbers we have on the database.

Details for children arriving and leaving on coaches will be given on-site at the final briefing session as part of the site dedication event.

7. Notes for Lighthouse Keepers & Lamplighters

Children spend most of the day in their own age group under an Age Group Leader (AGL). Within each age group they are split further into small groups of 10-15 children, called Lighthouses. Each Lighthouse is run by a Lighthouse Keeper (LHK) with one, or more, younger helpers called Lamplighters (LL). **You are at the heart of Lighthouse.**

Your job is to care for the children in your Lighthouse throughout the week. This entails:

- Meeting them at Registration and taking them to the marquee/hall for Mainstage.
- Counting them (before and after moving from place to place).
- Going with them to the various activities.
- Helping and joining in with the various activities.
- Helping them to enjoy themselves, and being attentive to their welfare.
- Eating with the children at lunch.
- Providing drinking water as necessary.
- Taking them to the toilet, where necessary.

LHKs, it's helpful to give specific responsibilities e.g. one LL responsible for the water and the other responsible for the children's workbooks.

Be prepared to help and join in with all the activities (drama, games, Discovery, craft) under the direction of the Team Leaders. There are more notes on the various activities further on in this handbook. LHKs and LLs have a particular role in the Discovery sessions, using materials and activities planned by the AGL and Teacher to reinforce the teaching theme through the small groups. This is a particular opportunity to get to know the children and build relationships with them.

What You Need To Bring – On the first day each LHK should bring a LARGE, sturdy box to store the lunchboxes for their Lighthouse and rugs / blankets for the whole Lighthouse to sit on. Each LHK will also need to bring a large, shallow, and stackable fruit box to hold their group's craft. Your Lighthouse also needs a banner indicating the age and name of the group, e.g. lion or twix, for the Lighthouse to follow when moving between activities. At Marlow these are provided to the LHKs.

All LHKs and LLs should bring: a watch, a notebook, a Bible where possible, plenty of pens and pencils, tissues and/or wet wipes, a water container, a pair of scissors, bum-bag or shoulder bag and very importantly, this HANDBOOK! A hip pocket sized piece of stiff card (12 x 9 cm) with the timetable written on one side and the names of your group on the reverse is very useful.

Break Time – For LHKs and LLs this is during *Games* and *Drama* sessions for their age group, at the direction and discretion of the AGL/LHK. During each of these sessions, half the helpers take a *15-minute break* and then swap with the other half, without disturbing the session. There is a Refreshment (Comort) Zone especially for helpers with free coffee, tea and squash. There may be an opportunity to have a short break at lunchtime if you team up with another Lighthouse.

Toilet runs – Volunteers must never be alone with a child. This is for your protection (from allegation) as well as theirs. Wherever possible, encourage the children to go to the toilet between sessions. Otherwise, where individuals need to go two volunteers must accompany the child. AGLs, we suggest that you arrange individual Lighthouses to "team up" so that one LL from each Lighthouse can do the toilet run at each occasion.

Children arriving by bus - In the morning they will be taken through registration by their bus escorts and then join the other children outside waiting to be taken by LLs to their Lighthouses. At the end of the day, each AGL will send their bus children with an appropriate number of LLs to the agreed coach assembly point.

Remember, if you have a problem of any kind that you cannot cope with, your AGL is there for you to turn to.

8. How to support children with Special Needs

All children are individuals and will need different amounts of help to engage in the activities at Lighthouse. Even children with the same type of special needs will be very different and it is important that you respond to their individual needs.

Clear instructions, given one at a time, will help every child to listen more carefully to what you're saying.

Clear boundaries will help children to know what they can and cannot do. For example, we're not allowed to run now but you can run in our games session. Make sure the children know what is expected of them- for example when they need to sit and listen. You can use words like 'Now' is time to sit and listen 'Later' you can play with your friends.

Rewards help every child to engage, particularly children with behavioural problems. You could try giving children stickers and aim to getting 10 stickers for a prize at the end of the week.

Praise and Encouragement is good for every child. If you have a particularly difficult child make sure you always encourage them when they do something good (no matter how small this is).

ADHD – Attention Deficit Hyperactivity Disorder means that a child will have difficulty concentrating and may find it hard to sit still.

ASD – Autism Spectrum Disorder means that a child will have difficulties in social communication skills, this means an unstructured environment can be very scary. It can help to tell children with ASD exactly what's happening in the day, and give them five-minute warnings before they have to change activity.

