

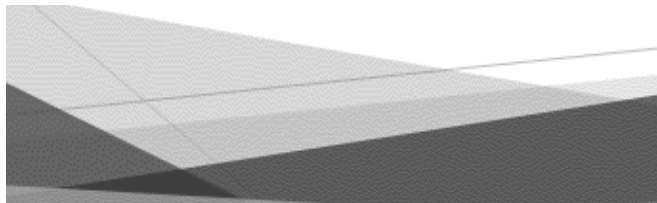


# VOLUNTEER

## OPPORTUNITIES



# VOLUNTEER HANDBOOK



A PRACITCAL GUIDE FOR INDIVIDUALS WHO WANT TO  
PARTNER WITH PEOPLE TO GROW AS FOLLOWERS OF JESUS  
CHRIST AT CROSSROADS CHURCH

## DEAR DISCIPLE OF JESUS CHRIST

Yep. You are a disciple, my friend, because Christ taught us that those who love Him will seek to imitate Him. Jesus made it very clear that he came to serve, not to be served. What you are committing to do is mission critical, Kingdom of God level work. It might not seem that big to you right now, but trust me, God loves to pull together tiny acts of obedience, worship, and love to weave them into something life-changing and life-giving for his people. Thank you for partnering with us, others, and God through Crossroads!

We believe God's Spirit is at work to some degree in all people. When the Spirit begins to draw that person to Crossroads, we grab on to the truth that He has been at work in that person long before he or she arrives on our campus. For that person, however, stepping onto a church property can be unsettling for a variety of reasons. The Spirit will urge the person to go inside. The devil will tempt that person to run. They often show up looking for a flaw or a reason to leave.

Imagine a family's first visit to Crossroads...

- They drive onto an unfamiliar property hoping it won't be hard to park or find where they need to go. Fortunately, they see a smiling face in an orange vest directing them to a great parking spot, and they see clear signage pointing them in the right direction.
- As soon as they walk into the lobby someone welcomes them and helps them get their kids checked in. They like the security. That person recognizes they are new so she tells them that kids worship with us and then we take a short break in the service to take the children to their own time of learning and sharing. She then makes sure they meet the Children's Director and the

Director engages the kids to help them feel welcome and safe.

- The parents are just as nervous as their kids because they're walking into a place full of strangers. Thankfully, the greeters invite them to get a cup of coffee and the team working in the coffee bar engages them in a way that lets them know they really are welcome here.
- They move into the sanctuary, find a comfortable seat, and see smiles coming from people around the room. As they settle in, their hearts have already decided this is a comfortable place and they just might be able to belong; and belonging is the first step to believing. It means they're open to what God might say to them today.

All that happens because of volunteers. People decide whether they're coming back before I've ever gotten up to preach. In the first ten minutes of arriving, God used at least six of our volunteers to prepare these people to respond to Jesus Christ. What you do is so much bigger than you realize. It's bigger than guiding cars, holding doors, checking in kids, serving coffee, or any of the other things volunteers make happen on Sunday. By serving, you create a home where people can belong and come to believe in Jesus Christ.

Thank you for serving. Thank you for striving to be a disciple. Thank you for doing this for the sake of others and the Kingdom. Thank you for partnering with us as God changes lives.

Your pastor,  
Grant

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# CROSSROADS' MISSION AND VISION

## MISSION

To partner with people to grow as followers of Jesus Christ.

## VISION

To be a church home where imperfect people  
can belong and come to believe.

## OUR CORE VALUES

Growing Faith on Purpose

Nurturing Relationships

Cultivating Character

Practicing Accountability

Discerning God's Will

## WELCOME TO THE TEAM!

This volunteer handbook provides you with an overview of how our mission-critical teams are structured. The goals of these policies and descriptions are to create disciples of Jesus Christ and make sure we are creating the best environment for that to happen.

Here's a not-so-secret truth that so many people never quite get: If you don't form relationships with people in a church, you'll never really feel or be part of the church. As you already know in your personal life, there's an ocean of difference between an investor and a user. It's one thing to come each Sunday, sit in a seat, get what you need, and go home. But it's a world changing thing to come each Sunday and sacrifice your time and preferences so you and others can encounter Jesus Christ through every aspect of Crossroads. It's amazing, but Jesus promises to meet our needs AS we meet the needs of others.

One of the absolute best ways to build relationships and invest in the kingdom is to serve. In the back of this handbook, you'll find a sheet that you can fill out to express your interest in various service opportunities. Just drop it in the offering bucket, turn it in at the Connection Point, or hand it to a staff person. The ministry leader for that area will contact you quickly.

A few pointers...

1. Don't try to do everything. Do one or two things well.
2. Don't do something forever. You'll burn out, you'll block others from serving, and you'll miss God drawing you into deeper levels of ministry.
3. Know your limits. Not every job is for every person.
4. Replace yourself! Constantly look for opportunities to bring others alongside you and expose them to serving.
5. Sometimes we all need a break, but none of us get to be on permanent break!

## GENERAL GUIDELINES AND EXPECTATIONS

As a volunteer of Crossroads, you need to live your life in a way that reflects Jesus to others and helps draw others to Him. We are all meant to be disciple makers and to leverage every part of our lives to this goal. By volunteering at Crossroads, you agree to abide by the following statements:

1. I agree with our church's statement of faith.
2. I will follow the policies and procedures of Crossroads, understanding that they are in place for a reason.
3. I will be an active attender of worship, not missing more than two services a month.
4. I will make at least a six-month commitment to serve. If I feel I cannot complete my commitment I will notify the ministry leader in person and be willing to discuss it before making a final decision.
5. I will be loyal to the pastor, staff, and leadership of the church.
6. I will execute the responsibilities of my volunteer role to the best of my abilities.
7. I will attend training meetings and workshops when offered. If I cannot, I will contact the ministry leader to catch up.
8. I will attempt to let the ministry leader know at least 3 days in advance if I will not be able to serve on my assigned day.
9. I will always show up at the designated time or earlier for my position.
10. My attire will not be a distraction or a stumbling block.
11. I will demonstrate love and respect to those serving with me.
12. If I have a concern, I will voice it to the ministry leader in charge of my team or to the appropriate staff contact. I will not air my grievances outside the church, gossip within the church, or seek anything but healthy resolution.
13. I will try to give my ministry leader 30 days' notice when resigning a position, and I agree to discuss the reasons with my ministry leader.

## VOLUNTEER BEHAVIOR

When you volunteer, people make assumptions. It's not fair, but it's reality. One of the assumptions that people make is that you fully represent Crossroads. They see you as a leader. Because of this, you must take Paul's advice to Timothy seriously—you must be "above reproach." Why? Because the only stumbling blocks we want people to encounter at Crossroads are Jesus and his teachings. Period.

### **Drugs, Alcohol, and Tobacco Policy**

While serving, a volunteer cannot be under the influence of drugs and /or alcohol. Volunteers who choose to use tobacco are asked to refrain from using it on church property.

### **Dress Code**

It is important that all those ministering at Crossroads wear modest and practical clothing while serving. All ministry volunteers are expected to dress appropriately for the task they will be performing.

