



Volunteer Handbook



7104 McNeil Dr. / Austin, TX 78729 / (512) 837-2162 / www.gatewaychurch.com

Kids Quest Volunteers,

I am absolutely thrilled to serve with a truly gifted staff and incredible volunteers like you! With all of my heart, I believe that we're serving in one of the most important ministries in the church. When we are successful the difference isn't measured in lives, but quite possibly in generations. I believe that together, we can make an impact that will change our community – one precious life at a time.

What you do in Kids Quest is more than babysitting or childcare. Kids Quest is the Church hard at work. To often people refer to children as the “church of tomorrow”, the church of the next generation. I passionately disagree. Kids Quest is the church of today, the “church right now” where children are being equipped to make a difference for Jesus Christ right now!

More than ever before, Kids Quest is passionately pursuing the vision and direction of our church, helping kids become unified in community, growing in faith and learning how to multiply themselves in others. More than ever before, Kids Quest is aligning with other ministries of our church in order to make a more significant impact on kids as they grow from infancy toward adulthood. More than ever before, Kids Quest is partnering with families to help parents find success in their efforts as spiritual leaders.

As a volunteer or leader in Kids Quest, I thank you for your willingness to be used by God to do his work. Personally, I believe God has a special place in his heart for those who unselfishly serve his children. There's no other place I'd rather serve. However, serving in Kids Quest isn't just about giving. It's joining a team of other like-minded people who are experiencing community and spiritual growth while helping kids do the same. My prayer is that while in Kids Quest you will experience powerful and lasting life-change as you make a difference in the lives of kids.

Are you ready? Let's go!

Kenny Conley
Next Gen Pastor
Gateway Church

Kids Quest

Kids Quest

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Kids Quest Mission:

To help kids/students connect into a growing community of multiplying Christ-followers.

We accomplish this through helping kids live the Way of Christ:

Love God (*Attend*)

We teach kids who God is and what it looks like to live in a loving relationship with him.

Mark 12:30 Love the LORD your God with all your heart and with all your soul and with all your mind and with all your strength.

Build Character (*Grow*)

Through relationally based programs and events like dedications and baptisms we partner with parents and assist kids in taking steps of spiritual growth.

John 15:4 Remain in me, and I will remain in you.

Love People (*Connect*)

Through small groups and intentional organization, kids will experience consistent community with peers and adult leaders who serve as spiritual leaders.

John 13:34 Love one another. As I have loved you, so you must love one another.

Be the Body (*Serve*)

We help kids realize that they are part of a collective body bigger than themselves and that through God's power they can make a significant difference in the world for Christ.

Matthew 28:19-20 Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the age.

Lead (*Multiply*)

As kids grow in their faith, we help them see that they can influence others for Christ.

2 Timothy 2:2 You have heard me teach things that have been confirmed by many reliable witnesses. Now teach these truths to other trustworthy people who will be able to pass them on to others.

Kids Quest

Kids Quest Values:

We Value Safety and Security

The safety and protection of our kids is paramount. We follow established policies and procedures to ensure safety and security.

We Value Relevance

Through creativity and innovation, our environments and our teaching are engaging, age-appropriate and culturally relevant.

We Value Biblically Centered Living

A dependence on God's word is essential to our lives. It is our source for daily living and a foundation to the lives we live.

We Value Worship

Loving God through engaging worship is a regular practice in our lives. We celebrate worship corporately as well as living our lives in a way that honors God.

We Value Christ-Centered Community

Life change happens best in the context of spiritually authentic relationships. We prioritize community to create opportunities to belong, to grow and to live our lives in a way that honors God.

Volunteers: General Information

The following information is important for you to know, regardless of where you serve. Kids Quest is a multi-faceted team serving thousands of kids. Please familiarize yourself with this essential information.

