



# **Staff and Volunteer Orientation**

# North Littleton Promise Overview

## HISTORY

Since 2003, North Littleton Promise has invested in the lives of kids and families in the northeast Littleton immigrant community. We provide after-school programs, summer programs, and soccer teams for elementary, middle school and high school students, plus faith, education, and leadership opportunities for the whole family. We've had the privilege of seeing a generation of leaders rise up and find their voice, pursue bold dreams, and dedicate their lives to following Jesus.

## VISION

We envision Littleton's immigrant families thriving as they connect with one another and the broader community through eating, playing, learning and growing in faith in a central gathering place.

## MISSION

North Littleton Promise builds life-giving relationships with immigrant kids and their families to foster faith, education, and leadership in Christ-centered community.

## PRIORITIES

FAITH: Students and their families know, love, and trust Jesus.

EDUCATION: Students and their families embrace lifelong learning.

LEADERSHIP: Students and their families are courageous, positive influencers within their community.

# **North Littleton Promise Culture**

## **Glorifying God**

We long for God to be glorified in all things: in every program, event, and person involved in this ministry and even when we are not “doing ministry at NLP.”

(Ps 86:12)

## **Prayerful**

Our first and most important activity is prayer, which we engage with by Spirit-led listening and intercession for and with staff, volunteers, kids, and families.

(Eph 6:18)

## **Gospel Focused**

We are motivated by the Great Commission to emphasize evangelistic outreach with the goal of making disciples of Christ. (Matt 28:18-20)

## **Loving**

We aim for genuine love in response to God’s love for us. God calls us to respect others, to encourage them, and specifically to love the foreigners residing among us.

(1 John 4:19, Hebrews 10:24-25, Lev 19:34)

## **Grace Wins**

We seek to believe the best of one another, keep short accounts, forgive freely, and pursue conversations to reconcile.

(Matthew 18:15-20, 1 Corinthians 13:5, Eph 4:26, 32)

## **Fun**

Joyful, Christ glorifying relationships are built in the midst of fun, which provides a safe respite from difficult lives and helps strengthen the believer. (Neh 8:10)

## **Culturally Intelligent**

In all circumstances, we aim to respect the people and cultures we serve. Our desire is to celebrate and affirm family cultures, teach cultural competence, and contextualize the gospel in a way that is relevant to our students and families.

(1 Cor 9:9-13)

## **Good Stewards of Resources**

With thankful hearts and trust in the Lord's provision, we acknowledge that all people, support, resources and opportunities are provided by God. It is our responsibility and privilege to steward our resources carefully in gratitude and reliance on our faithful God.

(Deut 8:17-18, Ps 24, 1 Tim 6:17)

# North Littleton Promise

## Statement of Faith

**We believe** the Bible to be the inspired, the only infallible, authoritative Word of God.

**We believe** that there is one God, eternally existent in three persons: Father, Son and Holy Spirit.

**We believe** in the deity of our Lord Jesus Christ, in His virgin birth, in His sinless life, in His miracles, in His vicarious and atoning death through His shed blood, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.

**We believe** that for the salvation of lost and sinful people, regeneration by the Holy Spirit is absolutely essential.

**We believe** in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life.

**We believe** in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.

**We believe** in the spiritual unity of believers in our Lord Jesus Christ.

# North Littleton Promise

## Code of Conduct

The purpose of our policy is to encourage the healthiest relationships possible between staff, volunteers and NLP kids and students. It is also designed to keep kids, volunteers, and staff members safe and out of compromising situations. We are a no-tolerance organization for child sexual abuse. Our policies are designed to keep all interactions in public, where intentional abuse and misunderstandings could not occur. We take safety and accountability very seriously and expect our volunteers to do the same.

### **Attendance**

You are expected to be on time and present every week. Not only are we depending on you to be there every week, but so are the students. If you need to be absent, please contact the Program Director.

### **Servant Leadership**

We expect you to demonstrate servant leadership while serving in our programs.