### **Harassment Free Environment**

Crossroads should be a safe place for all people. Therefore, we are committed to providing volunteers and attendees an environment free from unlawful harassment. Unlawful harassment is defined as

harassment based on any characteristic of an individual's sex, race, color, origin, age, religion, and/or disability and will not be tolerated.

If, at any time, you feel harassed at church or at a church-sponsored event, report the incident immediately to the staff member with whom you feel most comfortable reporting. Every reported complaint will be investigated thoroughly, promptly, and confidentially.

### **Solicitation and Distribution**

The promotion of private businesses is not allowed while serving at Crossroads. We are here to promote Jesus. No pamphlets or any other written communication may be distributed without prior consent of the pastor.

### **Parking**

To leave the best places open for guests, please park in the farthest spots or around the FAB unless you are physically unable to walk that distance.



## GRIEVANCE PROCEDURES

While Crossroads hopes that every ministry experience is a positive one, we also recognize that a volunteer may become dissatisfied. This can occur because of strained relationships with fellow volunteers, your relationship with your ministry team leader, a disagreement with the church's practices and policies, or other conditions related to your ministry. We encourage you to work toward a quick resolution to these kinds of situations, which usually don't go away with time. The following steps are based on Matthew 18:15-16: "If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses."

1. With an attitude of love and care, speak ***directly to the person*** who has offended you. Try to explain the facts as well as your feelings about the situation in a calm manner that is free from accusation or blame. Often, you can diffuse the situation and clear up conflicts during this step because you communicate to the other party that you truly desire to work out the situation.
2. If the other person doesn't agree regarding the offense, or you can't work out your differences, bring the matter to your team leader's attention. Make sure the team leader understands the problem is affecting your service. If you haven't already put the matter in writing, be sure your team leader does so. The team

leader should arrange a meeting between you and the other party.

3. If you don't feel satisfied with the answers your team leader provides or if you feel uncomfortable discussing this matter with your team leader, you can approach a staff member who can help you work through the situation with the party involved.
4. If the grievance remains unresolved, you should put your concern in writing and present it to the lead pastor who will work with you to work toward a resolution.
5. Please refrain from discussing your grievance outside the walls of the church. Make every attempt to work toward a resolution.
6. If the grievance leads toward resignation of your ministry position, please make every attempt to give your team leader one month to find a replacement.

## JOB DESCRIPTIONS

In the section that follows, you'll find job descriptions for each volunteer opportunity at Crossroads. Below is a one-sentence summary of each role that will give you an overview of all the opportunities. This is followed by detailed job descriptions for each role. Please take time to read through the job descriptions so you know exactly what's expected. We want to make sure your skills and talents match your position perfectly! Please take time to revisit these job requirements periodically so we can make sure we are consistently providing a positive experience for our guests and attendees each weekend during our services.

| TEAM    | ROLE            | THE JOB IN ONE SENTENCE  |
|---------|-----------------|--|
| WELCOME | SIGNS           | Help guests feel comfortable by making it easy to find where they're going.                        |
|         | SET CHANGE      | Free the pastor to engage guests by changing the stage between services.                           |
|         | COFFEE BAR      | Provide a welcoming environment by preparing and serving coffee.                                   |
|         | SNACKS          | Provide a welcoming environment by providing snacks.   |
|         | GREETERS        | Greet guests, answer questions, and make each person feel welcome.                                 |
|         | LOBBY CHECK-IN  | Assist parents with checking in children.  |
|         | PARKING LOT     | Welcome guests with a smile, a wave, and directions.   |
| WORSHIP | WORSHIP         | Help people connect with God through the power of music.   |
|         | TECHNOLOGY      | Facilitate the weekend service by operating the computer, lighting and/or audio tech.              |
|         | DESIGN          | Enhance our worship experience by decorating the sanctuary/lobby for different series and seasons. |
|         | COMMUNION       | Help people encounter Jesus by providing and setting up communion                                  |
|         | USHERS (9AM)    | Assist with the offering and with communion.   |
|         | SCRIPTURE (9AM) | Read a selected scripture passage prior to the sermon.   |

|                 |   |   |
|-----------------|---|---|
| <b>KIDS</b>     | <b>CHECK-IN</b>                         | Help parents by checking in children in order to provide a safe, accountable environment for kids to grow in their faith. |
|                 | <b>SMALL GROUP LEADER (WED)</b>         | Provide an environment where our kids connect with adult believers and grow in their faith on Wednesday evenings          |
|                 | <b>SMALL GROUP LEADER (SUN)</b>         | Provide an environment where our kids connect with adult believers and grow in their faith on Sunday mornings.            |
|                 | <b>NURSERY (WED)</b>                    | Provide a safe, caring environment for little ones on Wednesday evenings.   |
|                 | <b>NURSERY (SUN)</b>                    | Provide a safe, caring environment for little ones on Sunday mornings.  |
| <b>STUDENTS</b> | <b>MEALS</b>                            | Provide and serve our students a snack supper on Wednesday nights.  |
|                 | <b>MIDDLE SCHOOL SMALL GROUP LEADER</b> | Connect with 6 <sup>th</sup> -8 <sup>th</sup> grade youth, encouraging them to grow in faith and spiritual maturity.      |
|                 | <b>HIGH SCHOOL SMALL GROUP LEADER</b>   | Connect with 9 <sup>th</sup> – 12 <sup>th</sup> grade youth, encouraging them to grow in faith and spiritual maturity.    |
| <b>OTHER</b>    | <b>MEAL TRAIN</b>                       | Help grieving or healing families by providing them a meal.   |
|                 | <b>PEOPLE COUNTER</b>                   | Count participants during worship services.   |
|                 | <b>LANDSCAPING</b>                      | Steward our property by doing small, seasonal landscaping tasks as needed.  |
|                 | <b>SMALL TASKS</b>                      | Steward our property by working on small projects as needs arise.   |

## SIGN TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

Nothing can be more intimidating about coming to a church for the first time visitor than figuring out where to go. If we make it hard for visitors to find things, then what we're communicating to them is that we aren't really expecting them to show up in the first place and that we don't really care what their experience is. Remember, the sermon starts in the parking lot. More than just putting out parking lot signs, this volunteer opportunity partners with people by taking away confusion and uncertainty. Clearly pointing them to the nursery could be the first step in pointing them to Jesus.

### Responsibilities and Duties:

Two people are needed each week for this task. One to put out the signs before the first service and one to take them up after the last service.

#### 1<sup>st</sup> Person - 20 minutes before the 9am service

- Pick up the A-Frame signs from the closet in the Children's Wing lobby.
- Place the sign with one side in front of the Children's Wing entrance in the fire lane.
- As you face Ross St., place the two-sided sign at the parking lot entrance at the corner of the first parking spot on your left, as close to the street as possible. Make sure it is visible from both directions even after cars have parked beside it.

#### 2<sup>nd</sup> Person - After the 10:45am service

- Collect the A-Frame signs and place them back inside the closet in the Children's Wing lobby.

