



**fellowship**  
OF PRAISE

# **VOLUNTEER ORIENTATION PACKET**

**Effective September 2024**

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# A NOTE FROM PASTOR MATT

I am pleased that you have completed FOP Connect and I welcome you to our volunteer team here at Fellowship of Praise (FOP). Over the years, God has consistently led faithful men and women of God to us with the same spirit of sacrifice and simplicity. We really believe you are sent of God!

Your purpose is defined by God. Your role here will make use of the unique talents and gifts that He placed inside of you to fulfill the destiny for which you were born. You are here because you have demonstrated a passionate desire to honor God by serving Him with diligence and excellence.

Our purpose is to reach people with the life-giving message of Jesus that they might become fully devoted followers of Christ. This purpose can only be accomplished if we each contribute what God has deposited in us. We appreciate your commitment to work with the highest degree of excellence so together we can reach our destiny.

Thank you for accepting this challenge and we will do everything we can to develop, nourish and encourage you to become all that God wants you to be.

## VOLUNTEER GUIDELINES

1. Be committed.
2. Maintain a Christ like standard in dress, appearance, and language.
3. Work in a cooperative attitude with others involved in ministry.
4. Seek to grow in a deeper relationship with the Lord.
5. Attend service a minimum of twice a month.
6. Work under the leadership over you.
7. Arrive to service/event at time designated.
8. Be prepared for your responsibilities to the best of your ability.
9. Please give a 48-24 hour notice if unable to attend your scheduled service or event.
10. Follow all safety procedures.

## MOBILE APPS YOU MUST HAVE

### **FOP Church Mobile App**

Stay updated on our church events by downloading our FOP Church App. Search "FOP Church" in the App Store or the Google Play Store. All links are posted on our website: [www.fopchurch.net](http://www.fopchurch.net) This is also where you can sign up for various events, volunteer positions, access Daily Devotions and other information.

### **Planning Center Services**

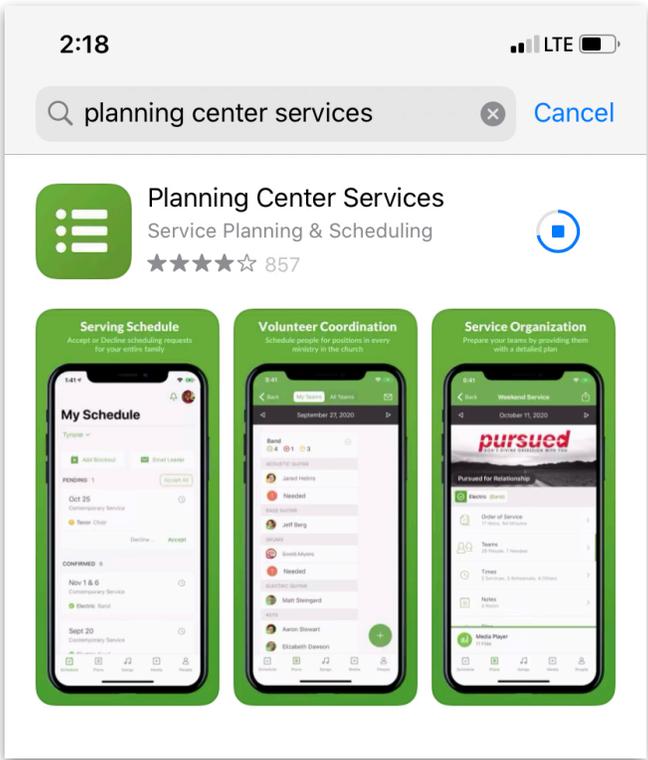
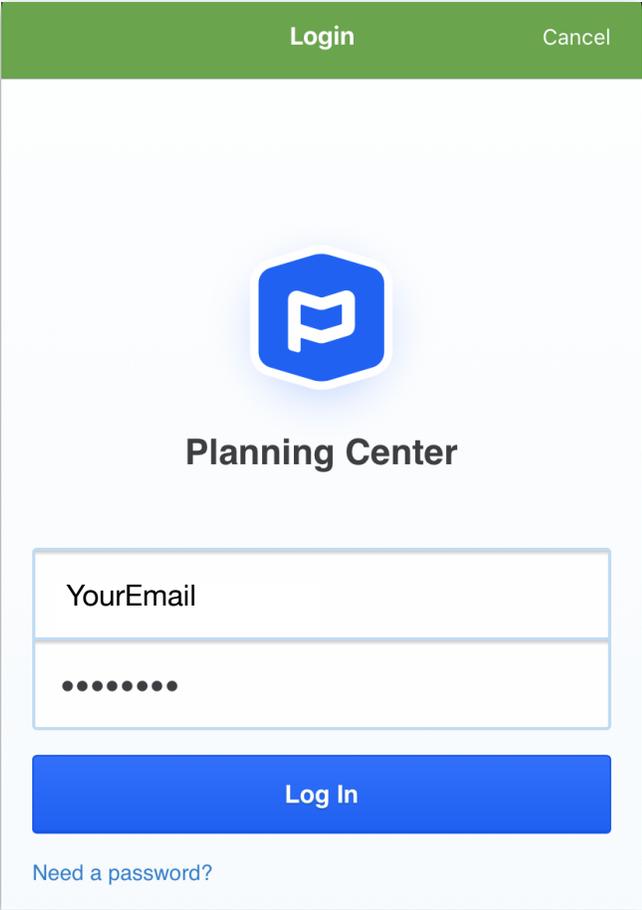
As a volunteer you will be asked to download and utilize the Planning Center Services app. This is how all of our volunteers are scheduled to serve in their respective positions. The following pages explain more about Planning Center and how to use it on your mobile device.



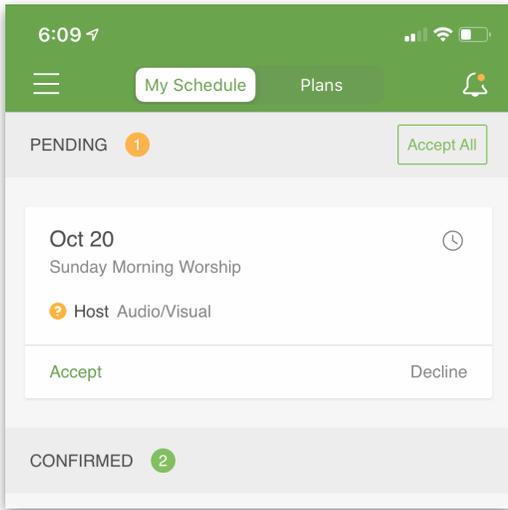
Planning Center is an incredible digital platform where church ministries can communicate easily with their volunteers to schedule and maintain their volunteer positions and needs. Below are the steps that will get you started using the Planning Center Services platform. If you have any other specific questions, feel free to ask your ministry team leader!

Once you've signed up to volunteer, your email address might be added to our church's Planning Center account. You'll receive a Welcome Email that will instruct you to create a username and password. When this is completed, you can continue with the below steps.

Go to the App Store (iTunes or Google Play) and download the "Planning Center Services" app.



When the app is downloaded, sign in with your username and password.



You'll see requests for you to serve in "yellow" with the date and information for your volunteer position. You can click "Accept" or "Decline" based on your availability. Click the "clock" symbol in the top right corner to see what specific service times you're requested to serve.

If you "Decline", you will need to write in a reason why you're not available (vacation, work, sick, etc.). This helps our staff to better know what works best for your schedule and your participation in the ministry.

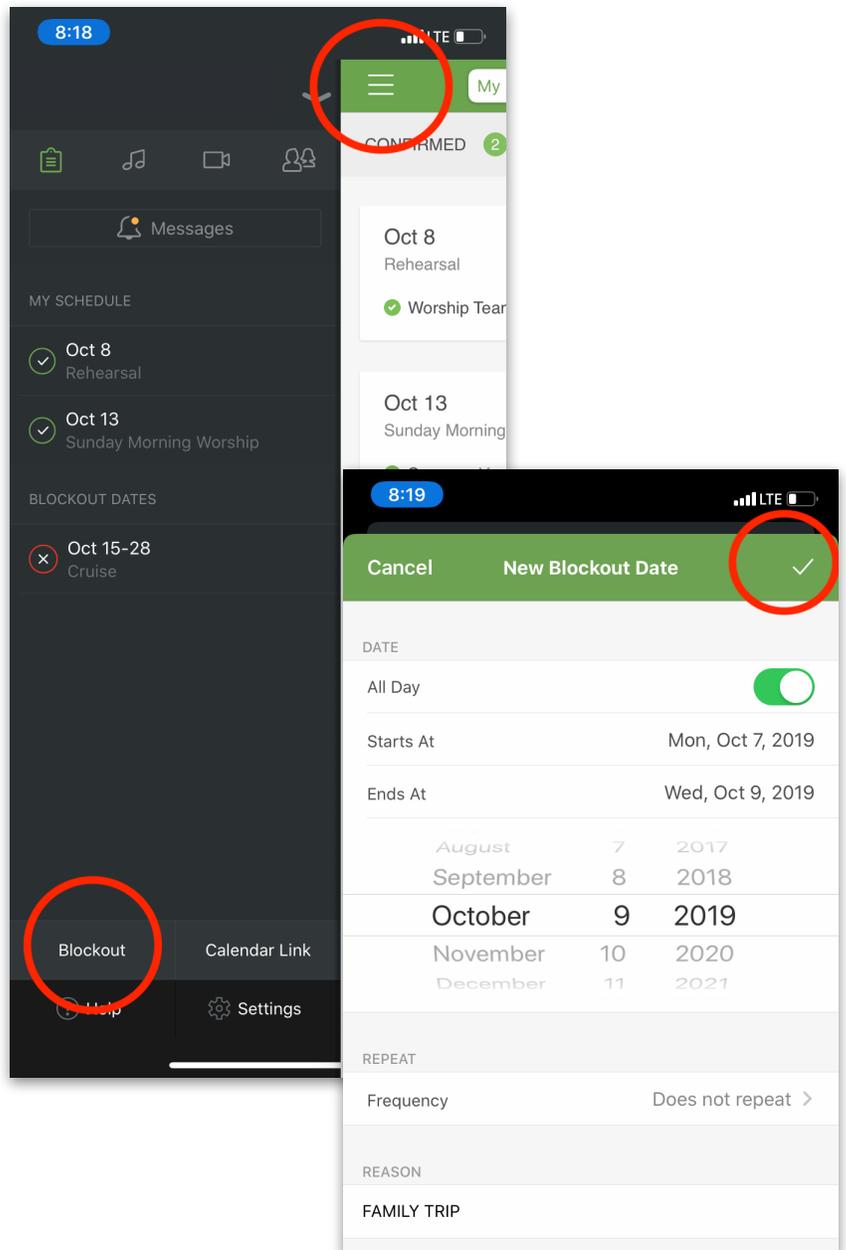
When you "Accept" or "Decline" to serve in a certain position, you will be able to see your assigned/ accepted dates in "green" along with details of that service time as well as any special instructions you might need specific to that day.