Downs Syndrome – Children with Downs Syndrome have particular outward features that identify their disability. Children with Downs Syndrome often take a little bit longer to learn things than other children, this means they may need a bit more help to carry out activities.

Sensory problems – Everybody experiences the world through their senses. Some children find the information their body gains about the world around them difficult to process. This means they might not take in what you say to them straight away or may run around and jump up and down as a way of helping them process information.

9. Notes for Lighthouse Age Group Leaders and Age Group Teachers

AGLs will be issued by email:

- A database report of the special needs of children in their groups. Please treat this report as confidential, but pass on necessary details to LHKs and LLs.
- A list of children expected, and who have registered on each day

- Blank registers for Lighthouses to use
- Allocation sheets to assist in the allocation of children to groups on Monday
- Substitute child collection tickets to issue to parents who have forgotten to bring their tickets after the necessary checks

Preliminary database reports will be sent weekly by email from the Lighthouse database, but are subject to change as allocation of places continues up to the beginning of Lighthouse as some children drop out, and others on the waiting list are given places.

If you do not have facility to print reports at home, please contact your Admin team.

Any reports that you print out **MUST** be treated as confidential and securely destroyed when no longer needed

The Admin team will issue you with an incident book on site before Lighthouse.

AGLs please do not brief LHKs and LLs in front of the children, especially if there is something to discuss that “we need to improve on”!

For consistency, all Lighthouse age groups from the 4s through to the 10s are required to follow the main theme of teaching for each day as agreed by the Lighthouse Trustees.

How these are applied is down to the individual age groups.

10. The Lighthouse Discovery (Teaching) Programme

10.1. Teaching Notes and Aims

Teaching notes will be shared in the meetings before Lighthouse. It’s important that you become familiar with the stories and teaching aims. Then take some time to pray, it can be simple and not long, just ask ‘what does God want to say to your Lighthouse through you and the teaching material?’ Ask Him to guide you as you lead the children through the week.

10.2. The importance of following and guiding the children

Knowing the material is vital because it’s down to you to bring the message of the day home. To take it to a personal level and help them apply that directly into their life situations. We will provide worksheets in the activity books along with the puzzles and pictures. These worksheets will help you to take the children through the day’s teaching and find how it is meaningful for their lives.

Remember what the main points are for each day and what you see God is trying to say to them. Your goal for your Discovery session is that the children understand the main point of the day and what it means for them. Think carefully about the main points. Do you have any stories and experiences from your or your family’s life that would apply?

Personal application is quite important as it demonstrates that the point being made also works in our lives. Asking the children questions can be helpful to them. What do you

think ___ means? Can anyone tell me when ___ can help us? Where and when can we use this in our lives? Tailor your questions to get the children to the place where they understand the main point of the day. The worksheets will be handy here as some of them will be conversational and question based. Think about other volunteers in your group. Make sure everyone gets an opportunity to contribute.

Pray for the children and don't be afraid of praying with them. It's a good idea to set the scene by using prayer, open up and close your chat about the teaching by saying a simple prayer; you could even encourage the children to pray. There are lots of ways to make prayer fun, just think that prayer is not a monologue, but rather a creative and interactive conversation. Prayer within the group should include everyone. Do not force a child to pray, but insist that if they choose not to pray they must respect those who do. They do this by being quiet and still when the rest of the group are praying.

11. Discovery (Lighthouse Group) Sessions

The afternoon Discovery session is a time for the daily teaching theme to be reinforced through a variety of activities. It is a time when relationships can be built within the Lighthouse.

With direction from the AGT the LHKs and LLs lead much of the session within their group. It's a good opportunity to talk with the children about the theme. To find out what it means to them, help them explore it and apply it using the various activities offered. It is also a good opportunity to talk with the children about believing, trusting and following, in ways appropriate to the Age Group. LHKs and LLs should have some easy and fun small-group activities up their sleeves (for example, on the first couple of days something to help the children learn each other's names) that can be done quickly within the space and without creating undue disturbance to their groups.

Each child has a workbook to use during the Lighthouse sessions, which contains a summary of the drama and daily activity materials appropriate to the child's age. Workbooks should be kept by LHKs through the week and given to children on Friday (or the last day the child is known to be attending) as a permanent reminder of the week.