### Expectations:

- If you are not able to serve on your scheduled day, please secure your own replacement. Do not choose to simply not show up. The last thing any of us wants is for a guest to have a bad experience navigating our property. That bad experience could impact their ability to experience Jesus.

### Training:

- No training is necessary for this position.

### Scheduling:

- Sign Team members are scheduled in the bulletin for 9:00 service people to put out the signs and for 10:45 service people via Planning Center to take up the signs. If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact your team leader as soon as possible. Do not wait until the night before.



## SET CHANGE TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

Switching from our Traditional service to our Contemporary service requires a few simple set changes. We're happy to do this because we know certain stage elements help different people connect with Jesus. Though the pastor could switch these elements out, doing so would prevent the pastor from being available to interact with visitors between our services. By serving on this team, you partner with our pastor and our guests by freeing the pastor to nurture relationships that could lead someone to faith in Jesus.

### 10:15am

- Prop open the doorway near the piano and move the table and stool out of the storage area. Carry the pulpit into the storage area. Set the table and stool up where the pulpit was standing. Shut the door.
- Pick up any paper left in the seats, and straighten up the hymnals and bibles.
- Move attendance pads to the center aisle seats.

### After the 10:45am service

- Prop open the closet door. Move the table and stool off the stage. Carry the pulpit back out and set it back up on the stage. Place the table and stool back in the closet. Shut the door.

### Expectations:

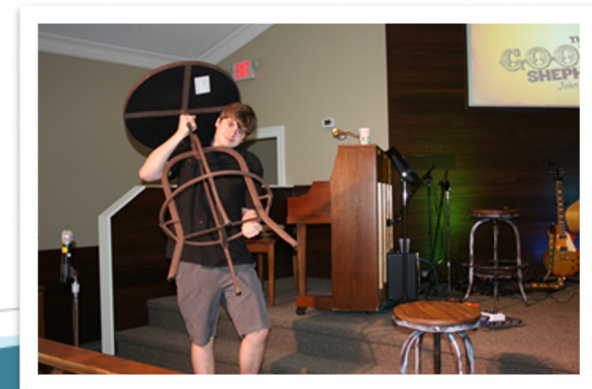
- Arrive on time so no one else must do your job. Grab someone to help you to include more people in serving.

### Training:

- No training is necessary for this position.

### Scheduling:

- Set Change Team members are scheduled via Planning Center. You will receive an email indicating when it is your turn to serve. If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact your team leader as soon as possible. Do not wait until the night before.



## COFFEE BAR TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

Crossroads' vision is to be a home where people can belong and come to believe in Jesus. When someone comes to visit you in your home, what do you do to make them feel welcome? You offer them something to eat and drink! This isn't about coffee and cookies. This is about welcoming people with a smile, a kind word, and an act of service. It's about letting visitors know that we expected them and that we're glad they came. It's about nurturing and building relationships as people gather in the lobby.

### Responsibilities and Duties:

*Detailed instructions will be given during training.*

#### Arrive at 9:00am

- In the Children's Wing kitchen, prepare the coffee, tea, and lemonade. Gather other needed components of the Coffee Bar.
- When this is completed, move all Coffee Bar items to the lobby using the rolling cart.
- Be completely ready to serve when the first service is over at 10:00am
- Actively engage people who come to the Coffee Bar. Smile and talk! *SERVE* them their drink!
- Remain at the Coffee Bar until after the first 10:45 worship song.
- Return to the Coffee Bar after the second worship song (during our Kids' Break). Return to the sanctuary when the pastor calls everyone back together.

#### Before the last song ends

- Return to the Coffee Bar to interact with guests as they leave. Once people stop coming to the Coffee Bar, begin our cleaning procedures.
- Return everything to the kitchen that you brought over on the cart, rinsing and washing the beverage containers.

- Gather the trash from the lobby trash cans, replace the bags, and carry the trash to the rolling trash cans outside.

### Expectations:

- Smiling and positive attitudes are crucial!
- If you cannot answer someone's question, do not say, "I don't know." Say, "Let me find someone who can answer your question," and then locate a staff person.
- Recruit others to serve!

### Training:

- Training for this team is done by shadowing. You will be invited to shadow an existing team for a week or two to make sure you're comfortable with the procedures. Training opportunities are also scheduled periodically by the Coffee Bar Team Leader.

### Scheduling:

- Coffee Bar Team members are scheduled once a month via Planning Center. You will receive an email indicating when it is your turn to serve. If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact your team leader as soon as possible. Do not wait until the night before.



## SNACK TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

Our vision is to be a home where people can belong and come to believe in Jesus. When someone comes to visit you in your home, what do you do to make them feel welcome? You offer them something to eat and drink! This isn't about coffee and cookies. This is about welcoming people with a smile, a kind word, and an act of service. It's about letting visitors know that we expected them and that we're glad they came. It's about nurturing and building relationships as people gather in the lobby.

### 10:00am

- Bring a variety of cookies (50-100 preferably homemade) on plates or serving trays to the Coffee Bar. You may also bring donuts if you prefer (3-4 dozen) or other goodies such as sausage balls, fruit, chex mix, etc.
- At the end of the service, collect and clean up what's left of the snacks.

### Expectations:

- Make sure you indicate with an index card if any of your cookies have nuts.

### Training:

- No training is necessary for this position.

### Scheduling:

- Snack Team members are scheduled via Planning Center. You will receive an email indicating when it is your turn to serve. If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact your team leader as soon as possible. Do not wait until the night before.





## 10:45 SERVICE GREETER TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

The sermon starts in the parking lot. People know if they're going to come back within the first five minutes of being on property. Greeters are the first line of personal contact when people come to Crossroads. The greeters often hold the key to whether guests return and become family. The Greeter Team exists to provide a warm, friendly environment as we gather together for each worship experience. The Greeter Team places a particular focus on the newcomer, connecting them with regulars and ensuring they feel welcome, removing any barriers that exist to their fellowship with us. More than saying hello, opening doors, or handing out programs, the Greeter Team is at the core of our mission to partner with people to grow as followers of Jesus Christ.

### Responsibilities and Duties:

#### 10:20am

- Check to make sure the bathrooms are tidy and in order.
- Put on your "Volunteer" lanyard and name tag sticker located in the Connection Point drawer. Get your stack of worship bulletins.

#### 10:30am

- Be at the front doors to open them for people, greet them, and hand them a bulletin, point out the restrooms and the coffee bar.
- Keep an eye out for guests, welcoming them specifically, directing them to Children's Check-In if they have kids, encouraging them to stop by for a gift after the service, and connecting them to regulars.
- Your primary goal is to pay attention to guests and occasional attendees, greeting them to help them feel like they belong. Try to spend the majority of your time with new people. Catch up with your friends and regular attendees after you're done greeting.

#### Once the service starts

- Remain in the lobby to greet late-comers until after the first song. At that point you are free to go to your seat.

#### As the last song ends

- Open the back doors of the sanctuary and return to the Connection Point, watching for newcomers to interact with them after the service. Give a mug to first time visitors.

#### Once you are done greeting

- Return your lanyard to the drawer.
- Turn off the lamps by the couch.
- Blow out any candles in the lobby and sanctuary.
- Turn off the TVs in the lobby and hallway.
- Take any "First Time Guest" cards you receive to the counter in the main office.

