

### **Common Questions from New Volunteers**

As volunteers turn to you with questions, you will want to be as informed as possible regarding the policies of your church and various situations that may arise. In an attempt to help you feel more prepared as the leader of a special needs ministry, we have compiled a list of potential questions that new volunteers may ask. The answers for many of those questions will be specific to your church and the existing policies in place for the children's ministry. We encourage you to discuss these questions with your ministry team to determine what your policies would be in various situations.

- My learner shared something with me that I am concerned about, what do I do?
- Is it OK for me to spend time with my learner outside of respite events or Sunday mornings?
- What do I do if my learner runs away and I cannot find them?
- What do I do if my learner has an uncontrollable temper tantrum? What is the policy on physically restraining a child if they are violent or combative?
- My learner is nonverbal and I am really having a hard time connecting with him/her. Is there something else I can do to make a stronger connection?
- My learner physically hurt another learner (hitting, biting, etc.) – what is the protocol for handling this situation?
- Some of the other children in the church have been making fun of my learner, is there a good way that we can address the behavior of those children?
- I have never done this before and I am nervous about interacting with my learner because of their disability. I do not want to do or say anything wrong; can you give me advice?
- My learner does not like the program and does not want to engage in any of the activities, what do I do?
- My learner has asked for my personal contact information. I am not comfortable sharing it, but I feel bad saying no – is there a policy on this?

For more information on training volunteers, download [Engaging Game Changers](#), from the Joni and Friends *Irresistible Church Series*.