

# **Volunteers' Handbook 2023**

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**24<sup>th</sup> – 28<sup>th</sup> July 2023**

**Holy Trinity Church & Hazlemere C of E School,  
Amersham Road, Hazlemere, HP15 7PZ.**

This handbook was last updated on 2/5/23

There are additional policy documents and “how to” information posted in the Tool Box at [www.lighthousecentral.org](http://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.

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## 1. What Lighthouse is About

*Lighthouse* is a holiday week for children run by Christians from local churches. 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.

We are immensely grateful to the school who gives permission to hold Lighthouse on their site, 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!

This year age groups will be a maximum of 30 children. We will use the space at Holy Trinity Church for our altogether times, and the school site for workshops and lunch time activities. You will be provided with a site map at the Commissioning Service/Team Meeting on Sunday 23<sup>rd</sup> July 2023, 2:30pm.

## 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 Key Stage group under the supervision of a Key Stage Leader and assistant leader. Within each Key Stage group, they are split further into small groups of children called Lighthouses. Each Lighthouse is run by a Lighthouse Keeper (LHK) with one, or more, younger helper called a Lamplighter (LL). Each day at Lighthouse has the same basic shape:

- At the start and end of the day there is a mainstage session including the daily theme, worship songs, competitions and games.
- The rest of the day is split into workshop sessions where children have the opportunity to take part in the teaching session for the day, a choice between sports, creative or physical and mental challenges, and a spiritual workshop – plus lunch.
- Special needs children will be included in Lighthouses. If necessary, they can access 'The Space' throughout the day accompanied by their 1:1 helper and a Lamplighter.

## 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](http://www.lighthousecentral.org). Here are some to give an overview:

Trustees	<ul style="list-style-type: none"> <li>• Overall Management of Lighthouse</li> <li>• Overall responsibility for Safeguarding Policy enforcement</li> </ul>
Key Stage Leaders (KSL)	<ul style="list-style-type: none"> <li>• Register children as they arrive daily and allocate children to their workshop streams.</li> <li>• Lead and support Lighthouse Keepers and Lamplighters in key stage group.</li> </ul>
Teaching Team	<ul style="list-style-type: none"> <li>• Prepare and deliver one teaching session per key stage group each day.</li> </ul>
Lighthouse Keepers (LHK)	<ul style="list-style-type: none"> <li>• Oversees a 'Lighthouse' of 10 children throughout the week.</li> <li>• Work to help children in their care to engage with activities throughout the day.</li> <li>• Support and manage Lamplighters (assistant leaders) in group.</li> </ul>
Lamplighters (LL)	<ul style="list-style-type: none"> <li>• Assist Lighthouse Keepers in looking after children in group throughout the week.</li> </ul>
Special Needs Helpers	<ul style="list-style-type: none"> <li>• Work 1:1 with a child to help them access Lighthouse</li> </ul>
Craft Co-ordinator	<ul style="list-style-type: none"> <li>• Work in collaboration with workshop leaders to plan the craft programme consisting of one session each day for each key stage group.</li> <li>• Leads craft team.</li> </ul>
Misc. Workshop Co-ordinator	<ul style="list-style-type: none"> <li>• Plans the miscellaneous workshop programme consisting of one session each day for each key stage group, in collaboration with workshop leaders.</li> </ul>
Sports Team Co-ordinator	<ul style="list-style-type: none"> <li>• Plans sports workshop programme consisting of one session each day for each key stage group.</li> <li>• Leads sports team, which delivers the sports workshop.</li> <li>• 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.</li> </ul>
Music Co-ordinator	<ul style="list-style-type: none"> <li>• Selects appropriate songs for the week.</li> <li>• Organises music, copyright etc. for the band.</li> <li>• Leads band which delivers worship for main stage each day.</li> </ul>
Stage Team Co-ordinator	<ul style="list-style-type: none"> <li>• Leader of the team that prepares and delivers the main stage sessions.</li> </ul>
Site Manager	<ul style="list-style-type: none"> <li>• Liaises with school staff and Lighthouse trustees to plan in advance for site layout and managing the site for the week.</li> <li>• Liaises with outside suppliers / contractors on all matters regarding site.</li> <li>• Ensures that all health and safety requirements are met.</li> <li>• Organises stewards, site crew and security for smooth running of programme.</li> </ul>