If you know of dates that you will NOT be able to serve due to work or vacation or another reason, feel free to add those dates to your "Blockout" calendar by clicking the "three lines icon" in the top right corner of your Home Screen in the app.

A menu will appear to the left of the screen, and at the bottom you'll see "Blockout". Click "Blockout" and fill in the necessary information about why you aren't able to serve on the dates you select. You can add in recurring dates as well.

Once you've put in your blockout date info, click the "checkmark" in the top right corner to save it. Now your ministry team leader will know not to schedule you on the dates you have on your "Blockout" calendar.

Thank you so much for your participation with this platform! This makes it so easy to schedule our volunteers in advance so that we know when people are serving and/or when we might need to ask other volunteers to fill in. Our volunteers are an extremely important part of our weekend services and all that we do at FOP Church, so we always want to be good stewards of your time and resources. Planning Center helps us do that best!



# REQUIRED BACKGROUND SCREENINGS

All volunteers who work with children, youth, security or finances will be required to pass a series of background checks to include but not limited to: a criminal background check, social security verification, name and address search and MVR report (if authorized to drive members for FOP events). Fellowship of Praise Church complies with the requirements of the Fair Credit Reporting Act in obtaining all background screening reports. These screenings must be completed prior to your first time serving at FOP Church in the capacity of the aforementioned ministry areas.

# VOLUNTEER DRESS CODE

## **Women**

1. No shorts; modest capri pants allowed (shorts allowed for FOP Kidz volunteers at events only)
2. No skirts or dresses shorter than 2 inches above the knee
3. No string tops, tank tops, low-cut tops, backless dresses, halter tops, etc.
4. No see-through blouses (lace) without an under-blouse
5. Proper undergarments must be worn and not visible
6. No tight, form-fitting pants or dresses, or those that outline intimate parts of the body
7. No exposed midriff
8. No cleavage showing when standing, kneeling, or bending
9. No leggings (unless with long shirt or dress; nothing shorter than 2 inches from the top of the knee)

## **Men**

1. No shorts (no shorter than 2 inches above the knee)
2. No under shirts
3. No work out shirts
4. No sleeveless shirts

# EMERGENCY PROCEDURES

## Medical Emergencies

If a medical emergency occurs, the head usher should be notified and he/she will assess the situation. If possible, the individual involved will be escorted out of the sanctuary. If this is not possible, the immediate area around the individual should be cleared to allow for proper medical care.

The head usher will designate someone to call 911 and will remain with the individual until medical help arrives. If the individual requires CPR, the head usher will designate an individual to locate someone in the church body who is certified to administer this. If immediate first aid is required, the head usher will designate an individual to locate someone in the church body who is certified to administer this. If an ambulance is called, a member of the Security Team will meet the ambulance at the front door and escort them to the individual. Specific trained individuals will deploy AEDs if necessary.

Typically, an injury can be treated with attention, a cool cloth, possibly first aid cream and a Band-Aid. A first aid kit is available in the FOP Church kitchen or upstairs in the Resource Room. Please talk with the parent (if child/youth involved) upon their arrival, letting them know what happened and how the wound was treated. **KEEP IN MIND THAT WE ARE NOT AUTHORIZED TO DISPENSE ANY OVER THE COUNTER OR PRESCRIPTION MEDICATIONS.** In the event a child/youth needs more medical attention than we can provide, the parent will be notified immediately. An accident report form must be completed. (See page 28 for form. Forms are also kept in the closet of the Front Office at the church.)

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

1. Keep calm and keep the injured person as calm as possible.
2. Do not move the injured person and do not leave them.
3. If needed, notify an usher/security or staff member immediately for assistance call 911.
4. The staff member or usher/security will contact a family member and advise them of the situation.
5. The staff member or usher/security will refer to the parents (for kids/youth) for details on doctor or hospital preferences.
6. If the person is to be transported to a hospital and the parents cannot be located in time, a staff member will accompany the person to the hospital.
7. All volunteers and staff members involved in the emergency should write out an accident report immediately following the emergency.

## **In Case of Fire**

In case of a fire, the head usher will call 911. All individuals will be escorted out of the building immediately. Primary and secondary fire exits may be used in order to expedite the evacuation.

1. In the case of a fire, all volunteer teachers and ministry leaders should direct those under their care/ leadership to the nearest exit and account for those individuals in designated “safety areas” outside the building.
2. No one should leave the premise until the head usher gives an “all clear” in coordination with emergency personnel and medical attention has been provided for anyone in need.
3. Unless the fire prohibits, ushers 1 and 2 will direct everyone from the center chair section to the center building wall (left side of the sanctuary) out the primary exit, through the lobby to the furthest side of the parking lot/ tree line.
4. Unless the fire prohibits, ushers 3 and 4 will direct everyone from the center chair section to the outside building wall (right side of the sanctuary) out both secondary exits on the front and back of the sanctuary to the north side of the pond. Usher 3 will direct out the emergency exit by the stairs to the prayer room and usher 4 will direct out the emergency exit in the back corner of the sanctuary.
5. Ushers (and volunteers working upstairs) will evacuate all classrooms upstairs through either the front or back stairwells and out the doors to inside the playground gates.
6. The head usher will go to the nursery, kitchen and kids church room at the end of the hallway downstairs and evacuate all children and volunteers out the back door to inside the playground gates.
7. Designated ushers (and volunteers) will ensure all children in classrooms will be directed to the playground and remain with their classroom teachers until a parent can retrieve them with identification.
8. Ushers will check every room upstairs/ downstairs and restrooms prior to evacuating.
9. The head usher will designate an usher or security team member to direct the emergency vehicles in the parking lot.
10. The head usher will assist wherever necessary and (after evacuation procedure) check with each designated usher to ensure building is empty and checked.
11. Designated “safe areas” are: the furthest side of the parking lot/ tree line, playground (inside gates), north side of the pond on the west side of the building. Unless conditions dictate otherwise, these are the primary “safe areas”.

## **Tornado/Storm Procedure**

In case of a tornado/ storm, the following measures must be taken for safety:

1. All children, volunteers and ministry leaders in upstairs classrooms should evacuate downstairs to the kitchen. If they are not able to evacuate downstairs, they should shelter in the Resource Room upstairs.
2. All children in the kids church room and downstairs nursery should evacuate to the kitchen.
3. Ushers and volunteer leaders should assist all sanctuary occupants as close as possible to the center building wall and as far away as possible from windows/ doors.
4. The head usher should call 911 if there is any building damage, entrapment or safety concerns for occupants in the building.
5. No one should leave the premise until the head usher gives an “all clear” in coordination with emergency personnel and medical attention has been provided for anyone in need.
6. No one should leave the “safe areas” until the head usher gives an “all clear” in coordination with emergency personnel.
7. Designated “safe areas” are: the Resource Room upstairs, the kitchen, center building wall. Unless conditions dictate otherwise, these are the primary “safe areas”.

## **Active Shooter**

Our most extensive Active Shooter policies remain with our trained Security Team who are also given specific permissions regarding deadly force in the event of an active shooter on the premise. The following procedures apply to each area of leadership in the event of an active shooter:

### **USHERS**

1. Remain calm and have people around you and stay low to the ground.
2. Direct people to the nearest outside exit. If there is no safe way to get to an outside exit, direct people to safe hiding places. (Green Room, Music Room, Sound Booth, Etc.)
3. Assist disabled and elderly to safe areas, either outside exits or hiding places.
4. Direct people to assembly point (behind barn and pond.)
5. Aid and assist anyone hurt or injured until medical personnel arrive.
6. Keep all people at assembly point unless advised differently by law enforcement, Head Usher, or Pastor Matt.

### **UPSTAIRS CLASSROOMS/TEACHERS**

1. Remain calm and ask children to be quiet.
2. Lock doors and barricade with furniture as best that you're able.
3. Turn lights off.
4. Cover door window if possible
5. Hide out of sight of door and/or windows.
6. Keep all people/children hiding in classroom unless advised differently by law enforcement, Head Usher, or Pastor Matt.
7. Upon all clear from law enforcement, Head Usher, or Pastor Matt, all children should be escorted down the back stairs outside to the playground and remain with their classroom teachers until a parent can retrieve them with identification.