“The servant-leader is a servant first...it begins with the natural feeling that one wants to serve, to serve first. Then conscious choice brings one to aspire to lead. That person is sharply different from one who is a leader first, perhaps because of the need to assuage an unusual power drive or to acquire material possessions”  
Robert K. Greenleaf

Jesus called them together and said, “You know that those who are regarded as rulers of the Gentiles lord it over them and their high officials exercise authority over them. Not so with you. Instead, whoever wants to become great among you must be your servant, and whoever wants to be first must be a slave of all. For even the Son of Man did not come to be served, but to serve, and to give His life as a ransom for many. Mark 10:42-45

This position includes you leading a small group, helping to teach a skill, leading Bible study discussion, etc. When we focus on being servant-leaders, all of these activities look differently than when we lead from a power position. At times, you will need to discipline students and to calm them, but do this in a loving, caring way, not from a seat of power.

## Behavior

- Be present, attentive and kind to the students.
- Speak appropriately (no cussing) and be conscious of the tone you may be using when speaking with students. (What you mean as teasing, may be received differently).
- Extend grace to students and other volunteers (slow to take offense, quick to forgive).
- Make each day a fresh start.
- Be quick to listen and slow to speak. Ask questions.
- Go in with a plan and be ready to be flexible.
- Have FUN!

## Dress Code

Please dress appropriately. No midriffs should be showing, no strapless shirts. Skirts and shorts on the long side. No “low rider” pants. No offensive, gang related or drug related clothing (sayings, pictures, symbols, etc).

## Cell Phone Policy

Cell phones should not be taken out around the kids. Cell phones are to be used in emergency situations only. Please do not use your cell phone to text, update social media, etc. while at program. Do not play games by yourself or with others unless you have permanent staff approval.

## Photography

Volunteers may not take pictures or post pictures on social media of program related activities **showing** NLP students. Only NLP staff are allowed to take pictures and are to be given to designated communications staff person for official NLP posts.

## Social Media

Teen Volunteers. Volunteers under age 18 are not allowed to communicate with students by text, email, facebook, instagram, snapchat, or any other form of private electronic communication. This applies to cell phones, iPads, tablets, laptops, etc.

Adult volunteers. No private messaging with students. In some cases adults may need to communicate with a student via text for tutoring, special events, etc. In this case, an NLP staff member needs to be included in the text message.

Online Zoom meetings and tutoring: Zoom meetings are scheduled only by NLP staff for group meetings with volunteers and students. Online tutoring is permitted

with NLP staff approval. Two adults must be present for the entire duration of tutoring.

## **Restroom Policy**

Program Facilities: Allow older students to visit the restroom on their own, one at a time. Watch that they return in a reasonable time. Younger students: Stand in the doorway of the classroom to watch them go straight to the restroom and back, or escort to the restroom, wait outside, escort back.

Soccer: Older players: Use the buddy system. Send two players at a time, watch to be sure they return in a reasonable time. Younger players: Ask a parent or assistant coach to escort them to the restroom. Check the restroom for other people. Depending on the setup of the restroom, stand outside the main door, propping the door open if applicable. If it is a one stall restroom, remain outside.

Field Trips/Recreation Center: Groups of 3 or more. One adult with two students, or two adults with one student. If a restroom is in a locker room be especially cautious.

## **Classroom Door Policy**

Classroom doors are to remain unlocked anytime one or more students is present in the room. If two volunteers are present in the room, the door may be shut, if the door has a window. Doors should remain open if only one volunteer or staff member is present and/or if the door does not have a window.

## **One-On-One**

One-on-one interaction should always be in an area that is visible by other volunteers or staff. No volunteers should be left one-on-one in any area that is closed off. An NLP staff member should be aware of all on-on-one conversations involving students. In the case of discipline, the staff member should be brought in on the conversation with the student.

## **Appropriate vs Inappropriate Touch**

Physical touch should always be appropriate with healthy boundaries. Opposite genders should refrain from hugging and personal touch. No lap sitting, grabbing, swinging, throwing, or carrying of students should take place.