#### **Expectations:**

- Focus on the new people!
- Put on a smile and positive attitude.
- Be in your spot 20 minutes before the service starts ready to go.
- If someone asks you a question you can't answer, don't say, "I don't know." Direct them to a staff person in the lobby.
- Recruit others to serve!



### **Training:**

- Training sessions for this team are provided periodically by our Greeter Team Leader. Please make every effort to attend.

### **Scheduling:**

- 10:45 Greeters are scheduled via Planning Center. You will receive an email indicating when it is your turn to serve. If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact your team leader as soon as possible. Do not wait until the night before.



## 9:00 SERVICE GREETER TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

The sermon starts in the parking lot. People know if they're going to come back within the first five minutes of being on property. Greeters are the first line of personal contact when people come to Crossroads. The greeters often hold the key to whether guests return and become family. The Greeter Team exists to provide a warm, friendly environment as we gather together for each worship experience. The Greeter Team places a particular focus on the newcomer, connecting them with regulars and ensuring they feel welcomed, removing any barriers that exist to their fellowship with us. More than saying hello, opening doors, or handing out programs, the Greeter Team is at the core of our mission to partner with people to grow as followers of Jesus Christ.

### Responsibilities and Duties:

#### 8:40am

- Put on your "Volunteer" lanyard and name tag sticker located in the Connection Point drawer. Get your stack of worship bulletins.
- Turn on the lamps and lobby lights.
- Be at the front doors to open them for people, greet them, hand them a bulletin, and point the way to the restrooms.
- Keep an eye out for guests, welcoming them specifically, directing them to Children's Check-In if they have kids, encouraging them to stop by for a gift after the service, and connecting them to regulars.
- Your primary goal is to pay attention to guests and occasional attendees, greeting them to help them feel like they belong. Try to spend the majority of your time with new people. Catch up with your friends and regular attendees after you're done greeting.

#### Once the service starts

- Remain in the lobby to greet late-comers until after the first song. Return your lanyard to the drawer. At that point you are free to return to your seats.

### As the last song ends

- Open the back doors of the sanctuary and return to the Connection Point, watching for newcomers to interact with them after the service. Give a mug to first time visitors.

### Expectations:

- Focus on the new people!
- Put on a smile and positive attitude.
- Arrive 20 minutes before the service starts ready to go.
- If someone asks you a question you can't answer, don't say, "I don't know." Direct them to a staff person in the lobby.
- Recruit others to serve!

### Training:

- Training sessions for this team are provided periodically by our Greeter Team Leader. Please make every effort to attend.

### Scheduling:

- 9:00 Service Greeters are scheduled in our Worship Bulletin. If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact the office as soon as possible. Do not wait until the night before.



## LOBBY CHILDREN'S CHECK-IN TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

It's always challenging to go somewhere new with kids. To help parents with the unknowns, it's crucial for someone who loves Crossroads and believes in our mission to partner with people to grow as followers of Jesus Christ to be stationed at the Lobby Check-In Kiosk in order to assist parents. The Lobby Check-In Team exists to make it as easy as possible for guests with kids to worship at Crossroads, which is at the core of our mission to partner with people to grow as followers of Jesus Christ.

### SUNDAYS

#### 10:10am

- Put on your "Volunteer" lanyard and name tag sticker located in the Connection Point drawer.
- Make sure that the lobby computer, mouse, and keyboard are on.
- Make sure the printer is loaded with label paper.
- Keep an eye out for guests with children, make contact with them, and guide them through the check in process. With regular attendees who are familiar with our system, let them do it and use that time to interact with them.

#### Once the service starts

- Remain in the lobby to greet late-comers until after the first song. Return your lanyard to the drawer. At that point you are free to go to your seat.

### Expectations:

- Focus on the new people!

- Put on a smile and positive attitude.
- If someone asks you a question you can't answer, don't say, "I don't know." Direct them to a staff person in the lobby.

### Training:

- Training sessions for this team are provided periodically. Please make every effort to attend.

### Scheduling:

- Scheduling is done monthly via Planning Center. You will receive an email. If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact the office as soon as possible. Do not wait until the night before.



## PARKING LOT TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

The sermon starts in the parking lot. People know if they're going to come back within the first five minutes of being on property. That means a smiling face and a welcoming wave in the parking lot are crucial. So is guiding visitors to up-front parking. The Parking Lot Team helps accomplish our mission to partner with people to grow as followers of Jesus Christ.

### Responsibilities and Duties:

#### 9:00AM SERVICE TEAM:

##### 8:30am

- Put on an orange vest located in the Connection Point drawer.
- If it's raining, grab an umbrella. Escort anyone who needs cover from the rain.
- Direct visitors towards the "visitor" spots near the sanctuary.

##### 9:05am

- Come inside and return your vest.

#### 10:45AM SERVICE TEAM:

##### 10:15am

- Put on an orange vest located in the Connection Point drawer.
- If it's raining, grab an umbrella. Escort anyone who needs cover from the rain.
- Direct visitors towards the "visitor" spots near the sanctuary.

##### 10:50am

- Come inside and return your vest.

### Expectations:

- Focus on the new people!
- Put on a smile and positive attitude.
- Arrive "ready to go" 30 minutes before the service starts.
- If someone asks you a question you can't answer, don't say, "I don't know." Direct them to a staff person in the lobby.
- Recruit others to serve!

### Training:

- Training sessions for this team are provided periodically by our Parking Lot Team Leader. Please make every effort to attend.

### Scheduling:

- 9:00 Parking Lot Team Members are scheduled in the bulletin. 10:45 Parking Lot Team Members are scheduled via Planning Center. If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact the office as soon as possible. Do not wait until the night before.



## WORSHIP TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

Great music is essential to creating an atmosphere that helps the congregation worship God. We seek to not just be “worship leaders,” but to be “lead worshippers,” partnering with the congregation to seek God’s presence together.

### Responsibilities and Duties:

#### THURSDAYS

##### 6:30-8:00pm

- Rehearsal begins at 6:30pm. Arrive ahead of time, set up, and be ready to go to maximize our time.

#### SUNDAYS

##### 9:50am

- Arrive on time with all you need to be ready to warm up as soon as the 9am service concludes.

##### 10:00-10:30am

- Warm up and then take a short break for coffee, the restroom, and to connect with others.

##### 10:40am

- Be back on stage, and ready to start at 10:45am.

### Expectations:

- Not only be on time for everything, but be early so that no rehearsal time is lost because someone’s not ready yet.
- If you are on the stage, SMILE!

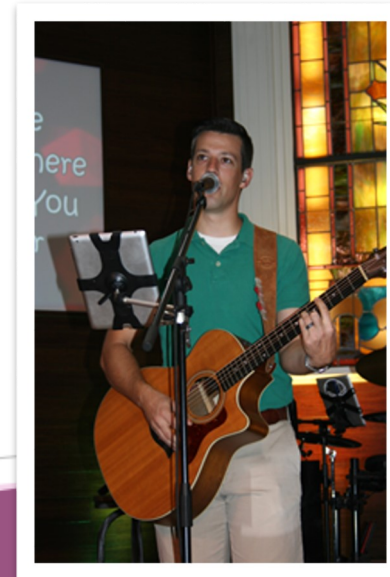
- Wear appropriate attire when it is your Sunday. This is vague, but the goal is not to distract people from God by either wearing something controversial or revealing.
- Recruit other musicians and vocalists!
- Sometimes special events are required.