## **Power Outage**

1. If there is a power outage all ushers/volunteers will monitor the congregation and assist in maintaining a calm environment.
2. Ushers 1 and 4 will monitor each of the stairways leading to the stage. Only authorized personnel will be allowed on the stage.
3. If evacuation is necessary, the congregation shall be asked to calmly go to the main parking lot. Children in classrooms will be escorted to the parking lot by their teachers. Children can be picked up by their parents from their teachers at the playground with identification.

# IMPORTANT “QUICK FACTS” TO KNOW

Volunteers are expected to know the following “quick facts” to serve as information for first time guests and/or members:

1. Connect Cards are located on the backs of the chairs or at the Welcome Center.
2. Bathrooms are located in the lobby right outside the main sanctuary entrance and also by the coffee station.
3. Someone with children looking to check their children into FOP Kidz should visit a check-in center at kid check in the foyer.
4. There is a Nursing Mothers Room in the downstairs nursery across from the kitchen with live stream of the service.
5. There is a nursery for parents and children under 5 years old that are not checked into FOP Jr. Kidz in the downstairs hallway across from the kitchen with live stream of the service. This nursery requires parental supervision at all times.
6. The Welcome Center is the desk in the lobby where first time guests can turn in completed Connect Cards to receive a small gift.
7. There is hot and Iced coffee available on the Coffee Bar located in the Lobby. (There is also sometimes water bottles located there if the water fountains are not in operation.)
8. Tissues can be found in the bathrooms, behind the Welcome Center, on the prayer table at the back of the sanctuary, and across the front of the stage.
9. Anyone seeking specific information about upcoming events at the church should visit the Welcome Center and/or the website at [fopchurch.net](http://fopchurch.net)
10. Someone who has recently committed their life to Christ should be directed to a member of the Altar Team. If no one is available, they should fill out a Connect Card or an Info Form online so that someone from the church can connect with them to provide additional resources for their new and developing relationship with Christ. (There are booklets available for these individuals inside the bottom of the tissue boxes across the front of the stage.)
11. Anyone asking questions regarding our statement of faith, doctrine, specific beliefs, theology, etc. should fill out a Connect Card so that someone from the pastoral staff can connect with them outside of the service times to answer questions. Our Statement of Faith can be found on our website at [fopchurch.net/about](http://fopchurch.net/about)
12. Anyone inquiring about serving in any capacity at the church should be directed to FOP Connect Online. Rather than direct them to a specific minister/team leader at the church, encouraging them to participate in FOP Connect Online will get them connected to the most appropriate staff person. FOP Connect Online can be found at [fopchurch.net/fopconnect](http://fopchurch.net/fopconnect)

# ABUSE/SEXUAL MISCONDUCT/BULLYING POLICY

## General Definitions

Types of abuse:

- *Physical abuse is injury that is intentionally inflicted upon a Church Member.*
- *Sexual abuse is any contact of a sexual nature that occurs between a Church Member and an adult or between two Church Members. This includes any activity which is meant to arouse or gratify the sexual desires of the adult or the other Church Member.*
- *Emotional abuse is mental or emotional injury to a Church Member that results in an observable and material impairment in the Church Member's growth, development, or psychological functioning.*
- *Neglect is the failure to provide for a Church Member's basic needs or the failure to protect a Church Member from harm.*

## Code of Conduct with Church Member

The following policies are intended to assist staff and volunteers in making decisions about interactions with Church Members. For clarification of any guideline, or to inquire about behaviors not addressed here, contact your supervisor.

Our organization provides our Church Members with the highest quality services available. We are committed to creating an environment for Church Members that is safe, nurturing, empowering, and that promotes growth and success.

No form of abuse will be tolerated and confirmed abuse will result in immediate dismissal from our organization. All reports of suspicious or inappropriate behavior with Church Members or allegation of abuse will be taken seriously. Our organization will fully cooperate with authorities if allegations of abuse are made that require investigation.

The Conduct with Church Member outlines specific expectations of the staff and volunteers as we strive to accomplish our mission together.

1. Church Members will be treated with respect at all times.
2. Church Members will be treated fairly regardless of race, sex, sexual orientation, gender identification, age, or religion.
3. Staff and volunteers will adhere to uniform standards of displaying affection as outlined by our organization.
4. Staff and volunteers will avoid affection with Church Members that cannot be observed by others.
5. Staff and volunteers will adhere to uniform standards of appropriate and inappropriate verbal interactions as outlined by our organization.
6. Staff and volunteers will not stare at or comment on Church Members' bodies.
7. Staff and volunteers will not date or become romantically involved with Church Members.
8. Staff and volunteers will not use or be under the influence of alcohol or illegal drugs in the presence of Church Members.
9. Staff and volunteers will not have sexually oriented materials, including printed or online pornography, on our organization's property.
10. Staff and volunteers will not have secrets with Church Members and will only give gifts with prior permission.
11. Staff and volunteers will comply with our organization's policies regarding interactions with Church Members outside of our programs.
12. Staff and volunteers will not engage in inappropriate electronic communication with Church Members.

13. Staff and volunteers are prohibited from working one-on-one with Church Members in a private setting.
14. Staff and volunteers will use common areas when working with individual Church Members.
15. Staff and volunteers will not abuse Church Members in anyway including (but not limited to) the following:
  - *Physical abuse: hitting, spanking, shaking, slapping, unnecessary restraints*
  - *Verbal abuse: degrading, threatening, cursing*
  - *Sexual abuse: inappropriate touching, exposing oneself, sexually oriented conversations*
  - *Mental abuse: shaming, humiliation, cruelty*
  - *Neglect: withholding food, water, shelter*
16. Our organization will not tolerate the mistreatment or abuse of one Church Member by another Church Member. In addition, our organization will not tolerate any behavior that is classified under the definition of bullying (see below section on bullying), and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior.
17. All staff must follow state specific mandatory reporting requirements. Staff should be trained to be aware of and understand their legal and ethical obligation to recognize and report suspicions of mistreatment and abuse. Staff will:
  - *Be familiar with the symptoms of child abuse and neglect, including physical, sexual, verbal, and emotional abuse.*
  - *Know and follow organization policies and procedures that protect Church Members against abuse.*
  - *Report suspected child abuse or neglect to the appropriate authorities as required by state mandated reporter laws.*
  - *Follow up to ensure that appropriate action has been taken.*
18. Staff and volunteers will report concerns or complaints about other staff, volunteers, adults, or Church Members to our organization's supervisor.
19. Our organization cooperates fully with the authorities to investigate all cases of alleged abuse.
20. Any staff or volunteer shall cooperate to the fullest extent possible in any external investigation by outside authorities or internal investigation conducted by the organization or persons given investigative authority by the organization. Failure to cooperate fully may be grounds for termination.
21. Staff and volunteers may not have engaged in or been accused or convicted of Church Member abuse, indecency with a Church Member, or injury to a Church Member.

## **BULLYING**

Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

- Physical bullying – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
- Verbal bullying – when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
- Nonverbal or relational bullying – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
- Cyberbullying – the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:
  - ➔ Sending mean, vulgar, or threatening messages or images.
  - ➔ Posting sensitive, private information about another person.
  - ➔ Pretending to be someone else in order to make that person look bad.

- ➔ Intentionally excluding someone from an online group.
- ➔ Hazing – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person’s willingness to participate.
- ➔ Sexualized bullying – when bullying involves behaviors that are sexual in nature.
- ➔ Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all Church Members, staff and volunteers.

#### Red Flags Of Abuse

Below are behaviors, feelings and actions that could indicate abuse is present in a person’s life:

##### **ABUSED PERSON MANY THINK:**

- The world isn’t safe.
- Suspicious- people are out to get them.
- They can’t trust anyone.
- They did something wrong, It’s their fault.
- That they could have stopped the abuse somehow.
- That everyone can tell what happened by looking at them.
- That they are worthless

##### **ABUSED PERSON MAY FEEL:**

- Guilty, ashamed.
- Sad, hurt, different from others
- Confused
- Temperamental
- Betrayed, angry, vulnerable
- Weak
- “Ruined”
- Isolated and alienated

##### **ABUSED PERSON MAY ACT:**

- Very emotional
- Ignoring personal hygiene
- Mood swings
- Withdrawn or depressed.
- Angry/Aggressive
- Might act out sexually or make inappropriate comments.

## REQUIRED POLICIES

### Physical Contact

Our organization’s physical contact policy promotes a positive, nurturing environment while protecting Church Members and staff. Our organization encourages appropriate physical contact with Church Members and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by staff towards Church Members in the organization’s programs will result in disciplinary action, up to and including termination of employment.

##### **APPROPRIATE PHYSICAL INTERACTION:**

- Side hugs
- Shoulder-to-shoulder or “temple” hugs
- Pats on the shoulder or back
- Handshakes
- High-fives and hand slapping
- Verbal praise
- Pats on the head when culturally appropriate
- Touching hands, shoulders, and arms
- Arms around shoulders
- Holding hands (with young children in escorting situations)

##### **INAPPROPRIATE PHYSICAL INTERACTION:**

- Full-frontal hugs
- Kisses
- Showing affection in isolated area
- Lap sitting
- Wrestling
- Piggyback rides
- Tickling
- Allowing a Church Member to cling to an employee’s or volunteer’s leg
- Any type of massage given by or to a Church Member
- Any form of affection that is unwanted by the Church Member or the staff or volunteer
- Compliments relating to physique or body development
- Touching bottom, chest, or genital areas

## Interaction

Staff and volunteers are prohibited from speaking to Church Members in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Staff and volunteers must not initiate sexually oriented conversations with Church Members.