Appropriate touch includes some side hugging, high fives, a gentle shoulder tap and occasional holding hands. It is appropriate to hold the hand of a five year old to cross the street. It is not appropriate to hold the hand of a middle school student to cross the street.



Public displays of affection amongst students is not allowed, volunteers who are dating should also refrain from public displays of affection. It is only acceptable for appropriate display of affection amongst married staff and volunteers.

## **Driving Policy**

For North Littleton Promise events and activities, drivers must be at least 21 years old with a good driving record. Proof of Driver's License and car insurance is required in advance. No driver should be one-on-one with a North Littleton Promise student. It is preferred to have two adults present in the car, but should one adult be present, there must be at least two or more students in the car. In addition, an NLP staff member must be aware of the event/need for a ride and the student's parents must give verbal/text approval for the driver to take a student home.

# North Littleton Promise Programs

Since 2003, we've been part of a beautiful collaboration between families and community members to create a bright future for the next generation.

## **After School Programs**

### **Kids Club: Kdgn-5th Grade Tuesday: 4:00-6:00 pm Thursday: 4:00-6:00 pm**

A dynamic after school program for elementary students in the northeast Littleton immigrant community. Held throughout the school year, Kids Club provides a safe space for kids to grow in their faith, receive academic support, and build leadership skills.

### **LIFE: 6th-8th Grade Tuesday and Thursday: 4:00-6:00 pm**

Middle school is a critical time for kids to be plugged in with positive role models, secure relationships, and spiritual support. That's why we love connecting with these vibrant students through our weekly, after school L.I.F.E. program, where we truly begin to see them blossom in their relationship with the Lord and in setting and achieving goals.

### **L.E.A.D. 9th-12th Grade Tuesday: 4:00 - 6:00 pm**

Options, Littleton and Heritage High Schools

(Leadership Encouragement And Development) High School program focusing on life skills specific to highschool experiences including leadership, goal setting, conflict resolution, time management, career exploration and other topics pertaining to personal, spiritual and academic growth.

## **Soccer**

Practice on Mon and Wed 5:00-6:00 Games on Saturdays

We partner with Colorado United Soccer to host soccer teams for boys and girls.

They participate in recreational soccer during Fall and Spring seasons.

## **Summer Camp**

It's not uncommon for kids in the northeast Littleton immigrant community, where both parents work long hours to make ends meet, to spend their summer under the care of another relative or play video games all day. They experience the "summer slide" - a regression in academic progress due to the extended gap of time without reading or participating in learning activities.

Adventure Days for elementary students. A five week, full-day summer camp designed to grow students spiritually, academically, physically, and socially.

Summer Academy for middle school students. A five week, full-day summer camp that supports students as they become more independent in their faith and education, and provides them with leadership opportunities as well as weekly field trips throughout the community.

## **English Class**

## **Spanish Class**

# North Littleton Promise

## Leader Tips

### **TRAITS OF AN EXCELLENT LEADER**

1. Read your lesson before club day.
2. Be on time.
3. Teach the lesson written and reinforce the key point often.
4. Take every opportunity to affirm and encourage students.
5. Engage the students to help with room clean up.
6. Be flexible. Be patient. Be kind.

### **Be Prepared**

Pray for the students and for the spirit to speak through you as the teacher. Read the lesson. You will receive your lesson in person or by email the week before it is taught. Please read it no later than the night before Club. All the necessary supplies will be waiting for you in your room at the Club.

For the Summer Program, Summer NLP staff will write lessons and help get a list of supplies for upcoming weeks at camp.

Arrive On Time (or early!)

You need a few minutes to check the supplies, so that you are ready to greet students when they arrive.

### **The Lessons**

Stay on target, reinforce the key point often. We will make every effort to provide the lessons ahead of time. These materials will be fun, engaging, age appropriate activities that will keep them moving and learning. Please teach them as written (as much as possible). We want Club/Life to be the highlight of the students' week.