### Training:

- Auditions are required to serve on this team. Brian McCarthy, our contemporary worship leader, will guide you on this procedure. Training is done by attending several Thursday rehearsals, at which point the worship leader will determine when you are ready.

### Scheduling:

- The Worship Team uses Planning Center to schedule musicians and vocalists. If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact Brian as soon as possible. Scheduling is done far enough in advance that changing is easy.





## TECH TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

This team exists to provide us with the best audio and visual experience we can have. But it's more than lights and sounds. It's about engaging the senses in a way that helps people encounter God, experience the Spirit, and respond to Jesus. Reliable lyrics and slides enable people to connect with God and each other through worship by making it easy to participate. Good sound and lighting is often taken for granted. But bad sound and lighting are noticed by everyone. Two people are needed each Thursday/Sunday. One does the visual side and the other handles lighting/audio.

### Responsibilities and Duties:

#### 9:00AM SERVICE :

##### 8:30am

- Arrive on time to be ready.
- Turn on the sanctuary lights, sound system and computer.
- Have the announcement slides running by 8:45am.

#### 10:45AM SERVICE:

##### THURSDAYS

##### 6:30-8:00pm

- Rehearsal begins at 6:30pm. Arrive ahead of time, set up, and be ready to go in order to maximize your time. Depending on your position, during this time you may take provided content and lyrics to create slides for worship and the sermon or get lighting and sound levels set for Sunday morning.

##### SUNDAYS

##### 9:50am

- Arrive on time to be ready as soon as the 9am service concludes.

##### 10:00-10:30am

- Help the band warm up and then take a short break for coffee, the restroom, and to connect with others.

##### 10:40am

- Be back in the booth and ready to start.
- At the end of the service, shut everything down once the sanctuary clears out.

### Expectations:

- Not only be on time for everything, but be early so that no rehearsal time is lost because someone's not ready yet.
- Keep the booth clean, organized, and don't keep any liquids on the desk.
- Respect the desires of the worship leader.
- Recruit other musicians and vocalists!
- Sometimes special events are required.

### Training:

- Training is done by attending several Thursday rehearsals, at which point the worship leader will determine when you are ready.

### Scheduling:

- Scheduling for the Tech Team is done through Planning Center . If you have a scheduling conflict, first try to find your own replacement. If you are unable to find one, please contact Brian as soon as possible. Scheduling is done far enough in advance that changing is easy.



## DESIGN TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

This team exists to enhance our worship by creating an atmosphere that helps draw our heart and mind towards God. This might mean decorating the altar, sanctuary, or lobby for an upcoming sermon series, special event, or season.

### Responsibilities and Duties:

- Per contact by the senior pastor, the team leader will call a work time for members of this team to gather and design and decorate.

### Expectations:

- To work as a team, being sensitive to the diversity of worship styles in our church.
- To think like an outsider, looking at how our different environments look through the eyes of someone who's visiting for the first time.

### Training:

- No training is necessary for this position.

### Scheduling:

- As needed.



## COMMUNION TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

The Communion Team exists to partner with people by welcoming them to the Lord's Table to receive the body and blood of Jesus. These volunteers help others experience God's grace through the sacrament of communion. The elements (bread and juice) will be provided by the church.

### Responsibilities and Duties:

#### 9:00am COMMUNION TEAM

##### 8:40am

- Arrive and collect the bread and juice from the refrigerator and the cups and plate from the drawers to the far right of the sink. Collect the linens from the cabinet under the hallway TV.
- Set up the altar with the white cloth, bread on top of a white napkin and covered with one, and two cups filled with juice and each covered with a white napkin.
- Leave extra bread and the juice bottle behind the altar.

##### During the service

- Come forward when called by the pastor and he will send you to your serving station.
- Give each person who comes forward the element you are holding saying either, "The body of Christ, broken for you," or, "The blood of Christ, shed for you."

##### After the service

- Take the leftover bread and juice outside, place the bread on the ground and pour the juice over it. Rinse the cups and return them to the altar.

#### 10:45am COMMUNION TEAM

##### 10:15am

- Arrive and prepare the altar for the 10:45am service.
- Fill the cups and cover them with white napkins.
- Place a new loaf on the plate and cover it with white napkins.

##### During the service

- Come forward when called by the pastor and he will send you to your serving station.
- Give each person who comes forward the element you are holding saying either, "The body of Christ, broken for you," or, "The blood of Christ, shed for you."

##### After the service

- Take the leftover bread/juice outside, place the bread on the ground and pour the juice over it.
- Return the cups/plate to the kitchen, wash them, dry them, and put them back in the drawer.
- Collect the linens from the altar and place them in the basket in the office.
- Any linens with grape juice on them need to be washed carefully and returned to the church promptly.



### Expectations:

- Please arrive on time.
- Smile and look people in the eye when serving, calling them by name if you know it.

### Training:

- Occasional training opportunities will be provided. Please make every opportunity to attend.

### Scheduling:

- Communion Team Members will be scheduled once a month using Planning Center for the 10:45 service. Your notification and reminder will come via email through Planning Center. For the 9:00 service, the schedule will be listed in the Worship Bulletin. If you have a scheduling conflict, please make every effort to secure your own replacement.



## 9:00AM USHER TEAM

*To partner with people to grow as followers of Jesus Christ*

### **Purpose**

The Usher Team exists to assist people during the traditional service so that everyone can participate and encounter God.

### **Responsibilities and Duties:**

#### 8:45am

- Put on your “Volunteer” lanyard and name tag sticker located in the Connection Point drawer.
- Arrive and pay attention for visitors and new faces.
- Help them find a seat—even if there’s room.
- Make sure the registration books are out on the first chair of each row.
- Close the sanctuary doors after the pastor finishes announcements.

#### Offering

- The pastor will invite the Usher Team forward and hand out the collection plates. Then go row-by-row, making sure each person gets the chance to give.
- At the back, place the whole offering in one plate, stack the plates, and one usher will carry it forward to the pastor during the Doxology (*Praise God From Whom All Blessings Flow*).

#### After the offering is collected

- One usher should take the clipboard from the sound booth and count worship attendance. This number includes those on stage, in the booth, and those in the Children’s Wing. Be sure to record the names of the adults working in the nursery. Return the clipboard to the sound booth.

#### If Holy Communion is served

- Two ushers are needed to guide the congregation. Starting in the back, dismiss one row at a time, not allowing the center aisle to get backed up. Pay attention for attendees who are unable to come forward and notify the servers when you come forward.

#### **Expectations:**

- Smile and have a positive attitude.
- Pay special attention to visitors and occasional guests.
- Don’t allow yourself to be in a compromised position with the money.
- If someone asks you a question and you don’t know the answer, do not say, “I don’t know.” Instead, direct them to a staff person nearby.