Staff and volunteers are not permitted to discuss their own sexual activities with Church Members. Our organization's policies for appropriate and inappropriate verbal interactions are:

<b>APPROPRIATE VERBAL INTERACTION:</b>	<b>INAPPROPRIATE VERBAL INTERACTION:</b>
<ul style="list-style-type: none"><li>- Positive reinforcement</li><li>- Appropriate jokes</li><li>- Encouragement</li><li>- Praise</li></ul>	<ul style="list-style-type: none"><li>- Name-calling</li><li>- Discussing sexual encounters or in any way involving Church Members in the personal problems or issues of staff and volunteers</li><li>- Secrets, cursing, off color or sexual jokes</li><li>- Shaming, belittling, derogatory remarks</li><li>- Harsh language that may frighten, threaten or humiliate Church Members</li><li>- Derogatory remarks about the Church Member or his/her family</li></ul>

## One-on-One Interaction

Most abuse occurs when an adult is alone with a Church Member. Our organization aims to eliminate or reduce these situations and prohibits private one-on-one interactions unless approved in advance by the organization administration.

In those situations where one-on-one interactions are approved, staff and volunteers should observe the following additional guidelines to manage the risk of abuse or false allegations of abuse:

- When meeting one-on-one with a Church Member, always do so in a public place where you are in full view of others.
- Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.
- If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by.
- Inform other staff and volunteers that you are alone with a Church Member and ask them to randomly drop in.
- Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.

Tutoring/Private Coaching: One-on-one situations, such as tutoring and private coaching sessions, introduce additional risks for false allegations. Staff and volunteers should be aware of our policies regarding tutoring and private coaching:

- Staff and volunteers must have supervisor approval for any tutoring or private coaching sessions.
- Tutoring and coaching sessions with our organization’s Church Members may not occur outside of the organization.
- Supervisors must keep a schedule of private tutoring and coaching sessions, which should include times, Church Members involved, and location of sessions.

## Off-site Contact

Many cases of organizational abuse occur off-site and outside of regularly scheduled activities. This contact outside of regularly scheduled activities may put staff, volunteers, and our organization at increased risk.

### Option One (Preferred):

Our organization prohibits interactions outside of regularly scheduled program activities unless approved by the organization’s Administration.

### Option Two:

Our organization strongly recommends that staff do not have outside contact with Church Members from the organization. However, if off-site contacts are unavoidable (such as during mentoring programs), our organization has determined that the following forms of outside contact are appropriate and inappropriate:

#### **APPROPRIATE OUTSIDE CONTACT:**

- Taking groups of Church Members on an outing
- Attending sporting activities with groups of Church Members
- Attending functions at a Church Member’s home, with parents/guardians present

#### **INAPPROPRIATE OUTSIDE CONTACT:**

- Taking one Church Member on an outing without the parents’/guardians’ written permission
- Visiting one Church Member in the Church Member’s home, without a parent/guardian present
- Entertaining one Church Member in the home of staff or volunteers
- A lone Church Member spending the night with staff or volunteers

In addition, when outside contact is unavoidable, ensure that the following steps are followed:

1. Supervisors should identify for staff and volunteers what types of outside contact are appropriate and inappropriate.
2. Ensure that staff or volunteers have the parents’/guardians’ permission to engage in outside contact with the Church Member. Consider requiring the parents/guardians to sign a release-of-liability statement.

## Electronic Communication

Any private electronic communication between staff and Church Members, including the use of social networking websites like - Facebook, Instagram, Snapchat, instant messaging, texting, etc. – is prohibited. All communication between staff and Church Members must be transparent. The following are examples of appropriate and inappropriate electronic communication.

### **APPROPRIATE ELECTRONIC COMMUNICATION:**

- Sending and replying to emails and text messages from Church Members ONLY when copying in a supervisor or the Church Member's parent/guardian
- Communicating through "organization group pages" on Facebook or other approved public forums
- "Private" profiles for staff and volunteers which Church Members cannot access

### **INAPPROPRIATE ELECTRONIC COMMUNICATION:**

- Harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating comments
- Sexually oriented conversations
- Private messages between staff and volunteers with Church Members
- Posting pictures of organization participants on social media sites
- Posting inappropriate comments on pictures
- "Friending" participants on social networking sites

In addition, provide this information to your participant's parents/guardians so that they know what is appropriate and inappropriate from your staff.

### Cell Phone Use:

While assigned to work with Church Members, staff are not permitted to use electronic communications device except during approved breaks and emergency situations. Internet use, text messaging and/or emailing pictures while assigned to work with Church Members is strictly prohibited regardless of the type of device used and whether for business or personal reasons. Employees need to ensure that friends and family Church Members are aware of this policy.

Use of personal electronic communication devices to contact (via voice, text, or pictures/video) organization Church Members and/or program participants for personal and/ or inappropriate reasons shall be grounds for discipline up to and including termination of employment.

### Acceptable Use of Cell Phones during Program Hours:

There are occasions in which staff will need to use personal or organization issued electronic communication devices. In these cases, staff will have explicit direction from supervisors governing use. Situations which may require use of organization issued or personal electronic communication devices include:

- A. Field Trips
- B. Off-site Programs
- C. Emergencies

## Gift Giving

Molesters routinely groom Church Members by giving gifts, thereby endearing themselves to the Church Member. They might instruct the Church Member to keep the gifts a secret, which then starts teaching the Church Member to keep secrets from parents/guardians. For this reason, staff and volunteers should only give gifts to groups of Church Members, and only under the following circumstances:

1. Administration must be made aware of and approve the gift.
2. Parents/guardians must be notified.

# MONITORING HIGH RISK ACTIVITIES

## Bathroom Activities

Most incidents of Church Member-to-Church Member abuse occur in the bathrooms. Therefore, the following supervision guidelines are recommended:

When supervising restroom use, adult staff Church Members should first quickly scan the bathroom before allowing Church Members to enter.

1. For “Group Bathroom Breaks”:
  - Require staff to take groups of two or more Church Members to the bathroom – following the “rule of three” or more.
  - If the bathroom only has one stall, only one Church Member should enter the restroom while the others wait outside with the staff.
  - If there are multiple stalls, only send in as many Church Members as there are stalls.
  - Minimize Church Members of different ages using the bathroom at the same time.
  - Require staff to stand outside the bathroom door but remain within earshot.
2. For single use restrooms:
  - Require Church Members to ask permission to use the bathroom.
  - Require all staff to frequently check bathrooms.
3. Prohibit staff from using the bathroom at the same time as Church Members.
4. If assisting young Church Members in the stalls, the staff should keep the door to the stall open.

## Child Care Procedures for Diapering and Toileting

1. For diapering:
  - Placing the changing table in an open area where adult actions can be observed by others.
  - Requiring that diapers only be changed when at least two adults are present.
  - Requiring written documentation of diaper changing.
  - Informing parents/guardians if staff notices anything out of the ordinary or concerning while changing the infant’s diaper. Requiring staff to know and follow all licensing requirements having to do with diapering.
2. For toileting:
  - Require staff to stand in the doorway with the door ajar while children use the restrooms.
  - If staff must enter the restroom to assist a child, ensure that the door to the restroom remains open.
  - When possible, send in only one child at a time.
  - When not possible, send in only as many children as there are stalls.

## Locker Room Activities

The locker room procedures include:

- Requiring staff to stand within earshot of the locker room when in use by Church Members.
- Requiring staff to routinely check inside the locker room so users know the locker room is monitored.
- Discouraging the use of locker rooms by Church Members of different ages at the same time.
- Prohibiting the use of locker room horseplay such as towel snapping.
- When possible, arrange lockers to minimize unnecessary privacy.

## Shower Activities

Staff and Church Members must shower at different times. Create shower schedules that will permit supervision of the Church Members while staff shower.

While the Church Members shower, at least one staff Church Member should stand in the bathroom doorway and within earshot of the Church Members. Ensure that only one Church Member is in each shower (Consider utilizing shower curtains that do not go all the way to the floor, so that staff can easily see how many Church Members are in each shower stall).

## Transition Times and Free Times

Transition times and free-choice times (or free times) pose a high risk for incidents because during these times, staff and volunteers may not be assigned a particular group of Church Members to supervise. To decrease the risk of incidents, implement the following procedures:

- Require Church Members to remain in line-of-site of staff at all times.
- Specify the staff-to-Church Member ratio.
- Specify narrow geographic boundaries in the program areas.
- Ensure that all staff are assigned specific areas to supervise (“zone monitoring”).
- Include bathroom procedures.
- Require periodic roll calls for each age group.
- Require supervisors to conduct periodic check-ins and sweeps of the entire activity area.

## Playground Activities

The playground procedures require:

- Church Members to remain in line-of-site of staff at all times.
- Definition of specific and narrow geographic boundaries around the playground area.
- Specific instructions on how to monitor barriers of supervision (such as storage sheds, playhouses, tunnels, and shrubs).
- That all staff are assigned specific areas to supervise (“zone monitoring”).
- Specific bathroom procedures.
- Staff to conduct periodic roll calls for each age group.
- Supervisors to conduct periodic check-ins and assessments of the activity period and of the entire activity area.

## Transportation Activities

Transporting Church Members may increase the risk of abuse or false allegations of abuse because staff and volunteers may be alone with a Church Member or may make unauthorized stops with Church Members. In addition, transportation activities may provide a time for unsupervised Church Members to engage in Church Member-to-Church Member sexual activity.