Site Crew, Stewards, Security	<ul style="list-style-type: none"> <li>• Work with Site Manager to ensure smooth running of programme on-site.</li> <li>• Carry out a range of stewarding, maintenance and DIY tasks during Lighthouse week. Can be part-time or full-time.</li> </ul>
Techies Team Co-ordinator	<ul style="list-style-type: none"> <li>• Co-ordinate the sound and stage at Lighthouse.</li> </ul>
Helpers' Refreshments Co-ordinator	<ul style="list-style-type: none"> <li>• Co-ordinate the helpers' comfort zone which serves tea, coffee and squash throughout the day.</li> </ul>
Registration Co-ordinator	<ul style="list-style-type: none"> <li>• Co-ordinate the registration of children on arrival.</li> </ul>
Shop Co-ordinator	<ul style="list-style-type: none"> <li>• Co-ordinate the Lighthouse shop</li> </ul>
First Aid Co-ordinator	<ul style="list-style-type: none"> <li>• Co-ordinates first aid facilities for helpers and children.</li> </ul>
Admin Co-ordinator	<ul style="list-style-type: none"> <li>• Overall responsibility for administration during Lighthouse.</li> </ul>
Welfare Team	<ul style="list-style-type: none"> <li>• Oversee toilet and first aid runs, take children to and from the quiet room</li> </ul>
Quiet room coordinator	<ul style="list-style-type: none"> <li>• Facilitates and oversees a quiet room for children who need time out from the busyness of the Lighthouse day.</li> </ul>

## 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 is 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. Never 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* – The morning meeting is for ALL volunteers (except essential security and staff looking after volunteers' children) in Holy Trinity Church main hall. This meeting is important for our spiritual and practical preparations and is not optional! Please arrive promptly *at 8:45 a.m.*, ready to begin. During this meeting, there are limited arrangements for volunteers' children of Lighthouse age; if your children cannot sit with you through the meeting, please refer to the site map for the Helper's Children venue.

*Refreshment Zone* – 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 workshop sessions as directed by KSL's (not during lunch). Lighthouse will provide 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.

*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 KSL.

*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 LHK/KSL. If you are not part of a Key Stage group, then speak to your team co-ordinator. If a child needs to leave the site, KSLs, 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 on site. Please be aware of qualified First Aiders in your teams. Children who are injured, or unwell, should be triaged by the KSL and taken to the First Aid area by a member of the Welfare Team if required.

*Incident Book* – KSLs 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 KSL 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.

*Don't feed the children!* – If you want to give your group a "treat", please check with the KSLs. 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* – 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.*

*Chewing gum* – Please dispose of chewing gum thoughtfully in the bins provided!

*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 church carpark and consider walking to site, or parking off site to allow more parking space for parents at drop off and pick up times.

## **6. Lighthouse Registration & End of Day**

### **6.1. Volunteer Registration**

Please ensure you scan in and out as you arrive/leave 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 are invited to collect their registration documents on site the weekend before Lighthouse begins.

The registration documents include 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 main church where their Lighthouse is based. Here they will meet their LHKs. On Monday KSLs will allocate children to individual groups as well as allocating children to workshop streams each morning.

LHKs, 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 LH register, please DO NOT accept them as the KSL 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 register with 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, particularly at the end of workshops and lunch time. This will also be checked by the KSL against the list of children provided by Admin prepared using the bar-coded entrance tickets. KSLs – if children have registered at Lighthouse but are not in their Lighthouses, please contact the site office immediately.