#### **Training:**

- Training is on the job.

#### **Scheduling:**

- Ushers are scheduled once a month. Please watch the worship bulletin for your time to serve. If you have a scheduling conflict, please find your own replacement.

## 9:00AM SCRIPTURE READER

*To partner with people to grow as followers of Jesus Christ*

### Purpose

The Scripture Reader reminds us in the middle of worship that we live and breathe by the Word of God. This person helps us transition from singing to preaching by reading out loud a key, pre-selected passage of Scripture.

### Responsibilities and Duties:

#### During the week

- You will be notified of what passage you'll be reading.
- You will also be given guidance on any difficult pronunciations.

#### During the service

- The pastor will call you forward. Invite people to stand in honor of God's Word. Read the text clearly and be engaging. After you're done, ask them to be seated.

### Expectations:

- Smile!
- Read clearly and with inflection.
- Practice before Sunday!
- Read from an easy to read and understand translation—no King James! This isn't about your preference; it's about including as many people as possible.

### Training:

- No training required for this position.

### Scheduling:

- Scripture readers are scheduled once a month and listed in the worship bulletin. Should you experience a scheduling conflict, please secure your own substitute.



## CHILDREN'S WING CHECK-IN TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

This team exists to provide parents with confidence that their children are safe when they entrust them to us. Every parent knows the fear of leaving a child in the care of others. Our check-in procedure is one of many stop-gaps in place to protect the children in our care.

### Responsibilities and Duties:

#### WEDNESDAY TEAM

##### 5:40pm

- Arrive and turn on the computer in the Children's Wing Lobby. Make sure the desk and greeting area is free of clutter.
- Check the printer and make sure it has label paper loaded.
- As parents drop off their kids, check the children into our system. One sticker will stay with the parent and one will stay on the child.
- Remain at the desk until 6:15pm to help any late arrivers.

##### 7:20pm

- Return to the check in desk.
- As parents come in, collect their stickers, notify the group leaders of which child is ready for pick-up, make sure the child's sticker matches the parents, and mark the child as "checked-out."
- Once the children are checked out, shut down the computer.

#### SUNDAY TEAM

##### 10:10am

- Arrive and make sure the computer is on in the Children's Wing Lobby. Make sure the desk and greeting area is free of clutter.
- Check the printer and make sure it has label paper loaded.

- As parents drop off their kids, check the children into our system. One sticker will stay with the parent and one will stay on the child.
- Remain at the desk until 10:55am to help any late arrivers.
- Return to the desk after worship and shut everything down. Teachers handle check out in their rooms.

### Expectations:

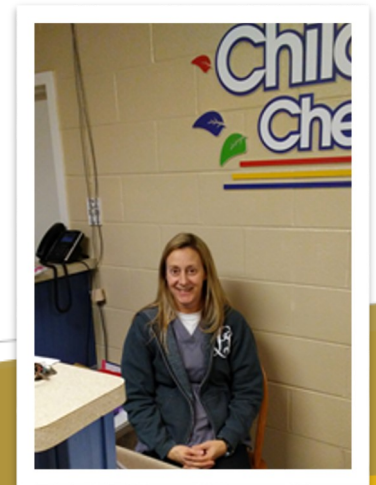
- Be on time for everything,
- Smile and keep a positive attitude.
- Pay attention for new people! Give them the majority of your attention.

### Training:

- Training is offered periodically for this team. Please make every effort to attend.

### Scheduling:

- Scheduling is done monthly via Planning Center which sends you an email. If you have a scheduling conflict, first try to find your own replacement.



## KIDS' CLUB SMALL GROUP LEADER

*To partner with people to grow as followers of Jesus Christ*

### Purpose

This team exists to help kids encounter Jesus on Wednesday nights, which is one of the most important things we can do as followers of Jesus Christ. As go our children, so goes society. We offer them relevant teaching that is oriented towards application. Our group leaders invest in the lives of these children to help them know and trust the Father's love for them in life changing ways.

### Responsibilities and Duties:

#### WEDNESDAY

##### 5:40pm

- Arrive to make sure your room is ready to go. Your teaching material will be provided to you in advance so you can prepare for the focus and content of the evening.
- Your craft will be supplied and set up for you when you arrive.
- You will be provided any additional guidance needed by the Director.
- Pray for the kids and the night before they start showing up.

##### 6:00pm

- Greet kids as they arrive. Interact with them until it is time for the evening activities to begin.
- Follow the schedule given to you by the Director for the rest of the evening.
- Take every chance you get to build relationships with the kids.

##### 7:30pm

- Greet parents as they pick their children up.
- Once your room is empty, make sure it is clean, trash is collected, bagged, and sitting outside the door.

### Expectations:

- Be on time for everything,
- Smile and keep a positive attitude.
- Pay attention for new people! Give them the majority of your attention.
- Pray for and with the kids. Go the extra mile and send them cards on their birthdays.
- Recruit new leaders!

### Training:

- Everyone in children's ministry is required to go through Safe Sanctuaries training, have been attending Crossroads a minimum of six months, and have a completed background check on file. Specific training will be scheduled and conducted by the Director.

### Scheduling:

- Scheduling will be done via Planning Center by email once a month. If you have a conflict, please try to swap with another Group Leader for your kids. If this is not possible, please notify the Director.



## KIDS' CONNECT SMALL GROUP LEADER

*To partner with people to grow as followers of Jesus Christ*

### Purpose

This team exists to help kids encounter Jesus on Sunday mornings, which is one of the most important things we can do as followers of Jesus Christ. As go our children, so goes society. We offer them relevant teaching that is oriented towards application. Our group leaders invest in the lives of these children to help them know and trust the Father's love for them in life changing ways.

### Responsibilities and Duties:

#### SUNDAY

##### 10:30am

- Arrive to make sure your room is ready to go. Your teaching material will be provided to you in advance so you can prepare for the focus and content of the morning.
- Your craft will be supplied and set up for you when you arrive.
- You will be provided any additional guidance needed by the Director.
- Pray over the room and then head to worship.

##### During the service

- When the Director begins to talk about sending our kids out, go ahead and go to your classroom to be ready for their arrival.
- Greet kids as they arrive with a big smile and a positive attitude.
- Follow the schedule given to you by the Director.
- Take every chance you get to build relationships with the kids.

##### After the service

- Greet parents as they pick their children up.
- Once your room is empty, make sure it is clean, trash is collected, bagged, and sitting outside the door.

### Expectations:

- Be on time for everything,
- Smile and keep a positive attitude.
- Pay attention for new people! Give them the majority of your attention.
- Pray for and with the kids. Go the extra mile and send them cards on their birthdays.
- Recruit new leaders!

### Training:

- Everyone in children's ministry is required to go through Safe Sanctuaries training, have been attending Crossroads a minimum of six months, and have a completed background check on file. Specific training will be scheduled and conducted by the Director.

### Scheduling:

- Scheduling will be done via Planning Center by email once a month. If you have a conflict, please try to swap with another Group Leader for your kids. If this is not possible, please notify the Director.