Ministry Areas

Kids Quest Babies

KQ Babies consists of all children birth through 23 months old. This area is characterized by low teacher/child ratios, gentle play and a place where faith is introduced to babies and toddlers through finger plays, music & movement and simple songs.

Kids Quest Juniors

KQ Juniors consists of children 24 months through 47 months (three year olds).¹ This area is characterized by low teacher/child ratios, active play and where the Bible is taught through stories, songs with hand-motions and live/video puppet productions.

Kids Quest Backyard

KQ Backyard consists of children 48 months (four year olds) through kindergarten.² This area is characterized by medium teacher/child ratios, active play and where the Bible is taught through engaging story videos, fun worship songs with motions and movement and live/video puppet productions. The Backyard is where children are first introduced to meeting in small groups and beginning to build relationships with each other and leaders while learning about God.

Kids Quest Elementary

KQ Elementary consists of 1st-5th graders. This area is characterized by high-impact energy, fun and engaging teaching/worship and intentional small groups. A fun environment is the setting for kids to build strong relationships with each other and their leaders all while learning about God.

Kids Quest Check-In (the boat)

The KQ Check-In & Welcome team is vital to our success. This is where families are greeted; children are checked in and guided to their environments. Our check-in volunteers are warm and friendly and help our families have a safe and great experience.

¹ During lower attended services like 12:30 and Deepen, KQ Juniors will accommodate children 24 months through kindergarten.

² During lower attended services like 12:30 and Deepen, KQ Backyard is closed and these children will meet in KQ Juniors.

Kids Quest Treasures

KQ Treasures is our special ministry to kids with special needs. Treasure volunteers are paired up with special needs children and accompany and assist them throughout the 9:30 and 11:00 services. KQ Treasures work with both Early Childhood and Elementary aged kids.

Volunteer Vs. Leader

We cannot do it alone. Kids Quest consists of hundreds of individuals caring for thousands of kids. We utilize leaders, coordinators and volunteers to effectively care for the Kids that call Kids Quest their church home. Gateway Church has standardized terminology for volunteers and leaders across all ministries. To better understand how these relate to Kids Quest, read the definitions below.

KQ Volunteer

Is an individual who serves in nearly any area of Kids Quest both during the weekend and during the week.

KQ Coordinator

Is an individual serving in Kids Quest who may lead other volunteers to accomplish a task. These people are often called task leaders.

KQ Leader

Is an individual serving in Kids Quest who may lead other volunteers or children spiritually. KQ Leaders often also lead volunteers to accomplish a task, but their primary responsibility is to lead or influence others spiritually.

Volunteer Requirements

Application & Background Check

All volunteers (18 years and older) that have access to children must complete a criminal background check and KQ volunteer application.

Age Requirements

- **Junior Volunteer:** Children first through 5th grade can serve two-year olds through kindergarten only if accompanied by a parent.
- **Youth Volunteer:** Middle school students (6th-8th grade) can serve in Early Childhood or as a tech/production volunteer in Elementary (See exceptions below).
- **Student Volunteer:** High School students (9th-12th grade) can serve in any area of Kids Quest (See exceptions below).
- **Adult Volunteer:** Adults 18 years or older can serve in any area of Kids Quest as a volunteer or leader.

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Exceptions

- Only adults 18 years or older can serve in rooms with children 11 months or younger.
- Volunteers serving in Early Childhood may not under any circumstance pick up a child unless the volunteer is at least 16 years old.
- Student Volunteers, if proven to be mature, faithful and dependable are eligible to become a Kids Quest Leader.
- Junior and Youth Volunteers are expected to attend their age specific service/small group. Serving does not take the place of their community.
- Volunteers working a check-in station must be at least 16 years old.

Junior, Youth and Student Volunteers

We love our younger volunteers. Except for a few Student Volunteers who serve as small group leaders, our younger volunteers serve in Kids Quest to assist our adult volunteers.

Friends

Volunteers may not bring friends not approved to volunteer with them.