1. The transportation guidelines:

- Require written parent/guardian permission from all Church Members on the trip. Staff take these permission forms and medical releases with them on the trip.
- Require staff to have a list of the Church Members on the trip. The staff take roll when boarding the bus, when leaving the bus, periodically throughout the trip, and then again when boarding the bus.
- Specify staff-to-Church Member ratios. When possible, do not count the driver in the supervision ratio.
- Require staff to sit in seats that permit maximum supervision.
- Discourage mixed age groups from sitting together. When possible, high risk Church Members are seated by themselves or with a staff Church Member.
- Prohibit drivers from making unauthorized stops.
- Where applicable (such as in mentoring programs), require staff to document the beginning and ending time of the trip and the mileage, names of the Church Members being transported, and the destination.
- Require documentation of any unusual occurrences.

2. When public transportation is used:

- In addition to the transportation procedures listed above, Church Members should remain in one area of the bus, if possible.
- Staff and volunteers that are assigned to a group should remain with that group on the bus.
- Take a head count or call roll immediately after entering and leaving the bus.

3. In situations where staff transport Church Members in non-organization vehicles:

- Administrators must be notified of all transportation activities.

- Use the “rule of three” when transporting Church Members: At least two adults must transport a single Church Member, or at least two Church Members must be present if transported by a single adult.
- Church Members must never be transported without written permission from a parent/guardian.
- Church Members must be transported directly to their destination. No unauthorized stops may be made.
- A staff Church Member must document beginning and ending times and mileage, the names of Church Members, and other staff and volunteers who are involved in transportation, purpose of the transportation, and destination.
- Staff must avoid unnecessary physical contact with Church Members while in vehicles.
- When possible, staff should avoid engaging in sensitive conversations with Church Members.

## Off-Site Activities

The off-site procedures include:

- Requiring supervisor approval for all off-site activities.
- Requiring parent/guardian approval.
- Specifying staff-to-Church Member ratios for the activity.
- Requiring staff and Church Members to be easily identifiable.
- Including specific bathroom and locker room procedures as applicable to outing.
- Including transportation procedures.
- Including instructions for a supervisor to observe the off-site activities at scheduled times and random intervals.
- Considering specific recommendations based on the location and type of activity (for example, Amusement parks, Water Parks, Arcades, etc.).

## Overnight Activities

Overnight stays present unique risks to Church Members and staff. They often involve changing clothes, groups of both genders and different ages in a more intimate atmosphere than usual, more unstructured activities, and increased supervision demands for staff.

### 1. Supervision Guidelines:

- All overnight activities must be documented and approved in writing by the Program Director.
- Administrators are expected to regularly and randomly observe overnight activities on a scheduled and periodic basis.
- The Director should appoint a “lead” staff to supervise the overnight. A meeting with all staff is conducted to discuss the unique risks of overnight trips, unique elements of the specific overnight trip and to review the specific policies and procedures.
- Provide parents/guardians with written information about the overnight activity. All parents/guardians must sign a permission slip for their Church Members to attend the overnight.
- Determine the appropriate staff-to-Church Member ratios before the event and schedule staff accordingly.
- Meetings with the group should be hosted in open and observable areas; meetings should not be hosted in staff or Church Member rooms.

### 2. Overnights at the Facility:

- Physical boundaries within the organization must be clearly defined and explained to the Church Members.
- Assign each staff to a specific group of Church Members to supervise. Each staff should then maintain a role sheet that lists all of the Church Members in his or her group. Head counts and roll checks should be conducted routinely throughout the evening.
- Assign staff to high risk areas in your organization’s facility, such as the bathrooms, entrances and exits, hallways, etc. If it is not possible to assign specific staff to these areas, assign specific staff to conduct periodic facility “walk-throughs”.

- With regards to sleeping arrangements, separate the male and female Church Members into separate rooms and post staff at the entrances and exits to these rooms. If this is not feasible, separate males and females by as much space as possible.
  - When performing room checks, staff should always go in pairs.
  - At least one staff must stay awake overnight.
3. Overnights Away from the Facility:
- Overnight stays at private homes are prohibited unless approved by the administration.
  - Physical boundaries at the off-site location must be clearly defined and explained to the Church Members.
  - Assign each staff to a specific group of Church Members to supervise. Each staff should then maintain a role sheet that lists all of the Church Members in his or her group. Head counts and roll checks should be conducted routinely throughout the event.
  - If in a cabin type setting, the staff should be placed in bunks to maximize supervision around the cabin and in a way that decreases the chances of Church Members sneaking out (such as by the door).
  - In hotel rooms, assign Church Members to rooms based on sex and age. Staff should have their own rooms. If staff must share rooms with Church Members, they must have their own beds and never change in front of Church Members.
  - All staff are to be on duty in the halls or cabins at night until an hour after lights out and all rooms are quiet.

## Teen Leadership Program

Older Church Members who participate in teen leadership programs are still Church Member participants and not staff or volunteers. Therefore, even though they are often given more responsibility, teens in the leadership programs must be provided with guidelines regarding appropriate behavior, and then supervised accordingly. In addition, staff and volunteers must understand and recognize that these teens are still Church Members and not their peers. Therefore, the following guidelines are recommended for teen leadership programs:

1. Create a screening process for teen leaders which includes
  - A standard application
  - An interview with behaviorally based interview questions
  - References (from teachers, counselors, family friends, etc.)
2. Train teen leaders in their role in programs and on program policies about appropriate and inappropriate interactions. This training should include the following information:
  - Appropriate and inappropriate physical and verbal interactions and the importance of maintaining behavioral boundaries between teen leaders and younger Church Members and between teen leaders and staff and volunteers.
  - Prohibiting teen leaders from being one-on-one with Church Members.
  - Prohibiting teen leaders from escorting Church Members to the bathrooms.
  - Prohibiting teen leaders from assisting Church Members with changing their clothes.
3. Create a system to monitor the teen leaders.
  - Designate a specific employee or volunteer who is in charge of the teen leadership program and its participants.
  - Require teen leaders to wear clothing or lanyards that identify them as leaders-in-training and differentiate them from both staff and volunteers and from younger Church Members.
  - Require a supervisor to conduct daily check-ins with teen leaders and their program supervisors.
  - Consider requiring teen leaders to keep a log documenting their daily activities and any problems they encounter. The program supervisor should review these logs daily.

# RESPONDING

How an organization responds to suspicious or inappropriate interactions, policy violations, and incidents or allegations of abuse can dramatically affect the harm to the individuals involved and the damage to the organization. Once a staff Church Member, volunteer, Church Member, or parent/guardian has expressed a concern or made an allegation about the treatment of a Church Member, swift and determined action must be taken to reduce any subsequent risk to the Church Member, to the accused staff Church Member or volunteer, and to the organization. Organizations must establish precise, unequivocal requirements for reporting to the authorities and for adhering to a serious-incident response plan.

Because our organization is dedicated to maintaining zero tolerance for abuse, it is imperative that every staff/ volunteer actively participates in the protection of Church Member. In the event that staff/ volunteer observe any suspicious or inappropriate behaviors and/or policy violations on the part of other staff or volunteers, it is their personal responsibility to immediately report their observations. At our organization, the policies apply to everyone.

Examples of suspicious or inappropriate behaviors between staff/volunteers and church members:

- Violation of the abuse prevention policies described above
- Seeking private time or one-on-one time with Church Members
- Buying gifts for individual Church Members
- Making suggestive comments to Church Members
- Picking favorites

All reports of suspicious or inappropriate behavior with Church Members will be taken seriously. Our procedures will be carefully followed to ensure that the rights of all those involved are protected.

## Staff and Volunteer Response

If staff witness suspicious or inappropriate behaviors or policy violations from another staff or volunteer, the staff or volunteer is instructed to do the following:

- Interrupt the behavior.
- Report the behavior to a supervisor, director, or other authority.
- If you are not comfortable making the report directly, make it anonymously.
- If the report is about a supervisor or administrator, contact the next level of management.
- Document the report but do not conduct an investigation. (See page 27 for form)
- Keep reporting until the appropriate action is taken.

## Supervisor and Administrator Response

In the event that a supervisor or an administrator receives a report of suspicious or inappropriate behaviors or policy violations from a staff Church Member or volunteer, the supervisor is instructed to do the following:

- Report to the next level of administration and determine the appropriate administrator to respond to the concern.
- Determine the appropriate response based on the report.
- Speak with the staff or volunteer who has been reported.
- Review the file of the staff or volunteer to determine if similar complaints were reported.
- Document the report on the appropriate form.
- If at any point in gathering information about a report of suspicious or inappropriate behavior, a concern arises about possible abuse, contact the state authorities and file a report.
- If appropriate, notify parents and/or guardians.
- Advise the person who reported the behavior that the report is being taken seriously.

Based on the information gathered, the following may be required:

- Increase monitoring or supervision of the staff, volunteer, or program.
- If policy violations with Church Members are confirmed, the staff or volunteer must be subject to disciplinary action up to and including termination and prosecution. Disciplinary action will follow the Progressive Disciplinary Process outlined in this manual.
- If more information is needed, interview and/or survey other staff and volunteers or Church Members.