## NURSERY

*To partner with people to grow as followers of Jesus Christ*

### Purpose

A clean nursery with a caring staff is crucial for a church to grow. As young families visit, one bad experience in the nursery can cause them to overlook twenty other good things about the church. Also, it is tough to leave your little ones with strangers. If we can provide parents with peace of mind about their little ones, then they will be better able to focus on God during worship. The nursery team exists to partner with these parents by providing their children with a safe, loving environment so that their parents can focus on God.

### Responsibilities and Duties:

#### WEDNESDAY

Arrive at 5:40pm

- Put on volunteer lanyard.
- Greet children and parents, making sure each child has an ID sticker.
- Make note of any special needs for the child.
- Assist nursery staff in the care of the children.
- Only return child to person with a corresponding ID sticker.

#### SUNDAY

Arrive at 10:15am

- Put on volunteer lanyard.
- Greet children and parents, making sure each child has an ID sticker.
- Make note of any special needs for the child.
- Assist nursery staff in the care of the children.
- Only return child to person with a corresponding ID sticker.

### Expectations:

- Be on time for everything, smile and keep a positive attitude.
- Pay attention for new people! Give them the majority of your attention.
- Interact with the children—read, play, sing!
- Never give a child back to a parent with a dirty diaper or messy face!
- Recruit other volunteers!

### Training:

- Everyone in children's ministry is required to go through Safe Sanctuaries training, have been attending Crossroads a minimum of six months, and have a completed background check on file. Specific training will be scheduled and conducted by the Director.

### Scheduling:

- Nursery volunteers will be scheduled via Planning Center which will send out notification emails. If you have a scheduling conflict, please try to secure your own replacement from other nursery volunteers. Volunteers will be scheduled once a month.



## STUDENT MINISTRY MEAL TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

This team exists to help our students encounter Jesus, which is one of the most important things we can do as followers of Jesus Christ. Many of our students get the best meal of their week from us on Wednesday nights. Jesus liked to feed people to reach their souls and so do we. Our spiritual forefather, John Wesley, taught Methodists to never send someone to heaven hungry! In other words, minister to the body and the soul. In this simple ministry, we partner with these students in a way that will help them be more open to the teaching and worship later that night.

### Responsibilities and Duties:

#### Before Wednesday evening

- You'll be texted a code for a lock box on the Family Activities Building kitchen door which contains the key.

#### Before 6:00pm

- Arrive early enough to have the meal prepped and ready by 6pm.
- Set up plates, cups, napkins, and utensils.
- Pray for the students as you cook.

#### 6:00pm

- Greet kids as they arrive. Interact with them as you serve them food.
- Once they're done eating, clean the kitchen.
- Bag up the trash (a student will take it out), turn off the kitchen lights, lock the kitchen door, and return the key to the lock box.
- If you changed the thermostat, be sure to return it to where it was.

### Expectations:

- Be on time for everything,
- Smile and keep a positive attitude.
- Interact with the students.
- Dress appropriately.

### Training:

- No training is required.

### Scheduling:

- Scheduling will be done via Planning Center by email once a month. If you have a conflict, please try to swap with another Meal Team.





## HIGH SCHOOL OR MIDDLE SCHOOL SMALL GROUP LEADER

*To partner with people to grow as followers of Jesus Christ*

### Purpose

This team exists to help Students encounter Jesus and grow in his image. We do this by teaching Bible-based truth in large group and small group environments that are led by our Student Pastors and dedicated volunteers. The Small Group leader's role is to welcome students and help them feel comfortable by engaging with them and helping them meet others.

### Responsibilities and Duties:

#### WEDNESDAYS

5:45pm

- Arrive and be ready to welcome students and interact with them.
- Look for new students and help them meet regulars who are around the same age.
- Sit with the students and interact with them during their meal time.
- After worship and teaching, lead your group of boys or girls in conversation, sharing, and prayer.
- Help clean up when the program is over.
- Stay until the last student leaves or the Director indicates you are free to leave.

### Expectations:

- Be on time for everything.
- Smile and keep a positive attitude.
- Pay attention for new people! Give them the majority of your attention.

- Pray for and with the students. Go the extra mile and send them cards on their birthdays.
- Recruit new leaders!
- Never leave another leader in a position that violates Safe Sanctuaries.

### Training:

- Everyone in student ministry is required to go through Safe Sanctuaries training, have been attending Crossroads a minimum of six months, and have a completed background check on file. Specific training will be scheduled and conducted by the Director.

### Scheduling:

- Scheduling will be done via Planning Center by email once a month. If you have a conflict, please try to swap with another Group Leader for your students. If this is not possible, please notify the Director.



## MEAL TRAIN TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

This team exists to partner with people who are experiencing suffering or hardship due to death or illness. This team also partners with people who are experiencing the joy and exhaustion of welcoming a baby into the home. By providing meals, we can love other people in a season of life when they really need it and do it all for the glory of our Heavenly Father.

### Responsibilities and Duties:

- As needed, utilize the Meal Train website, indicate which evening you would be willing to provide a meal for a family.

### Expectations:

- Be on time for everything,
- Smile and keep a positive attitude.
- Pay attention to any special dietary needs.
- Make everything as easy for the family as possible.

### Training:

- No training required.

### Scheduling:

- When the need arises, you will be notified of an opportunity to provide this service.

## 10:45 SERVICE PEOPLE COUNTER

*To partner with people to grow as followers of Jesus Christ*

### Purpose

People counters at Crossroads partner with the staff and leadership by obtaining accurate attendance information so we can predict growth patterns and attendance trends. This helps us discern what God is doing in our midst so that we can respond better to Him.

### Responsibilities and Duties:

- When the sermon starts, get the clipboard from the sound booth.
- Count everyone in the worship space and sound booth. Count everyone in the lobby. Count everyone in the Children's Wing.
- Write down the names of the band members, A/V volunteers and the nursery workers.

### Expectations:

- Be sure to not interrupt someone's worship experience while counting.
- Remember that our littlest ones in the Children's Wing count, too!

### Training:

- Training opportunities are provided as needed.

### Scheduling:

- People Counters are scheduled monthly via Planning Center which sends out a notification email. If you have a scheduling conflict, please swap Sundays with another volunteer.

## LANDSCAPE TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

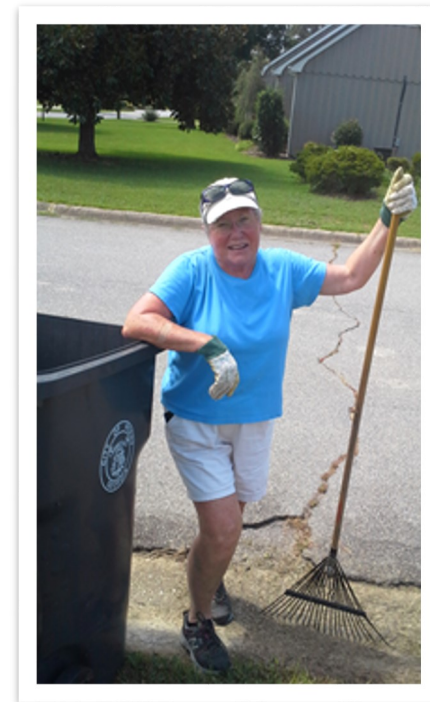
It's absolutely true that how an environment or church campus looks shouldn't matter at all to Christians. After all, Christians worshiped in the tombs and catacombs during a large part of our history. But we're not trying to attract Christians; we're trying to attract people who don't know Jesus yet and who live by the values of this world. In other words, the people we're trying to attract care about how things look. The Landscape Team exists to help us keep our campus as beautiful as possible so that how things look isn't a stumbling block for the people we're trying to reach.

