



VOLUNTEER HANDBOOK
2025-26



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Mission Statement

Oasis exists to provide a fun, safe, biblically based environment during adult Central Teachings where children can respond to and grow in the truth, grace and love of Jesus.

Acknowledgement

We appreciate your commitment to the Oasis program, the children of Dwell Community Church and all visitors. Your faithfulness is essential to the success of this ministry.



General Policies and Expectations

Importance of Fellowship

Consistent involvement in fellowship is vital to spiritual growth and service. Teaching children is a role of leadership which necessitates dependence on the Lord and the support and prayer of brothers and sisters in the Body of Christ. Therefore, Oasis requires volunteers be fully invested in peer fellowship before leading in this secondary ministry role. All Christians need adequate involvement in body life (Christian Fellowship) in order to grow. If they are not fully engaged in their own peer fellowship, they won't experience the full blessings of the Christian life, nor will they be spiritually fit (see Romans 12, 1 Corinthians 12, and Ephesians 4). As members of one another and to effectively minister, our volunteers need the support, admonition, encouragement and maturity from their local body.

Lifestyle Statement

All of the roles associated with Oasis are ones that evoke admiration and scrutiny from parents, children and visitors. Therefore, it is important for the volunteers who lead and teach our children to be adequate moral examples to those observing them and to meet spiritual and moral standards.



General Policies and Expectations

Immorality Issues

All servants of God have sins and shortcomings. However, lifestyles that are flagrantly out of God's will adversely influence children and hurt the reputation of Jesus Christ and His church. If you have unresolved moral issues, such as addictions to pornography, drugs, alcohol and/or sexual immorality issues, talk with your Director or Team Leader; and, if necessary for restoration, step out of the ministry until those issues are resolved. Additionally, we expect the volunteer to self disclose if and when they fail to meet the basic requirements of active fellowship or fall into unrepentant immorality.

Vaccination Requirements

Each volunteer is required, unless by doctor's order, to be generally vaccinated. The following are required for service: DTap or Tdap, Polio, MMR, and Varicella (unless you've had the chicken pox).



Security

Volunteer Screening

The entire screening process must be completed before a volunteer is eligible to serve in the classroom. After screening is complete, the Volunteer Coordinator will assign the volunteer to a classroom and connect them with the Team Lead for orientation.

The Process:

Access and complete the volunteer application via the web (<https://dwellcc.org/student-ministries-application>).

You will be contacted by the Volunteer Coordinator within one to two weeks.

Classroom Visitor Policy

Parents are always welcome to visit their child's classroom. Any other visitor/s must first receive clearance from the Oasis CT Overseer (CTO) through a CT Director. If an adult plans regular visits, it is necessary to follow the defined screening procedures above.

Classroom Security Policy

The security system exists for the protection of the young children, staff, and the church. The parent ticket is the "claim check" necessary for the return of a child. NEVER release a child without the correct ticket. Take the parent ticket and cross check the number on the printed name tag and classroom ticket before release of the child. If the parent doesn't have the ticket, call your CTO.



Security (Continued)

Parent Alert Procedures

Parents will be alerted via text message for all classroom students. This number can be found on student pick-up ticket or student name tag.

Classroom Attendance

Attendance accuracy is crucial in case of emergency, as the classroom tickets are the only record of the children in your classroom in which you, the classroom worker, have ready access. Take the classroom tickets with you if you leave the room.

Special Events

While we encourage you to develop relationships with the children, for legal reasons, any event outside the Oasis program, i.e., outside regular meeting and class time, must have prior written approval by Oasis Program Director.

Cellphone Policy

Volunteers should refrain from using cellphones during the Oasis classroom time. Phones should not be used to show children videos or to use apps for the purpose of entertaining children. Occasionally, a volunteer may be asked to show a video to supplement the lesson. Please consider utilizing laptops, projectors, or other larger devices to show the video to the whole class.

Phones should be used in emergency situations, to contact your CT oversight if a walkie is not available, or to play music for kids.

Photography

We ask that volunteers not use cellphones to take videos or photos of students during Oasis classroom time.

We prefer volunteers to not wear smart glasses which can be used to take photos or videos. If volunteers suspect suspicious behavior involving smart glasses (e.g. they think a member may be recording kids), they should both intervene (i.e. talk to the person in question) and report it to their CTO or the Oasis Director.