## **Suspected Abuse by an Adult**

As required by mandated reporting laws, staff and volunteers must report any suspected abuse or neglect of a Church Member—whether on or off organization property or whether perpetrated by staff, volunteers, or others—to state authorities. Reports may be made confidentially or anonymously. A person who mistakenly reports suspected abuse is immune from civil or criminal liability as long as the report was made in good faith and without malice. *\*Refer to state specific mandated reporting requirements for definitions of abuse more specific reporting information.*

In addition to reporting to state authorities, staff and volunteers are required to report any suspected or known abuse of Church Members perpetrated by staff or volunteers directly to leadership so that immediate and proper steps may be taken to ensure the safety of alleged victims and others who may be at risk. Reports of suspected or known abuse may be made confidentially to the following:

- Immediate supervisor
- Directors
- Administrators

## **Staff and Volunteer Response to Incidents or Allegations of Abuse**

- If you witness abuse, interrupt the behavior immediately.
- If abuse is disclosed to you, assure the individual disclosing that he or she was correct to tell to you.
- Protect the alleged victim from intimidation, retribution, or further abuse.
- Immediately report the allegation or incident to the proper organization authorities (based on mandatory reporting requirements) and the designated authority.
- Be sure to document the incident, disclosure, or any circumstances causing your suspicion of abuse. State only the facts.
- It is not your job to investigate the incident but it **IS** your job to report the incident to your supervisor in a timely manner.
- Check back to make sure appropriate steps were taken. If not, report again to your supervisor or the designated organization authority.

## **Supervisors and Administrators Response to Abuse by an Adult**

In addition to the above response procedures, supervisors and administrators should ensure the following:

- First, determine if the Church Member is still in danger and if so, take immediate steps to prevent any further harm.
- Gather as much information about the allegation as you can. For example, who made the report, who was allegedly abused, who was the alleged abuser, what was the nature of the alleged abuse, where and when did the alleged abuse occur?
- Accurately record everything you learn in as much detail as you can.
- Communicate to Church Member that your notes may be read by others. Stick to the facts.
- Contact the appropriate local authorities as indicated by your mandatory reporting procedures. Make sure you get a case number and the name and contact information of the person with whom you speak at the reporting agency.
- If the alleged abuse involves a staff Church Member or volunteer, notify your crisis management team and follow your crisis management plan.
- Suspend the accused staff or volunteer until the investigation is completed.

## **Church Member-to-Member Sexual Abuse and Sexualized Behaviors**

The thought that one Church Member may sexually abuse another Church Member does not occur to many people. Unfortunately, abuse between peers has increased 300% in the past few years. Church Member-to- Church Member sexual activity and sexualized behaviors often remain unreported in organizations because staff and volunteers are not comfortable documenting these situations, or may not know how.

Most serious incidents of Church Member-to-Member abuse are preceded by more subtle incidents such as name-calling, taunting, or roughhousing. Interrupting these interactions early and establishing and communicating standards of conduct can keep the program environment safe. Our organization recognizes that the following interactions are high risk and should be prohibited:

- Hazing
- Bullying
- Derogatory name-calling
- Games of Truth or Dare
- Singling out one child for different treatment
- Ridicule or humiliation

In order to adequately respond to and track incidents within the organization, all sexual activity between Church Members and sexualized behaviors of Church Members must be consistently documented.

## **Staff and Volunteer Response to Church Member-to-Member Sexual Abuse and Sexualized Behaviors**

Church Member-to-Member sexual behaviors can include inappropriate touching, exposing body parts, using sexualized language, making threats of sexual activity, engaging in sexual activity, and similar types of interactions. If staff witness Church Member -to- Church Member sexual behaviors, they are instructed to follow these guidelines:

- If you observe sexual activity between Church Members, you should immediately separate them.
- Calmly explain that such interactions are not permitted and separate the Church Members.
- Notify your supervisor.
- Complete the necessary paperwork including what you observed and how you responded.
- Follow your supervisor's instructions regarding notifying the authorities and informing the parents/guardians of the Church Member involved.
- In some cases, if the problem is recurring discipline may be required including not allowing one or both Church Members to return to the program.

## **Supervisors and Administrators Response to Church Member-to-Member Sexual Abuse and Sexualized Behaviors**

In the event that a supervisor or administrator receives a report of a Church Member's sexualized behavior or Church Member -to- Church Member sexual activity, the supervisor should do the following:

- Meet with the staff who reported the sexual activity to gather information.
- Confirm that the Church Members involved have been separated or placed under increased supervision.
- Review the steps taken by the staff on duty.
- Review the incident report to confirm it is accurately and thoroughly completed.
- Meet with parents/guardians of the Church Members involved.
- Determine what actions should be taken to make sure there is no recurrence, including assessing the suitability of the program for the children involved.
- Notify the proper authorities.
- Develop a written corrective action or follow-up plan in response to the incident.

Based on the information gathered, the following may be required:

- Review the need for additional supervision
- Review the need for revised policies or procedures
- Review the need for additional training
- Alert others in the organization

# ACKNOWLEDGEMENT OF RECEIPT

## Sexual Misconduct/Abuse/Bullying Conduct

I hereby acknowledge that I have received a copy of the “Sexual Misconduct/Abuse and Molestation/Bullying Policy” for Fellowship of Praise and that I have read the policy, understand its meaning, and agree to conduct myself in accordance with the policy.

**Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

### Annual Review:

Initials: \_\_\_\_\_ Date: \_\_\_\_\_

(This page should be signed and removed from the booklet to be kept on file in the church records.)

**SUSPICION OF CHILD ABUSE REPORT**

Date \_\_\_\_\_ Time \_\_\_\_\_ Location \_\_\_\_\_

Child's Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_

Nature of suspected abuse (please be as specific as possible)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How information became known to reporting party: \_\_\_\_\_

\_\_\_\_\_

Guardian/Parent who brought child: \_\_\_\_\_

Other unusual behaviors: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Name of reporting person: \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Mobile \_\_\_\_\_

Signature or person reporting \_\_\_\_\_

Church Administrator/Pastor Signature \_\_\_\_\_

Parents or guardian have been notified \_\_\_\_\_

Legal authorities have been notified \_\_\_\_\_

# INCIDENT/ACCIDENT REPORT FORM

Name of person injured: \_\_\_\_\_ Age \_\_\_\_\_

Parent's/Guardian Name: \_\_\_\_\_

Date/Time of Accident: \_\_\_\_\_

Description of Injury: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How did Injury Occur? \_\_\_\_\_  
\_\_\_\_\_

Where Others Involved? \_\_\_\_\_ Who and How? \_\_\_\_\_  
\_\_\_\_\_

Description of any property damage? \_\_\_\_\_  
\_\_\_\_\_

Was a Doctor Notified? \_\_\_\_\_ Was injured person Taken to Hospital? \_\_\_\_\_

What was the nature and location of injury (be very descriptive)?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

FOP Church staff notified \_\_\_\_\_ Date \_\_\_\_\_

Witness(s) \_\_\_\_\_ Date \_\_\_\_\_

# FOP KIDZ/ FOP YTH Manual

## Introduction

Welcome to this exciting FOP Church ministry! FOP Kidz Church currently includes ages birth through 5th grade, and FOP YTH is split into 2 groups. Junior High includes ages 6th-8th grade and High School YTH includes 9th- 12th grade. We are delighted to have you as a teacher/helper in one of the most important programs at FOP Church. Although there are many practical duties performed, we are not a “babysitting” service. We minister the Word of God through various age-appropriate teaching methods.

Our mission is to foster within each child the desire to become a fully devoted follower of Jesus Christ. It is our primary goal to impact the children of our community with the message of Christ's love and encourage children to accept Jesus Christ as their personal Savior. We encourage their growth in their relationship with Jesus Christ and His Word through relevant Biblical teaching, positive role modeling, creative fun and opportunities to discover who God created them to be. We ask that you pray for each life you minister to and take your ministry seriously.

May God richly bless you for the time and energy you put forth to serve in this ministry. You are truly an asset to this ministry, and to Fellowship of Praise Church.

## OVERVIEW

### 0-18 MONTHS

Each service care is provided so parents can enjoy service. We change their diapers, love on them, and pray over them before they leave us.

### 2-3 YEAR OLDS

Children are able to play and learn about Jesus through worship, Bible stories, craft, and prayer.

### 3-5 YEAR OLDS

Children dive a little deeper into the love of Jesus and what it meant to serve Him. They learn through worship, bible stories, craft, and prayer.

### K-5TH GRADE

Children are taught through praise and worship, Bible stories, and object lessons. They learn how to love Jesus and serve Him in their everyday lives and so much more.

### JR HIGH (6TH-8TH)

During this class Junior High Every 1st & 3rd Sunday in the Family Room, students are encouraged to meet other youth their age and challenged to grow in their relationship with Christ through age appropriate lessons and games.

### FOP YTH (9TH-12TH)

FOP YTH is structured to build life long relationships with Christ and community. It consists of live worship, age appropriate lessons, fun interactive games, and occasional outings.

# POLICY

The following policy reflects our commitment to provide protective care of all children, youth and adult volunteers who participate in church-sponsored activities. Volunteers who work with children are required to complete a Fellowship of Praise Children's Ministries Application. This application will be updated annually.

- Volunteers will have background check completed before serving in class.
- Volunteers should observe the "two-worker rule". This requires that adults are never alone with a child/youth without a partner worker present.
- Volunteers will immediately report any behaviors which seem abusive or inappropriate to their supervisor.
- Volunteers who are minors must obtain parental permission for participation in children/youth ministry, and must be under the supervision of an adult in the classroom.

## Check In Procedures

Each child birth to 5th grade must be checked in at the Kid Check-In Stations. When checking in, every child will receive a name tag and number (ages 2 and under will receive an additional name tag for their diaper bag.) The parent will receive a tag also with their child's name and number. In the event we need to have the parent, we will page the number on the display in the sanctuary. Parents must have their tag to pick up their child. **UNDER NO CIRCUMSTANCES WILL A CHILD BE RELEASED WITHOUT THE TAG BEING PRESENTED. THE PERSON PICKING UP THE CHILD MUST PRESENT THE TAG.**

## Resource Room

The Resource Room is located upstairs. This room is available to all FOP Kidz and staff and workers. It is stocked with a variety of materials that are commonly used in the class. You are responsible for returning the materials to their storage area in the Resource Room at the end of your class. Please be considerate for the next person and return all items used to their proper place. If you should take the last item please leave a note in the items needed box in the room.