The 10+ Lighthouse sessions are workshop-based.

12. Other Lighthouse Activities

12.1. Mainstage

At the beginning of the day we all meet in the main marquee/hall for a mixture of songs, games and the day's theme. At lunchtime the 4s have songs before going home. At Lighthouse Burnham and Hazlemere the 4s have their own mini mainstage. At Marlow, Princes Risborough and Wycombe the 4s have a full day programme.

The Stage Team rely on LHKs and LLs to set an example to the children by not talking and concentrating on what is happening on stage. Please help them to keep the children

focused; a gentle tap on the shoulder and a 'Shh' is normally all that is needed. Other teams please don't talk around the edge of the tent. If you need to have a conversation, please leave the tent or hall. Please note, if you are in the mainstage session, taking part is obligatory – doing the song actions is not optional!

The Stage Team will plan to start and finish on time according to the programme. They are allowed to overrun in special circumstances when they feel that it is important to allow more time for what God is doing in the session. If this happens, then the following session is shortened to make up the time.

Please note that the stage, backstage and the band area are out of bounds. Please keep children and parents out of these areas.

During mainstage the main marquee/hall can be crowded. Please ensure the fire exits are kept completely clear.

12.2. Drama

Each day 5-9s have one session of Drama. 10+ have their own activities.

Depending on the Lighthouse 10+ may have Drama as a double session every afternoon, working towards a 'show & tell' session to their Age Group on Friday.

12.3. Craft

Craft is always one of the children's favourite sessions and you do not need to be particularly talented to take part, because the activities are designed to be simple enough for children to carry them out with minimal assistance and clear instructions are always provided. Please note that the craft programme depends on participation of LHKs and LLs to help children complete their project in the time available.

Please note the special arrangements for the different Age Groups.

12.4. Craft with the 4s

The 4s have a craft as part of their activity each day.

12.5. Craft with 5-9s

In these age groups, there is a different craft activity available each day. On the Monday the LHKs and LLs should bring their Lighthouses to the Craft Marquee/room where they will be allocated a table to use throughout the week.

All LHKs and LLs will need to stay with their Lighthouse throughout the craft sessions. A Craft Table Head will be responsible for demonstrating the craft, but often children, especially the younger ones, need assistance to complete the craft. Others may require an additional activity, which will be available, if they finish early.

Each LHK will need to bring a large, shallow, and stackable fruit box to hold their group's craft. This should be clearly labelled and taken away at the end of each session.

Alternatively, they may be stacked at the end of the Craft Marquee/room if it is more convenient. However, it should be noted that LHKs/LLs are responsible for collecting the box before the end of the day, so that the children can take their craft home each day.

12.6. Games

A programme of sports and games has been organised for the week. Each age group will attend one session each day. All children should be encouraged to participate. Children who do not want to join in can watch.

To avoid badges getting caught, please encourage children to wear badges under their shirts during the games sessions.

The Sports team also help to look after volunteers' children at the beginning of the day.

13. Our Policy for Managing Behaviour

Within Lighthouse and Fresh Café there are standards of behaviour that everyone is expected to observe:

- Children may not hurt themselves, hurt others, or damage equipment or surroundings.
- Smacking or hitting a child is NEVER acceptable at Lighthouse.
- Our overall aim is to encourage good behaviour through praise and rewards (e.g. stickers etc.)
- We will ensure that all children understand how they are expected to behave. Some children may need several reminders and appropriate early intervention by volunteers.
- Should children continue to exhibit unacceptable behaviour, the LHK will talk to them and say why that behaviour must stop. This will be done as calmly as possible and without humiliation.
- Should further action be necessary, a child should be temporarily separated from friends, or whatever is encouraging the difficult behaviour. They could be moved to a different place within the group, perhaps next to a LL or LHK.
- If the problem continues, the AGL should be involved to talk to the child and reinforce what the LHK has said.
- The next step would be for the child to be removed from the whole activity and to sit at the side and watch for a period.
- Finally, they will be given a warning that if their behaviour does not improve, they will be sent home from Lighthouse. If they are given this warning, the AGL will talk to their parent/carer at the end of the day and agree that if the unacceptable behaviour continues, the child will be sent home and will not be able to return to Lighthouse.