Bathrooms

No volunteer under the age of 18 is allowed to escort children to the bathroom.

Diapers

Only women, 18 years or older may change diapers.

Computers

Our computers are for specific ministry purposes. No facebook/myspace or general web browsing.

Snacks

We provide light snacks for our volunteers. Please limit yourself to just one drink and one snack while you are serving.

Volunteer Expectations

Arrive on time

All Kids Quest volunteers should arrive no later than 30 minutes prior to their volunteer service time. This time will allow for preparation and connection with those you are serving with and allow those serving before you to leave.

Be prepared

Please come fully prepared and ready to go. That means lessons, skits, lyrics or whatever else is needed to present, play or teach.

Communicate

We want to hear from you. If you're going to be absent, please inform your coordinator or ministry director as soon as possible. We don't like surprises. In addition, we value your constructive feedback.

Develop

Just as Kids Quest is a place where children's are spiritually growing, we expect all of our volunteers to be growing spiritually as well. We expect all volunteers and leaders to growing in the following ways:

- **Attend a service**
Serving is great, but it doesn't take the place of attending a service. Stay connected to how God is leading our church by participating in the adult services.
- **Be Connected**
We believe that life-change happens best in the context of relationships. Join a small group, get a running partner or just get connected to someone who will help you grow spiritually.
- **Contribute**
Christ wants his church Body to be fully resourced so Kids Quest and the many other ministries of the church can continue to expand and serve others. Be willing to ask God how he wants you to use your finances to resource the body and then just do what he says. Together through being the church, we can make a huge impact, that none of us could do alone if we honor him with our resources. (For more detail on this read Chapter 17 in Soul Revolution).

Appearance

All volunteers are encouraged to wear their Kids Quest issued shirt. Additional shirts can be purchased for \$5 from the resource center (bookstore). Slacks, Jeans, shorts of appropriate length and capris are highly encouraged as well. Ladies, please refrain from wearing skirts, as it makes working with children (floor time) difficult. Please make sure your clothes are neat in appearance.

Hygiene

Please help us prevent the spread of illnesses by washing or sanitizing your hands:

- When you first arrive in a room
- After a diaper change
- After accompanying a child to the restroom
- After contact with body fluid (wiping a child's nose, etc.)
- Before handling food
- Whenever else is needed

Please instruct children to wash their hands:

- After using the restroom
- Wiping their nose
- Before eating

Diaper wipes or waterless hand cleaner is also available for washing the masses before snack time.

Kids Quest Policies & Procedures

The following pages contain the policies and procedures for Kids Quest. It is imperative that all Kids Quest leaders and volunteers carry out the policies below.

Safety

Basic safety guidelines

- Never be alone with a child.
- A married couple must serve with another adult leader in the room at all times.
- Male leaders may not change diapers.
- Male leaders can only assist female leaders if taking older children to the bathroom (male leaders cannot assist children in the bathroom).

Appropriate Touch

It is our hope that Kids Quest is a warm, welcoming and friendly place. We greatly value the safety of our kids, failure to comply with these guidelines are grounds for immediate dismissal.

Proper touch

Physical contact should be age and developmentally appropriate and is **only** appropriate when done publicly.

- Hugging can **only** be done if the child initiates the contact. Never allow full contact (body to body) hugs. Rather distance your body from the hug or give the child a side-to-side hug. Sometimes it may be best for you to initiate a high-five rather than invite a hug.
- Extended hugging; tickling or prolonged physical contact of any kind is not appropriate.
- A light touch to a hand, shoulder or back when encouraging is acceptable.
- Lap sitting is only appropriate for children under two year old (Kids Quest Babies). If a child is insistent in sitting in your lap, move them to sit next to you or sit on your knees so they are not able to sit in your lap.
- Many children who are sad or upset can be comforted best by being held. Holding children is only appropriate in Early Childhood (Kindergarten and younger).
- Never touch a child in any area that would be covered by a bathing suit (except when changing a diaper or properly assisting a child in the restroom).
- Never kiss a child or coax a child to kiss you.
- Never allow a child to touch you in a way that is inappropriate.