A trustee/qualified first aider will be present 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 a fridge if appropriate.

### **6.3. Children's End of Day**

Parents who arrive early will not be allowed into any meeting space/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.

KSLs and site team members will ask parents to queue up, and will control the flow of adults with tickets into the school. 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 check, but do not take the collection ticket before letting the child go. KS assistants stationed at exits will re-check and collect the ticket before letting the child and parent/guardian leave the school building. All available staff (Techies, Craft, Security, etc.) are expected to help supplement security at the entrance/exits to rooms/school.

Adults without a collection ticket should be asked to wait outside the classroom until the rush has ended. At this point, LHK/KSL's, 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.

## **7. Notes for Lighthouse Keepers & Lamplighters**

Children spend most of the day in their own Key Stage group under a Key Stage Leader (AGL) and Key Stage Assistant Leader. Within each Key Stage group they are split further into small groups of 10 children, called Lighthouses. Each Lighthouse is run by a Lighthouse Keeper (LHK) with one, or more, younger helper called a Lamplighter (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 their Lighthouse group.
- 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.

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 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 teaching sessions, using materials and activities planned by the Teaching Team 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 children's belongings in, rugs / blankets for the whole Lighthouse to sit on. 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.

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 *workshop* sessions for their age group, at the direction and discretion of the KSL/LHK. During each of these sessions, the helpers take a *15-minute break*, without disturbing the session. There is a Refreshment Zone especially for helpers with free coffee, tea and squash.

*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 children need to go during an activity they should be handed over to members of the welfare team who will make toilet runs and then return children to their groups.

*Remember, if you have a problem of any kind that you cannot cope with, your KSL 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 child displaying unwanted behaviour, make sure you always encourage them when they do something that does meet expectations (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 Key Stage Leaders

KSLs 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 Sunday/Monday

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.

KSLs 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 5’s 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, taking it to a personal level to help them apply it 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 the teaching 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. 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. Other Lighthouse Activities

## 11.1. Mainstage

At the beginning of the day we meet in our Lighthouses for songs and the day's theme.

The Stage Teams 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 hall. If you need to have a conversation, please leave the 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 and the band area are out of bounds. Please keep children and parents out of these areas.

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

## 11.2. Workshops

Each day the children will have the opportunity to take part in one of three activity workshops. At the Sunday registration session parents will choose which workshop they would like their child to participate in each day. KSL's will allocate children to their workshop using coloured stickers at the start of every morning. We cannot guarantee that children will get their first choice of workshop every day but we will work hard to accommodate everyone to the best of our ability.

All children will take part in a Spiritual workshop every afternoon.

LHK's and LL's will be allocated to one of the workshop streams by the KSL. They will help in these workshops each day when they are not taking their break.

The three activity workshops will be crafts, sports and a miscellaneous stream which will include dance, singing, physical and mental challenge games such as, 'the floor is lava' and escape rooms.

# 12. Our Policy for Managing Behaviour

Within Lighthouse 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 KSL 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 KSL or a trustee 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.

## **13. Guidance for Volunteers**

### **13.1. 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.

### **13.2. 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.

## **14. 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.

## **15. 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 KSL explaining that you have a child who is interested in knowing more about being friends with Jesus.
2. The KSL 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 KSL so that no follow-up is done.
6. The child's name will be given to the KSL; 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 KSL 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 KSL 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.

## **16. Safeguarding Information**

### **16.1. 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 KSL. This is confidential information; do not discuss it with anyone else.
- It is the responsibility of the KSL 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 KSL must then contact the Site Office. From there, the Safeguarding Officer is responsible for any further action.

## 16.2. 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.

## 17. 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 buildings, the following repeated announcement will be made in all venues with PA, and a *written message* brought directly to Key Stage or Team Leaders in other areas.

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

*Children should be taken in their Key Stage/ Age Group/Lighthouse to the school field if they are on the school site, or to the church car park if on the church site. 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.