Classroom Procedures

Child Registration

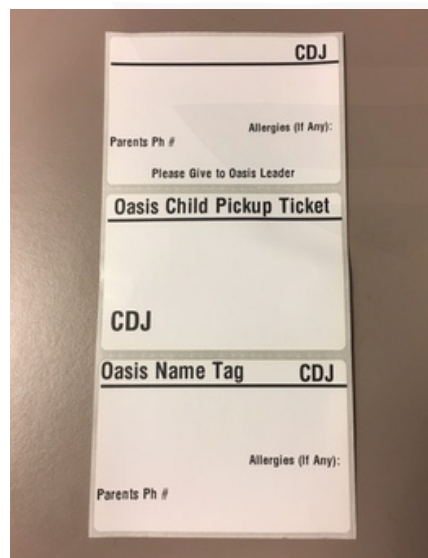
Parents will need to fill out new kid registration forms, available at Rock check in stations, for their child or children to be added to the database. Once all data is entered by admin staff, parents or caretakers will be able to check children in to appropriate classrooms using their phone number at the check-in station. If a parent or caregiver comes to class with a new child, please refer them back to the check-in station, CTO or classroom director for assistance.

Check in Procedure

Responsible parties will sign children in at Rock check in stations

Check in stations prints 3 tickets:

1. Classroom Ticket (This goes to classroom volunteer and serves as the roster)
2. Parent Ticket (This stays with the parent and serves as the pickup ticket for after class)
3. Name tag (This goes on the child and can be used to verify information during class or at pickup)



WARNING!!!

Never release child without a corresponding pickup ticket! If parent or guardian does not have pickup ticket, contact on-site CTO for assistance



Classroom Policies

Worker Requirements

There should be two screened workers (one must be an adult) with the children at ALL times.

Bathroom Policy

Diaper Changing Policy

Unless otherwise directed by the parents, children in the infant/toddler room will be checked and changed by a female team member as needed.

Children Ages Two through Preschool:

- Encourage parents to take their potty-trained child to the restroom before class. Two female team members (one must be an adult) will escort the children to the bathroom. If the child needs help, one team member will help while the other observes.

Children Grades Kindergarten through Third:

- Encourage parents to take their child to the restroom before class. Communicate with CTO or Director via walkie talkie. They will make sure bathroom is clear. Allow one child at a time to go to the bathroom.

Children Grades 4th through 5th:

- Workers will ensure bathroom is clear at the beginning of the class period. One worker or hall monitor will wait outside bathroom the entire class period, including small group time. Only allow one child at a time to go into the bathroom.



Classroom Policies (Continued)

Accident Report

If an accident occurs, please complete an accident report:
<https://dwellcc.org/accidentreport>

Please see the CT Overseer for a paper copy if needed.

Physical Contact

Each child comes with their own personality and life experiences. Some may want and need touch, while others are uncomfortable with any contact. Respect what they tell you through their words, actions and body language.

Appropriate Touch

- Non-demanding, gentle, aware
- Shoulders, hands, arms, head, back
- Children on lap?
 - Only appropriate for infants or very young children

Inappropriate Touch

- Kissing, demanding or initiating hugs
- touching chest, genital region, upper legs, buttocks
- "piggyback" rides
- Children on lap?
 - Not appropriate for kids aged preschool and older
- To avoid physical injuries, either as a result of play or out of anger:
 - never grab a child
 - never spin a child by their limbs
 - never toss a child
 - never shake a child



Suspected Child Abuse

General Policy

With large groups of students, it is easy for things to get out of control and teachers to lose their tempers. To guard against any implication of physical abuse and to protect volunteers and/or the church from accusations, following are necessary guidelines:

- It is only legitimate to hold a student if necessary to break up a fight.
- When there is a need to discipline, yelling, threats or actions of anger are unacceptable.
- If a student continues to be disruptive, call your director.
- If necessary, interact with the parent to establish a redemptive plan.

Abuse and Neglect

Abuse of a child is an act of commission. An abused child has experienced substantial non-accidental physical or emotional injury, sex offense, torture or excessive corporal punishment.