Our Appropriate Touch Policies are for the protection of our children and volunteers. When serving as a volunteer, you must observe these policies even with your own children who may

be in your class (other observers may not know that you are the parent and we want to display excellence even in appearances.)

Emergency Procedures

Fire – In Development

Tornado – In development

Abduction – In development

Intruder – In development

Classroom Evacuation

- Before evacuating, count the number of children in your group/class. Call roll again when you arrive safely in the evacuation zone.
- Babies: Place in evacuation cribs (four per crib) or carry only two per volunteer.
- Older ones – Juniors: Provide ropes for children to hang onto.
- Once evacuated, please wait for further instructions from a member of the Kids Quest staff.
- Please stay with your group at all times. Do not leave to get your own children, to obtain first aid or for any other reason. First Aid will be brought to the evacuation zone.
- Release children only to their parents and only after you have been given the okay to dismiss by a member of the Kids Quest Staff. Do not dismiss any children, including elementary age, to go on their own. Do not allow parents to take their child from your care during the process of your evacuation. Remind the parents they can walk with you but you cannot release a child until you have arrived to the evacuation zone and have been authorized to release children.

Accidents & Emergencies

Please review our policies and procedures regarding accidents, incidents and allergies, especially how we document both for occurrences and prevention.

Injuries

In the case of an accident, regardless of child or adult, inform a service coordinator or staff member right away. Classrooms for children over two years old are equipped with small First Aid Kits. Along with care, an Incident Form will need to be filled out and signed by the volunteer that witnessed the event. The Incident Report also requires a parent and staff signature.

If there is a spill of body fluid (due to cuts, nosebleeds, vomit, etc.), latex gloves must be worn (available in Babies' rooms). **In case of a serious emergency, please call Jeremy Compton (he is our APD Officer and can get emergency services here quicker than 911) at 658-7869 immediately. If unable to contact Jeremy, call 911.**

Location of all First Aid Kits

First aid kits can be found at the following locations:

- The boat (downstairs check-in)
- All Early Childhood Classrooms (in the cabinet labeled first aid)
- Kids Quest A (in Audio/Video Room)& B (Upstairs)

Emergencies

We are not authorized to administer any over the counter or prescription medications. In the event a child needs more attention than we can provide, the parent will be notified.

Serious injuries involving broken bones, convulsions, fainting, unconsciousness or other serious bodily injury should be treated as follows:

- Remain calm and keep the children and the injured person as calm as possible. Speak calmly to the child.
- Do not move or leave the injured child alone.
- Send a fellow volunteer to find a coordinator or staff member for assistance.
- The coordinator or staff member will call 911 if necessary.
- The coordinator or staff member will contact the parents.
- If the child is to be transported to a hospital and the parent cannot be located in time, the staff member will accompany the child to the hospital.
- The staff member will follow up with the parent as needed.
- All volunteers and staff members involved in the emergency will write out a report of what happened immediately following the emergency.

Well Child Policy

In order to promote health and wellness in all children, Kids Quest is for well children only. Therefore, if a child has any of the following symptoms, please do not admit him/her to the nursery.

- Any degree of fever
- Vomiting
- Diarrhea
- Unexplained or contagious skin rash
- Bleeding/wet diaper rash

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- Chronic cough
- Runny nose (yellow/green discharge)
- Eye/ Ear infections
- Pink Eye
- Parasites (nits, lice, mites, ring worm, etc.)

If a child enters Kids Quest, and one of the above symptoms are found, page the parent immediately. A service coordinator or staff member will tactfully explain why they are being paged and invite the child back when he/she is well.