If you have a particular need for an item not found in the Resource Room or know of an item that needs to be added to resource room please fill out Request Supply Form and place it in the items needed box. Please allow a minimum of 2 weeks to process your request.

The Resource Room is provided to make your teaching experience more effective. Please help to maintain a neat and orderly Resource Room by cleaning up after yourself. It is not the responsibility of the Kids Church staff or any other volunteer to clean up after you. Thank you for your consideration.

## Classroom Procedures

All classes shall be staffed with two people. Should children arrive before class is staffed, the FOP Kidz or FOP YTH Pastor or Director should be notified as soon as possible. Workers should observe the "two-worker rule" at all times. This requires that workers are never alone with a child without a partner worker present.

At the end of each service, all toys should be sanitized with spray sanitizer and returned to their storage location. All chairs, tables and changing tables should also be wiped down for cleanliness before the teachers/workers leave the classroom. Teachers should never leave a child/children unattended in the classroom.

# DISCIPLINE PROCEDURE FOR CHILDREN/YOUTH

## Problems in the Classroom

Working with youth/kids can be a challenge. There are so many personalities and backgrounds that can often make classroom teaching difficult, especially with children who struggle to follow directions. Some kids may come from a single-parent home, step-parent home, or may have had a parent pass away. These kids are looking for our love and acceptance., and it's our job to display the love of Jesus and demonstrate how the Christian life can apply to their everyday lives. As Pastor Matt says, "You are the best Christian that someone knows."

Occasionally, you will have a situation in youth/children ministry that will require you to discipline a youth/child. These guidelines in no way cover every situation you may encounter. However, they are to be followed in compliance with FOP Church policies.

All discipline should be with love and kindness. You are not to call youth/children names or degrade them in anyway. You should address the child/youth in a firm but loving way, explaining what he/she has done that is not in alignment with our set forth rules and why the behavior it is not acceptable in the classroom. Do not embarrass the youth/child in front of their peers.

Here is a suggested order of discipline:

1. First Warning – No action. Address them and ask him/her to cease the actions. Explaining that it needs to stop.
2. Second Warning – Time away from activity. If it continues, it is suggested that you relocate them away from those other youth he/she is having problems with.
3. If youth continues to be a problem, contact supervisor.
4. Your supervisor will discuss the problem with them and hopefully return them to class. If problem cannot be resolved they will not be permitted to return to class.
5. The supervisor will discuss the problem with their parents. You may be asked to be present during this meeting.

## Grounds for Immediate Removal

These items are grounds for them to be removed from the classroom/event immediately.

1. Fighting, hitting, punching, and any physical type of activity that may endanger the youth or others in the room.
2. Cursing or inappropriate language.
3. Blatant verbal or non-verbal disrespect for any adult in the classroom.

The FOP Kidz Pastor or Director will notify the parent(s). Volunteer in leadership at the time of classroom disruption must complete an Incident Form.

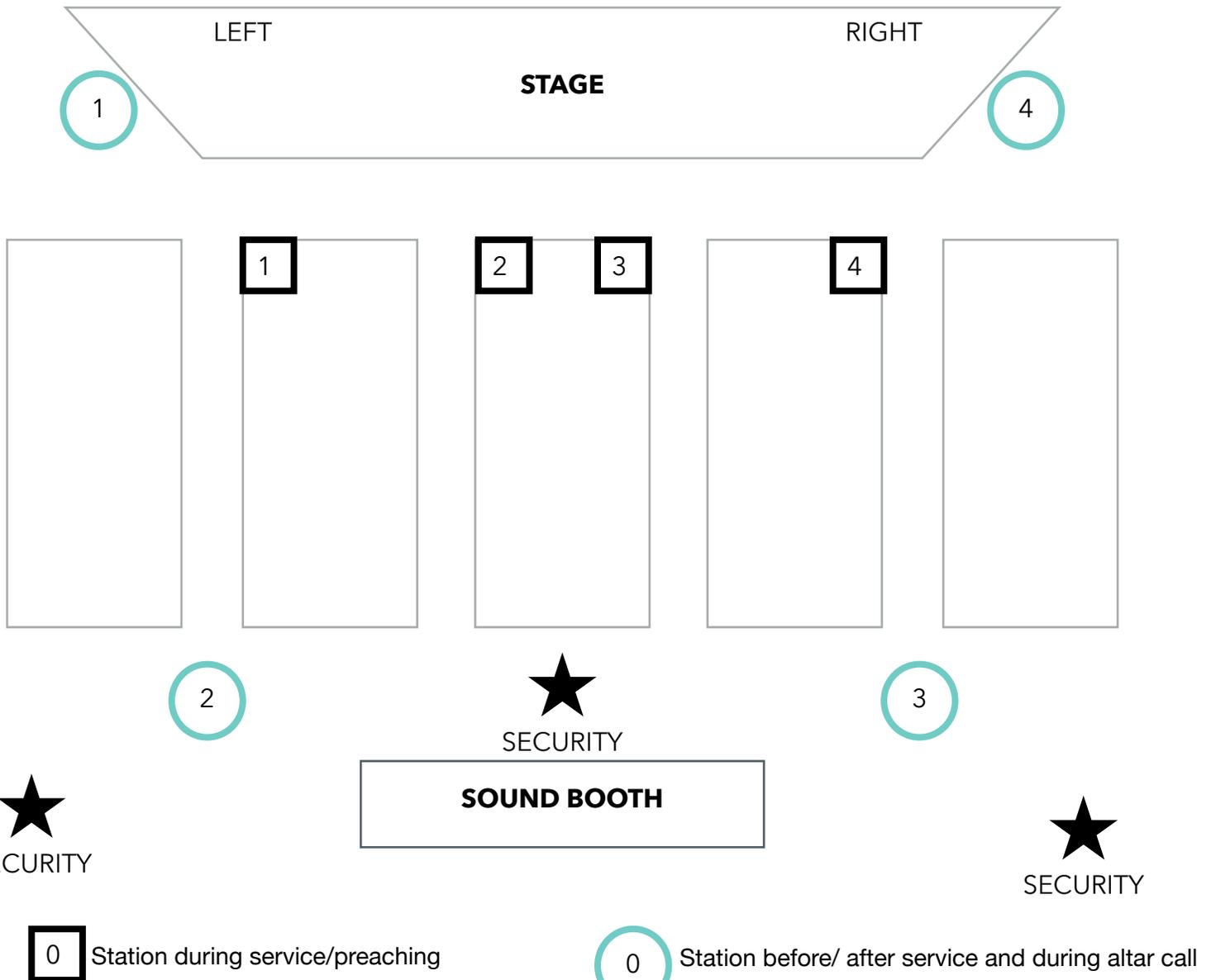
# USHERS Manual

## Introduction

It is the policy of Fellowship of Praise to promote and maintain a safe, worshipful environment at all times. The role of the Usher is to provide support services to the pastors and the church body. These services help to promote the desired environment.

FOP Church maintains 4 usher posts with additional flex posts as needed. All posts are assigned by number with each post having specific roles. The head usher will oversee all aspects of this ministry in regard to scheduling, contacts, etc. A lead usher will be assigned for each service, when the head usher is not present. This individual will act as the main point of contact during that service and assume head usher responsibilities.

## Diagram of Usher Placement



# GENERAL DUTIES & RESPONSIBILITIES

- Ushers will arrive to serve by 5:15pm on Saturday, or 9:15am on Sunday morning. (If serving only for second service on Sunday, ushers must report by 10:45am) If an usher is not going to be at church he/she must notify the head usher prior to services so coverage can be found.
- Ushers should wear their FOP Church Usher lanyard or shirt when serving. This helps the congregation/guests identify ushers from other individuals in the sanctuary.
- Ushers are expected to stay through the end of the service when they serve. If an usher must leave early he/she must tell the head usher for that service.
- Ushers are to field all requests by individuals requesting to speak with the Pastor, so the Pastor can prepare for the service without interruption. Unless it's a situation of emergency, it is best to advise anyone seeking to speak with the Pastor to call the church office to set up an appointment, or to fill out a Connect Card and turn it in at the Welcome Center to be contacted through the week.
- Ushers should be standing and actively engaged in serving between services, during worship and anytime that the congregation is standing.
- Ushers should maintain an approachable posture and greet those they encounter with a friendly demeanor. (Avoid standing with crossed arms, leaning against the wall/stage, sitting down, being on a cell phone/device, making conversation with other ushers or volunteers, and not making eye contact.)
- During the sermon, ushers should remain alert to anyone needing to enter/exit the stage via the stairs and offer support. Ushers should also remain aware of any needs signaled by the head usher. During the sermon, it is acceptable for the ushers to be seated in their respective stations. It is also acceptable for the spouse/family of the usher to sit with the usher at their assigned station during the service.
- Ushers are responsible for helping congregants and guests find seating in the sanctuary. The following system should be used for quick, effective seating control:
  - ➔ Ushers 2 and 3 should greet those coming into the sanctuary through the main entrance and ask, "Can I help you find a seat? How many do you need?"
  - ➔ Ushers 1 and 4 should watch for ushers 2 and 3 to signal them with the number of seats needed.
  - ➔ Ushers 1 and 4 should scan their respective sides of the sanctuary for the number of seats needed. If necessary, ushers may politely ask individuals already seated if specific seats are available or if they would mind moving to the inside/outside of the row to accommodate additional congregants/guests.
  - ➔ When they have seats available, usher 1/4 should signal usher 2/3 that seats are ready and wait at the row where the seats are for the congregants/guests to arrive to take their seats.
- Ushers are responsible for putting out additional seating if needed. Additional seating should not be put out unless given permission from the head usher. (Additional seating is only required if/when there are fewer than 2 seats available in each row.) Additional seating should be placed at the back of the left/right center sections.
- If needed, ushers may need to hold collection baskets in the altar for tithes and offerings. Ushers should step directly forward from their indicated "stations during service" with their backs against the stage to receive tithes and offerings.
  - ➔ Upon conclusion of tithes and offering collection, ushers 2, 3 and 4 should walk their collection baskets to usher 1 and stack them on top of each other.
  - ➔ Usher 1 will take all four baskets upstairs to the Finance Director's office accompanied by the head usher.
  - ➔ The head usher will empty the Giving Stations after each service accompanied by a member from the security team. The head usher will then take the collected giving to the Finance Director's office and secure it in the safe for the money counters.
- Ushers must be available to assist the Security Team in various situations/circumstances when needed or directed by the head usher.