Neglect of a child is an act of omission, a failure to act on behalf of the child. The neglected child has experienced lack of necessary care, nourishment, medical care, education, clothing and shelter or one who is abandoned.

Be aware! If you suspect a child is a victim of abuse, record observations and get the information to on-site Oasis staff member.

For more information, please see Franklin County Children's Services: (<http://childrenservices.franklincountyohio.gov/abuse-and-neglect/>)



Suspected Child Abuse (Continued)

Reporting

By law youth workers must report cases of child abuse to the local children's services agency.

If you and your CT Overseer are unsure if a report should be made consider emailing disclosures@dwelcc.org and copy the Oasis Director.

If you did report a case of suspected abuse to the local children's services agency, Dwell requires you to file a brief report to disclosures@dwelcc.org. Use the following template:

- Student's first & last name and age:
- Student's home address (if known):
- Name of Oasis leader who is reporting:
- Student's school (if known/applicable):
- Date of disclosure to Oasis leader:
- Is the student in imminent danger? YES or NO? If yes, call 911. Let us know.
- Did you report the incident to the local children's services agency? If so, the date:



Emergency Procedures

Active Shooter or Terrorism

Indoor Procedure

When indoors, staff and students should:

- Listen for the lockdown procedure announcement.
- Leave walkie talkie on for communication purposes.
- Immediately bring students from the area immediately outside the classroom into the classroom.
- Leave blinds or curtains open, unless directed otherwise.
- Turn off lights.
- Crouch down away from windows and doors.
- Remain silent and ensure the room looks and sounds like it is unoccupied.
- Ensure students with access and functional needs are properly assisted in the lockdown.
- Remain calm.
- Be prepared to move away from danger. Teachers should look for several escape routes.
- Continue the lockdown until otherwise notified by the appropriate authority.

Outdoor Procedure

When outdoors, staff and students should:

- Listen for the lockdown procedure announcement.
- Gather behind a natural barrier.
- Leave walkie talkie on for communication purposes.
- Be prepared to move away from danger. Teachers should look for several escape routes.
- Ensure students with access and functional needs are properly assisted.
- Remain calm.
- Continue the lockdown until otherwise notified by the appropriate authority.



Emergency Procedures (Continued)

Tornado

In the event of a tornado, all students and teachers are to take the most expedient route to the closest bathroom. Once bathrooms are filled, students are to sit against the walls in the hallway until an all-clear announcement is made by the Emergency Response Team or CTO. The security policy and procedures in this handbook must be followed for dismissing children. No nursery, toddler or preschool child should be released to his/her parent without the necessary security tag.

Fire

In the event of a fire, adults in the auditorium will be instructed to move out of the building. No child should be released to his/her parent without the necessary security tag.

Each classroom has an emergency evacuation plan posted. Familiarize yourself with the nearest exit.

Infant/Toddler

- Team members should solicit help of directors & adults
- Exit the closest door
- The last adult to exit will pick up attendance roster on the way out of the room, take attendance once outside

Preschool

- Exit the closest door
- The last adult to exit will pick up attendance roster on the way out of the room, take attendance once outside

Elementary

- Have children line up in single file with one adult to lead, one in the middle, and one the last to exit
- Take the attendance roster
- Exit the closest door
- Once outside, take attendance to account for all children



Infectious Disease

General Policy

In order to protect the health of all workers and children, children should be clear of fever, diarrhea and/or vomiting for at least 24 hours before coming to class. If, upon arrival, a child appears to be ill, graciously ask the parent if the child has been free of fever, vomiting and diarrhea for 24 hours, explaining that we want to avoid spread of illness.

Body Fluids

Blood, vomit, or other body fluids are potentially hazardous to the health of individuals coming into contact with it. When dealing with a situation that involves bleeding or vomiting, do the following:

- Put on disposable gloves (kept in the carts, the diaper changing area and the Oasis storage room) before touching any body fluid.
- Isolate yourself and the children from the body fluid.
- Deal with wounds and/or lesions using standard first-aid procedures.

After dealing with the immediate problem, notify your CT Director or CTO to notify facilities

- Pull gloves off from wrist turning them inside out without touching bare skin to outside. Dispose of gloves into a lined wastebasket.
- Wash hands thoroughly.