Incidents

In the case of any non-accident or injury incident that is a cause for concern, please inform a service coordinator or staff member right away. This may include behavior that indicates possible abuse, inappropriate talk or touch from one child to another or any other incident that a parent or Kids Quest staff needs to know. In addition to a conversation with a service coordinator/staff member, an incident form will need to be filled out.

Special Needs

The Kid's Quest Treasures program exists to provide an opportunity for children with different abilities to learn about God's love for them in practical ways. This is accomplished through interaction with their peers and teachers in a developmentally appropriate environment. Kid's Quest Treasures' volunteers strive to specifically serve those children who have special needs by providing an adult buddy in the classroom and if necessary facilitating the child's involvement so that the child may get the most possible benefit out of his/her time at Kid's Quest.

While we believe that all children, regardless of ability, need to hear of God's love for them, we may not currently be able to provide a developmentally appropriate environment for all children at this time due to limitations beyond our control. We apologize and ask for your understanding if this should occur.

Bathroom Policies

Below are bathroom policies for the various bathrooms our kids use on a regular basis. Never allow yourself to be in a bathroom with a child alone.

Also, it is our strict policy that only women may assist or escort children to the bathrooms.

Bathrooms within Early Childhood Classrooms

- Only allow one child in the bathroom at a time
- If a child can go on their own, let them (just stand by the door ready to help if needed)
- If a child needs help or has hasn't finished up after some time, talk through the door or slightly crack the door so you can talk without looking.
- If your assistance is required, ask another volunteer to stand at the door and watch you as you assist the child. Never are you to be alone with a child in the bathroom.

Bathrooms outside of Elementary and Early Childhood Classrooms

- Before allowing kids into the bathroom, check to make sure there are not adults or teenagers in the room. While kids are using the bathroom, do not allow adults or teenagers to enter.
- Line kids up along the wall outside the bathroom allowing them to take turns (if the bathroom can accommodate multiple kids, let a few in at a time).
- You must have another ADULT with you (fellow volunteer or leader)
- *(Early Childhood only)* Do not let the children close the door all the way or lock the door (keep the door slightly ajar so you can hear what is going on).
- If a child needs assistance, only enter the bathroom with another adult in the doorway watching you.
- Although a male can accompany a female adult leader on bathroom duty, the male cannot assist children in the bathroom. He can only spot the female adult.
- *(Elementary only)* If the bathroom is within line of site of the elementary room, elementary children may walk to the bathroom in a group of two to three. Before letting children leave the room, a volunteer must first sweep the bathroom to ensure that another adult or teenager is not in the bathroom.

Volunteer Identification & Visiting Adults

We make every effort to keep Kids Quest secure and safe. Below are our policies concerning adults in Kids Quest.

Volunteer Identification

- All volunteers are required to wear a nametag while in a classroom.
- Adult and teenage volunteers can get their nametag at any registration kiosk. Nametags can only be generated for volunteers who are permitted to serve in Kids Quest. If you are unable to print a nametag, notify your ministry director.

Visiting Adults

- Unauthorized adults are never allowed into a classroom.
- If an adult is interested in observing, they must register as a visitor at the Check-in area where we will keep their photo ID and they will wear a visitor tag (these visitors are not allowed to interact with children in the classrooms).
- Twenty minutes after service begins, only authorized adults are permitted in the Kids Quest building (volunteers with nametags, adults with claim tickets and authorized visitors with visitor tags).
- Any adult/teenager seen in the hallways without proper identification must be asked to leave the building (also contact a ministry director).

Parents

- Parents are discouraged from entering early childhood classrooms (on some occasions a parent can stay for a few minutes to help their child settle in – this must be approved by a service coordinator or staff)
- Once the service is over, parents with a claim ticket are allowed to enter some of our older early childhood rooms and elementary rooms to get their children. Their tags will be checked once they enter the room and as they leave the room with their children.
- Nursing moms are not allowed in the classroom to nurse. They must actually check their child out of the room. They are more than welcome to use our nursing moms room in our auditorium building.