- If a child's behaviour is causing immediate harm to themselves or others, leaders from the management team will restrain the child to keep them safe. This will only be used as a last resort. Parents of children needing restraint will be called immediately and the child will be sent home. Appropriate documentation (incident form, letter to parents) must be filled in following restraint, copies will be kept by the office in line with the data protection policy.

The above policy is to give an idea of the procedure in dealing with unacceptable behaviour. As LHKs get to know the children in their group they will know how to apply these steps in the most appropriate way for each child.

The Quiet Area is available for children who are over-tired, or over-excited. This, however, should not be used as a disciplinary measure.

14. Guidance for Volunteers

14.1. Keeping safe

We will do all we can to ensure that children and young people are treated with respect, as individuals. The welfare of the child is paramount. The following recommendations provide a framework within which children should be safe from harm, and adults protected from false allegations or temptation.

Do treat all children and young people with respect.

Do watch your speech, tone of voice and body language.

Do praise and encourage the children.

Do set clear boundaries for children and make them aware of the consequences of stepping over those boundaries. (See the Lighthouse policy on behaviour.)

Where possible there should be a gender balance among volunteers.

Don't invade a child's privacy whilst washing or toileting. Younger children may ask for help with clothes. If they can manage on their own then respect their independence.

Don't play rough, physical, or sexually provocative games. *Don't* give piggy backs, swing the children, or let them use you as a climbing frame. Accidents do happen and a child could get hurt, and so could you.

Don't be sexually suggestive about, or to, a young person, even in fun.

Don't touch inappropriately, or intrusively.

Don't scapegoat, ridicule, or reject a child or young person.

Don't show favouritism to any one child. Some children will want to sit on volunteers' knees and hold hands. That's fine as long as one or two children don't dominate and take the majority of your attention.

Don't go outside the shared areas of Lighthouse with a child. Don't be alone with children in potentially vulnerable situations. If a one to one chat or prayer is requested, make sure you are in clear view of others.

Don't permit abusive peer activities (e.g. ridiculing, bullying, rough physical games, etc.).

Don't allow unknown adults access to children. All Lighthouse Team Members can be easily identified by their badges and RED t-shirts. No stickers on badges please.

Authorised visitors on site will be wearing Visitor badges.

14.2. A word about touch

Some children, especially younger ones, are very affectionate. Touch is part of the way we express love to others. We don't want to keep children at arm's length, but we must be sensitive and realise our responsibilities. Holding hands, or a hand on the shoulder, is often enough for children to feel you care.

15. Tips for Praying with Children

Praying is part of being a friend of Jesus and it's great to pray with the children that we are working with in the Lighthouses. Here are just a few guidelines to consider and help you when you pray with the children.

- Be friendly and encouraging.
- Don't go anywhere on your own to pray with a child. Make sure you are in clear view of others.
- Don't lay your hands on a child.
- Listen to what the children want to pray about.
- Don't laugh at or dismiss what the child/children want to pray for, even if it is for a pet!
- Speak slowly and clearly without using Christian jargon.
- Keep your prayers short and simple so that you know they have been understood.

Bear in mind that praying is allowed to be fun! At Lighthouse, we often finish our prayers with a 'Twirly Whirly' Amen. This helps the children to see that praying is exciting and will help them to want to do it more often.

Praying can take many forms; you can get the children to say their prayers; you can encourage the children to write their prayers down on paper and 'post' them to God by putting them into a box; or you can ask the children to draw their prayers. These are just examples, praying can be done in so many ways and it is great to encourage the children to experiment with the way they pray.

16. Children Who Want To Know More

We have a fantastic opportunity at Lighthouse to share the love of Jesus with children who don't know him and to help those who do, grow. The children have the opportunity to hear about Jesus and respond to what they hear. Jesus emphasises how important response is (Matthew 7:24) but this must be done very sensitively and appropriately with children.

