



# Kids Ministry Lost Security Tag Policy

## Purpose

To make sure we uphold the integrity of security and safety within Kids Ministries to the highest level. We want to create an environment where adults feel confident in dropping off and picking up their kids and kids feel safe to be in the space.

## Lost Security Tag Policy

1. If a kid loses their name tag, you can simply reprint that kid's tag.
2. In the event a grown-up loses their security tag, ask them to return to the Kids Check-In desk where the following policy should be executed.
  - a. Situation A: Adult has identification and is listed in MyEBC profile.
    - i. Pastoral or Kids staff will verify information, check that adult is listed in the child's MyEBC profile and check the notes in the profile for any pick-up restrictions or concerns.
    - ii. Staff must collect adult's driver's license or identification card with photo and match the information to the information in MyEBC.
    - iii. Staff must fill out the Liability Release Form. The kids' names must be written out and the form completed fully.
    - iv. Once the Liability Release Form is completed, print a replacement tag.
    - v. The Pastor of Guest Services will collect the completed Liability Release Form and email it to [losttag@eaglebrookchurch.com](mailto:losttag@eaglebrookchurch.com). Using the child's name (if multiple children, use the oldest child), follow this naming system in the email subject line:  
First\_Last\_LT\_MM.DD.YY
  - b. Situation B: Adult does not have identification and/or is not listed in MyEBC profile.
    - i. Pastoral or Kids staff will verify information in MyEBC and check the notes in the profile for any pick-up restrictions or concerns.
    - ii. Staff will ask for identification and if adult does not have identification, a second Pastoral or Kids staff member must be present to complete check out process. Ask for other forms of identification, if possible (i.e., health insurance card, credit card, work ID). Staff members must enter adult's information into the notes section in child's MyEBC profile.
    - iii. The adult who is picking up must recite kids' names, address, and birthdates.
    - iv. Use the texting option to contact parent/guardian who dropped child off or call parent/guardian listed in profile. Either verify that the adult trying to pick up received the text, or wait for parent/guardian to arrive at Kids Check-in.
    - v. Staff must fill out the Liability Release Form. The kids' names must be written out and the form completed fully.
    - vi. Once the Liability Release Form is completed, print a replacement tag for the adult.
    - vii. The Pastor of Guest Services will collect the completed Liability Release Form and email it to [losttag@eaglebrookchurch.com](mailto:losttag@eaglebrookchurch.com). Using the child's name (if multiple children, use the oldest child), follow this naming system in the email subject line:  
First\_Last\_LT\_MM.DD.YY

If the situation escalates beyond what you feel comfortable handling, invite the uniformed police officers into the discussion.