Child Drop Off

Early Childhood

- Drop-off needs to be done at the window in Early Childhood rooms (at the door for The Backyard).
- Room Leaders/Teachers need to be at the window/door, checking in children and greeting parents. Assistants are to be available to receive the children as they come into the room. Room Leaders need to be attentive to parents at the window/door dropping off children later in the service.
- Room Leaders must fill out the appropriate Post Attendance Form as they are checking in the students (noting any allergies). If a child has an allergy, this information must be passed on to other classroom volunteers.
- Never let unauthorized adults in the room.
- Only allow children into the room if their nametag matches the room you are in. Otherwise, direct the family to the correct location. If the child was assigned the wrong room, contact the Service Coordinator before admitting them to your room.

- If you suspect that a child is in the wrong age group, or you are concerned with the amount of children in your class, admit them to your room and then contact the Service Coordinator, who will work out the details and alert the parents if the child needs to be moved.

Elementary

- Greet families at the door and ensure that children have been assigned to the correct group (get down to their level and say, “Hey there, so you’re in the first grade, huh?” This will ensure that they were assigned to the correct group).
- Never let unauthorized adults in the room.
- Escort new children to their appropriate small group.

Child Pick Up

Early Childhood

- Room leaders greet parents at the door (at the window for KQ Babies). All classroom volunteers must oversee the departure of children.
- Room leaders must check the parent’s security tag and match it to the child’s tag number. Once this match has been made, they are to initial the Post Attendance Sheet verifying that match.
- Never allow access to a child until the Security Tag match has been made.
- Children’s nametags are to be collected at the door (Children are not permitted to keep their nametag after leaving their room).
- If a parent does not have their Security Tag, ask them if they can find it, or they will need to move to the side while you call a Service Coordinator, who will help them fill out the Lost Security Tag form.
- If anyone ever pushes their way in at any time, or takes a child without permission, call for help immediately.

Pick-up for The Backyard follows the same policies as elementary (see below).

Elementary

- When the service is over, parents are permitted to enter the room and pick up their child from his or her small group.
- One volunteer is stationed at the entrance checking that every adult entering the room has a claim ticket. Another volunteer or two are stationed at the exit matching claim ticket to children’s nametags. Children’s nametags are to be collected at the door (Children are not permitted to keep their nametag after leaving their room).

Paging Parents

If you should need to call a parent at any time during a service, contact the Service Coordinator. Service Coordinators will take the Security Tag number found on their nametag and will give it to the sound booth in the auditorium.

If for some reason a parent has not come within a reasonable amount of time, contact the Service Coordinator again who will continue to page or call the parents.

Lost Tag Procedure

If a parent has lost his/her tag, contact a service coordinator or staff member. Your initial response can be something like:

"I am not authorized to release children to parents without a receipt. I will find my supervisor and they will be able to help you out. We have security processes in place to protect your children and I am sure you understand the importance of your child's safety."

The service coordinator or staff member will call the boat captain (ext. 209) or log into Fellowship One Portal. Ask to see a form of photo ID.

In the Fellowship One Portal:

- Search for the name of the child
- Verify that the name on the ID is an authorized person to pick up the children in that household in the Authorizations area of the Household View.
- If the person's name is not listed or is present but not checked, contact the authorized person via their phone number, or email. Take all necessary measures to verify that child can be released to this person.
- If attempts at contact are unsuccessful, escalate to higher authorities in the church (staff) so the decision to release can be made by them.

ID Verification with no Photo ID

- Follow the Photo ID Verification procedure. If everything appears correct, then proceed.
- Ask that the person verify the child's date of birth
- Ask them verify the home address, phone number, mobile phone, etc.
- Ask them to verify the other members listed in the household and their position in the family
- If they are not present in the child's household, search for them to verify the information

If that information can be provided accurately and confidently, the child may be released to that parent.