NOTE: If you don't have time to put on a pair of gloves, place any available barrier (e.g., towels/paper towels/papers, etc.) between your hands and the body fluid. **IMMEDIATELY** wash hands thoroughly with soap and water.

All items mouthed by children should be disinfected.



Classroom Supplies

Nursery and Toddler

The Nursery and Toddler rooms are equipped with toys, mats and books. Name tags, pens & tape are stored in the plastic drawers on the counter just inside the entry door. Cleaning & diapering supplies are kept in the cupboard by the sink. Curriculum supplies are stored in the plastic file tote.

Preschool and Elementary

In order to help each successive class to quickly locate necessary supplies, PLEASE put the provided items back in the correct places. Place extra craft and lesson worksheets in the shared supply bag to be used by successive classes after your CT.

Cart and Shared Supplies

Your classroom may have a 5-drawer plastic cart on wheels with administrative and general craft supplies. The drawers are labeled with the contents in order to return items to the proper place so others can easily find them. The "Shared Supplies" bag, labeled by classroom, contains the lesson supplies to be shared by all CTs. Please return all supplies to the bag for the next team's use.



**Shared
Supply Bag**



Cart



Student Ministry Policies on Youth Serving in Secondary Ministries

Note from Student Ministry Director

Dear Parents and Youth Workers,

Updated 10/11/22

Dwell has many strong ministries in which our students serve. We think this is great and want to continue the ethic of serving. However, before jumping into a secondary ministry, it is important for students to be established in their primary ministry field. Our desire is for students to be fully invested in peer fellowship before allowing them to lead in additional Dwell Student Ministries.

We have determined that incoming 6th and 9th graders should not lead in Oasis until November of their 6th and 9th grade years, respectively. Even if they serve in middle school, they must exit the ministry after eighth grade. They may re-apply in November of their freshman year.

The transitions from one level of schooling to the next can be challenging. Students find life busier and time management becomes more difficult. The number of fellowship meetings increase, academic rigors rise and so do opportunities for extra-curricular activities. At a time when active engagement in fellowship is more important than ever, many have lost their way with God by allowing fellowship to slip into last place. Still others show up at fellowship, but too exhausted to meaningfully engage. Therefore, we believe students need time to adjust to this transition before they become eligible to lead in other Dwell student ministries.



Student Ministry Policies on Youth Serving in Secondary Ministries

Before applying, students may want to consult with their home church leaders about whether taking on an additional service ministry is a good idea. Parents should feel free to talk to their child's home church leaders as well.

See the Frequently Asked Questions sheet below for other questions and contact information.

In Christ,
Brian Adams
Division Coordinator of Student Ministries

Frequently Asked Questions

“What about currently serving students not going into 6th or 9th grades? Do they need to step down from leading in Oasis or Middle School?”

No. This change is for incoming 6th and 9th graders to help them with the transition from one ministry to the next.

“What about students wanting to serve as leaders in the Oasis or Middle School ministry for the first time?”

New applicants should first confer with their home group leader. If their leaders agree, they should apply to serve on our website.



Student Ministry Policies on Youth Serving in Secondary Ministries

“Is it really Biblical to give the students a break from serving?”

We are not proposing that students take a break from serving! Rather, we are proposing they shift their service towards developing strong peer relationships within their new ministry before looking to work with younger kids. If approached this way, they will be in a better position to lead younger kids at a later date.

“If the incoming 6th and 9th graders don’t get to participate until November, won’t they get too far behind in terms of knowing the students? Won’t this hurt the ministry?”

Yes, they will be behind. But student leaders who do a good job investing into the kids can make up for lost time in just a few short weeks. It may be a setback in the short run, but over the long term, it should prove to be healthier approach for everyone.

“What about summer ministries?”

Because ministries like VBS or summer Discipleship Cafe are just a handful of days, students (including incoming 6th and 9th graders) will be eligible to serve there as long as they were a member in good standing in their previous group and are committed to active engagement in their new home group.

Contact with Questions

Oasis: Nathan Sulc at SulcN@dwelcc.org 614-823-6500 ext. 1147

Md School: Quest Shannan shannanq@dwelcc.org 614-823-6500 ext. 1179

High School: Kathryn Akers at akers@dwelcc.org