For those Lighthouses that have a 'Coming to Faith' procedure here are the steps recommended when a child expresses an interest in becoming friends with Jesus to someone in the age group:

1. Speak to the AGL explaining that you have a child who is interested in knowing more about being friends with Jesus.
2. The AGL will arrange someone from the Coming to Faith Team to talk to the child.
3. The trained leader will talk to the child about what it means to be friends with Jesus.
4. If the child decides that they want to be friends with Jesus, and the leader feels they are ready and understand this, then the child will have the opportunity to do so and pray together with the leader.
5. If a child expresses that they would prefer not to receive a book or an email sent to their parents about their interest in being friends with Jesus, please relay this to the AGL so that no follow-up is done.
6. The child's name will be given to the AGL; they will then arrange to have a 'Coming to Faith' booklet, bookmark and parent information slip given to the child, at deregistration at the end of the day (see bullet point above for exceptions).
7. The AGL will forward the child's name to the onsite LH Office; the onsite Admin Office will send the parent/guardian an email explaining the interest their child has expressed in becoming friends with Jesus and that Lighthouse will be sending details of local churches children's programmes in case the family is not already connected to a church.

Notes: Please only use people who have been trained to lead children to faith. If, during the week, you need more people to help lead children to faith, please talk to your AGL who will know who on the management team to ask.

Some children who have already become friends with Jesus when younger may want to do so again. This is OK and it is a good opportunity for the children to recommit themselves to Jesus.

Some children may just be interested in what it means to be a friend with Jesus. However, through talking with them it may be apparent that they are not ready to make a commitment. This is fine as we do not want to put any pressure on any child to make a response to Jesus; the choice and decision is theirs.

17. Safeguarding Information

17.1. Dealing with an allegation of abuse

Abuse falls into four categories, which can be defined as follows:

1. *Physical Injury* - Any injury to a child or young person, which may be caused by a family member or other person with responsibility for their care.
2. *Neglect* - A failure to meet a child or a young person's basic needs for food, warmth, protection and care.
3. *Emotional Abuse* - The persistent, severe emotional ill treatment, or rejection, that severely affects the emotional and behavioural development of a child or young person.
4. *Sexual Abuse* - The use of a child or young person to meet an adult's sexual needs.

The most important consideration for all Team members is to safeguard and promote the welfare of the children and young people in our care. Any allegation of abuse must be taken seriously and Lighthouse has a duty to report it to the relevant statutory agencies. Allegations may come from a child, or young person, themselves and may relate to abuse from a family member, or someone outside the family that could be a teacher, youth leader, pastor etc. No group of people are exempt from being abusers.

If a child or young person begins to tell a Team member about abuse, it is VITAL that you do the following:

- Never promise to keep it a secret and not to tell anyone.
- Listen carefully but do not press for information.
- Reassure the child, or young person, that they have done the right thing by telling someone.
- Pass the information immediately to your AGL (or during Fresh Café direct to the Safeguarding Officer). This is confidential information; do not discuss it with anyone else.
- It is the responsibility of the AGL and Safeguarding Officer to write-up the information as soon as possible, using the child's own words to describe the abuse.
- During Lighthouse, the AGL must then contact the Site Office. From there, the Safeguarding Officer is responsible for any further action.

17.2. Important things to remember

- It is not the responsibility of Lighthouse or Fresh Café to investigate the truth of any allegation. This is the responsibility of the Police and Social Services.
- What has been disclosed is very confidential and should only be shared with others on a need-to-know basis. The first person to be told of the abuse may be asked to provide a statement for the Police.

- After telling of abuse a child or young person can be distressed, frightened and worried about what will happen next. They should be reassured that they have done the right thing and should not be left on their own.
- The best interest of the child or young person, and the need for the abuse to stop, comes before the interests of the organisation or the abuser.

18. Fire & Emergencies

Please ensure that Fire Exits are kept completely clear at all times.

Please, always be on the alert both in sight, sound and smell for anything that might suggest any problem. If you do detect anything, always alert Control through someone with a 'Walkie-Talkie Radio', or go direct to the Site Office and make your report. (Make sure that your children are cared for and that someone else knows where you have gone.)

If it becomes necessary to clear all the marquees and buildings, the following repeated announcement will be made in all venues with PA, and a *written message* brought directly to Age Group or Team Leaders in other areas.

ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. EVERYONE MUST VACATE ALL MARQUEES AND BUILDINGS. PLEASE MAKE YOUR WAY QUIETLY, BUT PROMPTLY, TO YOUR EVACUATION AREAS.

Children should be taken in Lighthouses to the school field beyond the marquees/buildings. It is important for volunteers to remain with their children and ensure that all are accounted for. There will be no movement of cars permitted during the emergency.

When the emergency is over, the following announcement will be broadcast.

ATTENTION PLEASE. IT IS NOW SAFE TO RETURN TO NORMAL ACTIVITIES.