Child Release

Once the person has been verified, the child can be released. Only a staff member can escort the verified parent back to the classroom and verbally authorize release of the child. Otherwise, a registration card can be used as a substitute receipt.

The supervisor will fill in the name of the parents and the names of the children on the card. Write the Driver's License of the parent on the top of the card and sign it. The parent then uses this signed card as an authorized receipt. As the volunteers verify the names of the children written on the card against the nametags on the children they will initial the names of the children to verify that they checked the data. Teachers need to collect the form if all of the children listed on the form have been picked up.

Consistency

This procedure is designed to protect children as well as the volunteer. Volunteers sometimes compromise on this procedure when facing an impatient/angry parent or if they know the parent. Compromise once and you'll end up compromising every time. Hold the line and we will have a safe environment that our parents can trust.

Lost Child Tag

On occasion, a child loses his/her tag. A service coordinator or staff member must go to the check-in area and print another child tag. It should print with the matching code on the parent's receipt. Do not release a child until this verification can be made.

Child Abuse Information & Policies

"The National Committee for Prevention of Child Abuse" designed the definitions below.

Physical Abuse

Physical abuse can be defined as a non-accidental injury, which may include beatings, violent shaking, human bites, strangulation, suffocation, poisoning, or burns. The results may be bruises and welts, broken bones, scars permanent disfigurement, long-lasting psychological damage, serious internal injuries, brain damage or death.

Physical/Emotional Neglect

Physical/Emotional neglect is the failure to provide a child with basic needs including food, clothing, education, shelter, and medical care; also abandonment and inadequate supervision.

Sexual Abuse

Sexual abuse is constituted through the sexual exploitation of a child by an older person as in rape, incest, fondling of the genitals, exhibitionism or pornography. It may be done for the

sexual gratification of the older person, out of a need for power or economic reasons (such as prostitution, etc.).

Emotional Maltreatment

A pattern of behavior that attacks a child's emotional development and a sense of self worth, such as constant criticizing, belittling, insulting, manipulation. It can also be defined as providing no love, support, or guidance for the child.

Reporting Suspected Child Abuse

- Familiarize yourself with the definitions and descriptions of child abuse listed above.
- If you suspect that a child involved in any of the programs of Gateway Church has been abused, the following steps are to be followed: Report the suspected abuse to a member of the Kid's Quest Children's Ministry Staff or the Pastor over said ministry.
 - *Do not interview the child regarding the suspected abuse. This could be considered leading the child.*
 - *Do not discuss the suspected abuse with other volunteers, parents, etc. All information regarding the child should be kept confidential with your ministry supervisor and the proper authorities.*
- You may be asked to complete a Suspected Child Abuse Report. Confidentiality will be maintained as much as possible. This form will be returned to your ministry supervisor.

Staff Contact Information

Phone Numbers and Extensions

Kenny Conley: Next Gen Pastor
kenny_conley@gatewaychurch.com
512-837-2162

Early Childhood

Sarah Echelberger: Early Childhood Director
sarah@gatewaychurch.com
512-837-2162 ext. 237

Sarah Compton: Early Childhood Volunteer Coordinator
Sarah_compton@gatewaychurch.com
512-837-2162

Elementary

Cathy Harwick: Elementary Director
Cathy_harwick@gatewaychurch.com
512-837-2162 ext. 263

Kat Barrilleaux: Kids Quest Production Coordinator
Kat_barrilleaux@gatewaychurch.com
512-837-2162 ext. 270

Room Phone Extensions

The Boat: ext. 209
Beach Blvd: ext. 273
Amazon Avenue: ext. 274
Treehouse Trail: ext. 275
City Circle: ext. 272
Kids Quest A-Elementary: ext. 256

South Campus

Corey Schwarz: South Campus Children's Pastor
Corey_schwarz@gatewaychurch.com
512-837-2162

Kids Quest

Maps

Gateway Church Campus



Kids Quest

Kids Quest Building: Inside