### **Clean-Up**

At the end of the program, work with your students to clean the room. A list will be provided.

### **Absence**

If you cannot fulfill your responsibility because of a conflict in your schedule or illness, please let us know as soon as possible. Call or text the program director.

**Club Cancellations**

If Littleton schools are closed, we are closed. We follow their holiday schedule and bad weather closures. If temperatures are extremely low and it is dangerous for students to walk to club, we will cancel. You will be notified by text/email if we cancel.

# North Littleton Promise Emergency Procedures

## **SICK STUDENT POLICY**

For the protection of other students and adults, a sick student should stay home. We ask that you are free of fever, vomiting, diarrhea, congestion or runny nose, cough, sore throat for 24 hours before returning.

## **In case of a medical emergency:**

One person should always attend the student. Remain calm.

### **If life threatening:**

Dial 911, the address is

**5933 S. Fairfield St.**

**Littleton CO 80120**

Then call Program Director & fill out incident report

### **If NON life threatening,**

Then call/send for Director

Fill out incident report

Nurses station will have first aid.

## **EVACUATE THE BUILDING: FIRE or SMOKE**

- All students exit if there is smoke or fire anywhere in the building.
- Familiarize yourself with the emergency exit nearest each room.
- Meet by the fence near the South Playground. (Door 2)
- Count all the students in your group before and after evacuation.
- One person leads, one remains in the room until all students are evacuated.
- Last one turns off the lights and shuts the door.
- In cold weather, have one person grab as many coats as possible and give to the students AFTER they are outside the building.
- Keep all the students together in a designated area. Count them again!
- After the building is cleared, return to your room. Count them again!

**AT NO TIME DURING THE EVACUATION** should you release students to leave with parents/caretakers/relatives. Please wait until the Program Director has given you the “all clear” to allow students to return to class or leave.

## **LOCK DOWN: OUTSIDE THREAT**

- If we are advised by police or public school officials that there is a threat in the neighborhood we will lock down the building.
- The Program Director will come to the room and tell you.
- Close and lock the room door and windows. Lower shades.
- Count students to be sure all are present.
- If a threat is close by you will be asked to move to a corner of the room that is least visible from the door - the goal is to make the room look empty.
- Remain calm, sit on the floor and be quiet.
- The Program Director will give you the “all clear” and you can resume activities.

# North Littleton Promise

## Student Behavior Guidelines

Publicly Praise the Positive - Privately Process the Problems

### Publicly Praise the Positive

Look for ways to affirm, encourage, praise students.

Point out ways they are practicing Leadership Traits and following Club Rules

### **CLUB RULES: Be Respectful. Be Responsible. Be Reliable.**

In addition to reinforcing good character traits, we have basic rules for behavior.

Remind students to follow these rules and practice them as a team to reinforce as needed.

#### **RESPECTFUL:**

To Staff, Volunteers, Students  
Other genders  
Facility and property  
Use good manners  
Listen when others talk  
Put phones away  
Raise hand to share

#### **RESPONSIBLE:**

Control your words  
Control your actions  
Clean up after yourself  
Keep the facility clean  
Apologize and repair  
Keep yourself and others safe  
Keep your hands to yourself  
(also your feet, elbows, etc.)

#### **RELIABLE:**

Follow instructions  
Ask questions  
Communicate  
Be consistent  
Use kind words  
Be on time

### Privately Process the Problems

As much as possible we want to address problems firmly, respectfully and quietly.

These are the steps to follow if a student is not following rules:

#### **Remind – Refocus – Remove - Restore**

1. **Remind:** A verbal reminder of our Club Rules, a look, a touch on the shoulder.
2. **Refocus:** Direct student's attention to the task, sit between two students, move student to new location, offer a "quiet corner" where he/she can regroup
3. **Remove:** If a reminder and refocus don't work.

A. Remove the student from the activity to a "time out" location in the room for a few minutes. Then complete the "restore" step before they return to the group.