### Responsibilities and Duties:

Seasonally, we need to do minor landscape clean-up and planting work on our property. If you are interested in serving with this team, please know you will be notified when a need arises. There is no schedule or training involved for this since it's an "as needed" position.

### Scheduling:

- When an opportunity arises, you will be notified by our Trustees.



## SMALL TASKS TEAM

*To partner with people to grow as followers of Jesus Christ*

### Purpose

It's about stewardship. We want to take care of our property and facilities because they don't really belong to us. They belong to God. And when we take care of them, we partner with God in attracting people to Jesus through Crossroads.

### Responsibilities and Duties:

- Different cleaning and maintenance projects come up from time to time and this team takes ownership of these projects to help us partner with people who come to us to meet Jesus.
- Training is not required.

### Scheduling:

When a project comes up, you will be notified.

# EMERGENCY PROTOCOLS

## Evacuation Safe Zones:

In case of emergency evacuation, please encourage everyone to walk to the following locations and wait until an “all clear” is issued from the staff leader in charge.

-The FAB will be evacuated to the paved parking lot South of the building.

-The sanctuary, administrative offices, Sunday school rooms, and children’s wing will be evacuated to the paved parking lot on the west side of the building.



## Fire Alarm Sounds:

1. The staff member on scene will determine the source of the alarm and notify other staff and adult volunteers.
2. If it is a false alarm the staff member will speak to first responders when they arrive on scene and advised them of the false alarm.
3. In case of a fire staff members and adult volunteers will help evacuate the buildings using the nearest exit. Encourage children/students/adults to walk quickly, but not to run.
4. Basic fire safety procedures:

-Assist disabled persons in your area.

-If you encounter smoke, take short breaths through your nose and crawl along the floor to the nearest exit.

-Feel all doors with your hand before opening. If the door is hot, do not open it. If the door is cool, open it slowly, staying behind the door in case you must quickly close it to protect yourself from oncoming fire or smoke.

-Proceed to the ground level and outdoors.

-Move upwind of the building at least 75 feet away from the structure and beyond the designated evacuation safe zones if necessary.

-Ask people not to go to their cars or attempt to move them from the parking lot. This could hinder access by first responders.

-Do not congregate near building exits, driveways, or roadways.

-Do not reenter the building until an “all clear” is issued by the staff leader in charge. The staff leader will not give the “all clear” until instructed to do so by the Fire Department.

### **In Case of Severe Weather:**

1. Staff leaders will notify all adult volunteers of potential severe weather.
2. Staff leaders will ensure all children, youth, and adult ministry leaders are notified and all rooms placed in lockdown.
3. Staff leaders will assist in helping adults find shelter in the sanctuary.
4. Basic safety procedures:
  - Assist disabled persons in your area.
  - Help people find shelter along an internal wall away from doors and windows.
  - Assist those who are outside in finding appropriate shelter inside the building.
  - Ask people not to go to their car or attempt to leave. Reassure parents their kids have been secured.

### **Missing Child Procedures:**

1. The Children's Ministry leaders will notify the Children's Ministry director that a child is missing.
2. The Children's Director will contact the parent of the child and notify any available volunteers.
3. If the child has not been located within 5-10 minutes the Children's Director will call 911.
4. Any available adult volunteer will search the interior and exterior of the building until the child is found.

### **Life Threatening Accidents/Health Conditions:**

These situations are defined as but not limited to: loss of consciousness, significant blood loss, or difficulty breathing.

1. A staff leader should **immediately call 911** from a cell phone giving the dispatcher the following information:
  - The type of injury or health condition
  - Age, Gender, level of consciousness, level of alertness
  - The address of the church (1600 Main St.) and what building you are in.
2. If the victim is a child, notify the children's director or adult leader in charge. They will contact the parents.
3. Staff leaders or adult volunteers will attempt to locate medical personnel on campus and ask for assistance in stabilizing the patient until first responders arrive.
4. There are several first aid kits on property. Staff members know where they are located.
5. Currently, we do not have AED's.
6. A staff person or adult volunteer should meet first responders outside of the building and assist them in finding the patient.

# EMERGENCY PROTOCOL FOR A VIOLENT EVENT

These situations are defined as but not limited to: active shooter, assault, or domestic situation.

**1. A staff leader or adult volunteer who spots the offence will immediately call 911.**

-If you call 911 and are not able to speak, leave the line open and allow the dispatcher to listen. If possible, provide the dispatcher with the following information:

- Location and nature of the incident
- Number of people affected
- Physical description of the offender
- Any weapons involved in the incident
- Number of potential victims

2. Staff leaders and adult volunteers will notify other ministry leaders who will place their ministry area on lockdown. All ministry areas will remain on lockdown until the situation has been resolved. This means children will not leave the room for any reason unless their parent has come to get them with the appropriate check-out sticker.

3. If a physical altercation is taking place, staff leaders and adult volunteers should attempt to intervene by first giving verbal commands. If that does not end the altercation, staff leaders and adult volunteers should use their discretion to determine whether physical intervention may bring an end to the altercation or increase the danger to the immediate victim, staff leaders, adult volunteers, or others in the immediate vicinity. If it appears that physical intervention may bring about a resolution to the altercations staff leaders or adult volunteers may attempt to physically intervene.

4. In the event of an active shooter situation staff leaders and adult volunteers should encourage people to get out of the line of fire, hide, and/or use the nearest exit. If the shooter is in the sanctuary, the children's area, administrative offices, and FAB should be placed on lockdown. If the shooter is in a children's area the children will be evacuated if possible or hidden from the line of fire and all other children's rooms. The FAB, administrative offices, and the sanctuary should be placed on lockdown.

5. When a room or building is placed on "lockdown" the following precautions should be taken:

- the doors to the building should be locked from the inside and blocked with heavy furniture
- Turn off all sources of noise (cell phones, TV's, sound systems, etc.) and remain silent
- Staff leaders and adult volunteers should assist children and students in seeking shelter in an internal room away from doors and windows.

6. Once the violence has ceased, staff leaders and adult volunteers will be notified to give the "all clear". Children will be dismissed according to regular secure dismissal procedures.

7. As soon as everyone is safe, staff leaders and adult volunteers should work to open driving lanes and space for first responder's vehicles. Staff leaders and adult volunteers will assist medical personnel in identifying and locating those in need of first aid.

8. Staff leaders and adult volunteers will attempt to make sure that anyone involved remain on campus until they have been cleared to leave by law enforcement.



**THANK YOU FOR CHOOSING  
TO PARTNER WITH US**