B. Ask for the Program Director to intervene and remove the student for a brief time.

4. **Restore:** Have a quiet debrief time with the student. Be calm and loving. Guide the student to understand why there was a problem, remind them of appropriate behavior. Help them to understand the consequences of poor choices.

Ask: What could they do differently next time?

Ask: Does anything need to be fixed now? (property or relationship)

Assure the student that you care about them, THEY are AWESOME, the BEHAVIOR is NOT. End with forgiveness, affirmation and a high five.

**Parent Involvement:** If a parent needs to be involved (fighting, physical or verbal that is severe, disrespect of the leader that is severe, etc) Inform the Program Director and let him/her connect with parents.



# North Littleton Promise

## Mandatory Reporting Policy

### Part one: About Child Abuse and NLP Requirements

Child abuse is something that happens in every culture. Child abuse can take various forms. The primary categories of child abuse are sexual abuse, physical abuse, emotion/psychological abuse, and neglect. All of these forms are considered child abuse and are not acceptable.

Fortunately, every citizen is empowered to report suspected, discovered, or disclosed child abuse to Child Protective Services or the Police. In the state of Colorado, not everyone is required by law to report. Individuals who ARE required to report suspected, discovered or disclosed child abuse are called Mandatory Reporters.

In the State of Colorado, Mandatory Reporters include social workers, health care providers, police officers, teachers and school staff, and other professionals working in direct contact with children.

If you are working or volunteering at North Littleton Promise, you are considered a Mandatory Reporter by the organization. Consequently, you are required to report disclosed, suspected or discovered child abuse.

If you are a volunteer or staff member and...

- 1.) You suspect physical, sexual, emotional/psychological abuse or neglect is or has occurred to a child
  - 2.) A child discloses experienced or occurring abuse to you
  - 3.) You discover abuse occurring
- ... You are required by North Littleton Promise to report this information to a staff member. The staff member will ask you to stay with them while they call in a "Good Faith" report to Child Protective Services or the Police in order to protect the child from immediate danger.

As a volunteer or staff member, it is imperative that you are present during the report in order to provide objective details that the staff members may not know.

If you are a staff member and...

- 1.) A volunteer or staff member discloses suspected, discovered or disclosed child abuse to you

2.) You yourself discover, suspect, or are trusted by a child with the child's story of abuse

...You are required by North Littleton Promise to report the suspected, discovered or disclosed abuse to an NLP permanent staff member.

If you are reporting on behalf of a volunteer or staff member, ask the volunteer or staff member to stay with you while you make the report. Having the most accurate information possible allows Child Protective Services to help determine the correct steps to take during an investigation. Also having the volunteer present will help if Child Protective Services asks a question you do not know the answer to.

## **Part Two: About Reporting**

Timing: DO NOT WAIT to report suspected abuse. It is imperative that you report suspected, discovered or disclosed abuse as soon as possible. You do not need to be able to prove that abuse is occurring, and should not hesitate to report if you do not have much information. After you report, Child Protective Services will take on the responsibility of discovering if abuse is truly happening or not.

### **In order to report, you will need to know:**

- 1.) The name, age and address of the child
- 2.) The Parent's name and address
- 3.) The nature of the abuse

### **This is why it is important for volunteers (if involved) and staff members to make reports together.**

Permanent NLP staff members will have access to student and parent information that volunteers may not, while volunteers may have information about the abuse itself that staff members may not.

It is helpful for Child Protective Services to know:

- 1.) The perpetrators name
- 2.) Details of the abuse

If you do not have all of the required information, you should still report. If you call in and do not have all the required information, Child Protective Services will still open a case for that child. If several such reports are made to the child's case, Child Protective Services may investigate just to be safe. In addition, you can always call back to report more information later, or update information that has become more clear. Consequently, do not fail to report regardless of whether you have all the necessary information.

**To make a report, contact:**

**303-636-1750 or 1-844-CO-4-KIDS.**

You may be asked to provide your name and contact information while making a report. Although, only mandated reporters as identified in Colorado Law are required to provide this information, (DOUBLE CHECK IS THIS TRUE?) it is helpful to provide it if you are comfortable. This allows Child Protective Services to follow up with you and give you updates about the case, as well as ask specific questions if necessary.

If you report child abuse and the report is “unsustained”, you will not be held liable.

Details: What to do When a Child Trusts You (Info from Stewards of Light)

Child abuse is often the result of multiple factors. While child abuse is not acceptable, individuals abusing children may not fully recognize or understand the results of their actions. Child abuse or neglect is more likely to occur in families during times of stress. In cases of suspected, disclosed, or discovered child abuse, it is important not to form pre-concieved judgments, or to make assumptions as to the details or causes of the abuse.

If a child begins to disclose their story to you, it is imperative that you remain calm and listen. You do not want to cause the child to feel they are doing something wrong by telling you their story, and it is important for the child to know the abuse is not their fault. Also, refrain from asking the child questions if they do not seem interested in sharing more of their story with you. You should only ask questions if the child is openly telling you their story.

It is imperative that you do not ask leading questions. Leading questions are questions that suggest a correct answer.

**Examples of leading questions are:**

And then did he/she/they do/say/hit.touch...

Was it...(insert name)

I think I know what you're saying. The person who did it dropped you off here last week, didn't they?

Instead ask open ended questions that invite the child to share the details of their experience as they feel comfortable.

### **Examples of open ended questions include:**

And then what happened/What happened next?

Can you tell me where it happened?

Make sure to maintain a calm tone of voice and relaxed body posture. Depending on the age of the child, they may not be aware that what has happened to them is wrong. It is your responsibility as the trusted adult to let them tell you as much of their story as they feel comfortable. Do NOT look for physical signs of abuse.

Keep in mind that you do not need to get all the details of the child's story. You do not need to encourage the child to continue telling you their story if they do not want to continue. Please see below a list of required information to make a report. You will notice that details of the abuse are not necessary. In fact, pressing a child to tell you the details of abuse that has occurred can be very harmful to the psychological wellbeing and may hinder Child Protective Services future investigation. Instead, invite them to share their story with you. As hard as it may be, try to maintain a calm and neutral disposition. DO not act with disbelief. If they trail off or change the subject, do not press them for more information.

### **How Should I Interact With the Parents/Suspected Perpetrators of the Abuse?**

Do your best not to act differently than you have previously. It is best not to inform the parents/family and/or suspected perpetrator/s (they are not always synonymous) that you have made a report. When Child Protective Services open their investigation, it is best that individuals involved with the child are engaged with their normal routines. This prevents any "covering up" that may otherwise occur.

### **What Will Happen After I Report?**

After you report, Child Protective Services will open a case for the child. If the necessary information is provided, they will launch an investigation. You can call back at any time and ask about the status of the investigation. However, Child Protective Services will not disclose any details of the child or family's situation to you. Child Protective Services may ask you to file a police report within 24 hours.



## **STAFF AND VOLUNTEER POLICIES & PROCEDURES ACKNOWLEDGEMENT**

I acknowledge the receipt of the Policies and Procedures of North Littleton Promise as a staff or volunteer. I agree that I have read the policies and procedures in their entirety and if there is any policy I do not understand, I will seek clarification from my immediate Supervisor. I understand that these policies and procedures are guidelines and are not intended to create an employment contract express or implied on the part of North Littleton Promise. I understand the policies and procedures contained here can be changed or discontinued at any time with or without advanced notice. The policies are as follows:

- Overview and Culture
- Code of Conduct
- Programs and Leader Tips
- Emergency Procedures
- Student Behavior Guidelines
- Mandatory Reporting Policies

I agree to follow these Policies and Procedures during my employment or volunteer time at North Littleton Promise with the understanding that violating these policies shall subject me disciplinary action including termination.

PRINT NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

NLP STAFF SIGNATURE:: \_\_\_\_\_