# SPECIAL ROLES

## Altar Calls

- Altar calls can occur at any time during the service. Every effort will be made to allow this time to be a time of worship without forcing control. The main job of an usher during an altar call is to assist the wishes of the pastor and/or secure the stage so that the Altar Team can maintain order.
- During an altar call, the pastor will generally direct individuals in a certain direction/path. When the Altar Team needs additional assistance, the following may be needed from ushers:
  - Ushers 2 and 3 may assist in managing the altar flow in the direction that the pastor leads.
  - The ushers will monitor the need to move chairs to make more space in the altar area. If the response to the altar call brings an overflow of individuals into the altar space, the ushers will ask those seated in the second row to move and will slide the front row of seats back.
- Ushers 1 and 4 may assist all individuals called by the pastor up and down the steps to the stage. Ushers will also ensure that individuals do not go on the stage unless the pastor directs/requests.

## Catching in the Altar

- Ushers 2 and 3 are responsible for “catching” in the altar when needed.
- This leaves usher 1 and 4 to watch/monitor the steps to stage.
- When “catching”, ushers are to stand on each side of the individual, each usher supporting the individual’s back and arms. Place the individual gently on the ground and check that modesty is being maintained. A prayer cloth may be placed over the individual. (The Altar Team should take care of placing prayer cloths over those who need them. However, if the Altar Team is otherwise occupied, it is acceptable for the ushers to take initiative on this.)

## Unusual Occurrences

Unusual occurrences may require impulsive decisions. These situations often change quickly. It is important that ushers maintain a positive approach to a problem whenever possible. All occurrences should be handled with the least amount of disruption to the service and the church body.

Communication between all parties is necessary to decrease chaos and maintain effectiveness of all actions. All cues will be taken from the head usher when possible. This will ensure that all required steps are being taken.

Force may be used if necessary. However, ushers are responsible for using only the least amount of force necessary to control the situation until a member from the Security Team arrives. It must be recognized that situations requiring the use of force can develop quickly and thus change the level of response that is appropriate. By law, force can only be used to protect oneself, to protect a third party or to prevent self inflicted harm. Force cannot be used to protect property.

# CAR PARK Manual

## Introduction

Thank you so much for choosing to serve in the Car Park Ministry at FOP Church! We are the very first impression of our church to a first time guest. Before they ever enter the doors of the building, what we do in the parking lot to greet them, engage with them, and share God's love with them is very important and can really help set the tone for their entire experience at FOP Church. The Car Park team consists of three positions: Safety, Signs and Greeting Pad. Each of these positions play a vital role in making the first contact with our congregants and first time guests. With that in mind, we appreciate how seriously you take your job as a member of the Car Park team!

It can be easy to begin interacting with each other on the team and/or other congregants while you are serving on the Car Park team. However, it is so important to give your full attention to your specific position while you are serving. We ask that no one be on their cell phones/devices while you are serving (unless it is an emergency), try not to get caught up in conversation with friends/family, be alert and aware of cars entering/exiting the parking lot for safety purposes, and maintain a friendly and approachable demeanor while you are serving. It is extremely important that everyone feel comfortable approaching every member of this team at any time.

## Safety

- Safety team members should arrive on time to serve at their designated date in Planning Center. Those serving on Saturdays should arrive at 5pm (serve 5:15-5:40pm) and those serving on Sundays should arrive for first service at 9:00am (serve 9:10-9:40am) and for second service at 10:30am (serve 10:35-11:15am).
- Upon arrival, Safety members should put the traffic cones at the parking lot entrance on the marked yellow dots as well as the "First Time Guest?" sandwich board. This helps drivers easily see traffic flow into the parking lot, and directs those visiting for the first time to signal that they are new to receive special parking.
- Safety should get their uniform vests from behind the Welcome Center and wear them for the duration of their time serving in the parking lot. This helps drivers and those walking in the parking lot see you for instruction and direction as you help them to remain safe upon entering and exiting the parking lot.
- Safety team members should be positioned
- All team members should maintain a smile and a friendly, approachable demeanor while they are serving. However, it's also important that those on the Safety team remain firm and clear in their direction of traffic. This is solely with the intention of keeping drivers safe, those walking in the parking lot safe, and traffic flowing efficiently in and out of the parking lot at the conclusion of every service.

## Signs

- Signs team members should arrive on time to serve at their designated date in Planning Center. Those serving on Saturday should arrive ready to serve from 5:15-5:40pm and those serving on Sunday for first service should arrive ready to serve from 9:10-9:40am and for second service ready to serve from 10:35-11:15am.
- Upon arrival, Signs members should go behind the Welcome Center in the lobby and retrieve the signs that are scheduled to be used on the date they are designated to serve. The calendar of signs to be used is also located in the bin with the signs behind the Welcome Center. Signs are in numerical order and should remain in numerical order in the bin.
- Signs team members should take post to show the signs at the curved entrance from US-22, by the tree halfway down our driveway, and by the curved entrance into our parking lot.
- Signs should remain in place on the driveway until about 15 minutes after service begins. (Children who are scheduled to hold signs should check into FOP Kidz Church before they serve on the Signs team so that they can go directly into class when they are finished serving.)

- Upon returning the signs to the bin behind the Welcome Center, place the signs back into the bin in numerical order so that they will be easy to find for the next volunteer team member.
- We encourage these members to wave their sign, smile to those driving in, or show some excitement by getting creative while they greet every individual that arrives.
- While we encourage Sign team members to have fun and be creative while holding their sign, every team member should remain tasteful and appropriate while they are serving. Inappropriate behavior will be immediately confronted and could result in removal from the team.

## **CAR PARK MANUAL**

# **MEDIA Manual**

## **What You Do Matters**

Before we go any further, it's extremely important that you all know how SIGNIFICANT the media team is at FOP Church. We have an entire online community of people from all over the country watching our services each week, and YOU GUYS make that happen. Lives are being touched, people are asking questions about Jesus and His word, and we've even seen families from our community that are now coming to our building as a result of seeing our services online. We couldn't do this without each of you.

Since what we do is so important, we must operate in excellence. Excellence doesn't mean "perfection", but it does mean serving to the best of our ability. This is why we are training, we'll keep training and we'll continue to step forward into new technology and media options going forward.

## **EXPECTATIONS**

Below are some expectations that will apply to the entire media team each weekend and every time we serve:

1. Wear your black FOP Media t-shirt when you serve along with modest black/dark pants that you are able to "move around" in easily. Ladies, try to have your hair pulled back (this is to prevent your hair from accidentally getting into a camera shot, getting caught on things you're moving around, etc.) No bright colored shoes, accessories, etc. We are trying to BE INVISIBLE so that we do not disturb worship/ service, so don't wear anything that would bring attention to you. This includes excessive jewelry, very dangly earrings/bracelets or necklaces, chain wallets, other items in your pockets, etc.
2. Always dress modestly while you are serving. Because we'll be moving around the room a lot, we have to make sure that our clothing covers us completely while we're lifting our arms, reaching down, kneeling, crouching, bending over, reaching down, etc. This mostly applies to making sure your pants and shirt cover your back when you are bending down or kneeling, not wearing tight or see-through leggings that are inappropriate, and not wearing baggy pants that are not secure around your waist while you are serving.
3. Always wear closed-toe shoes that are comfortable, easy to move around in, and stable to climb stairs in. Camera operators will be on platforms, walking around the sanctuary and stage, so you must be wearing shoes that are appropriate for that kind of activity. No heels or flip-flops!
4. Keep your work area cleaned up, clutter-free and organized. Do not leave water bottles, wrappers, trash, papers, etc. in your work space at the end of the service.
5. Return cameras, headsets, and any other equipment to the Comm Room at the end of your shift serving on the media team.
  - Cameras: take the camera off the tripod, turn the camera off, disconnect chargers or other cords, close the lens cover and close the side screen viewer. Return to the Comm Room and return batteries to the charger (if applicable).
  - Headsets: return to the Comm Room, remove the battery from the side (leave the battery compartment OPEN), and place the battery on the charger. Lightly spray the headset with sanitizer before returning it to its place.

6. The Director is considered the “shift-manager” for each service. That means the Director is responsible for making sure everyone turns in equipment appropriately and answers questions before/ after service if necessary.
7. Arrive on time and ready to serve each time you are scheduled. If you are not able to serve, please notify your leader immediately on Planning Center AND via text/call.
8. Please do not eat, snack, or drink anything (other than water) while you’re volunteering.
9. No non-emergency cell phone use during the time you’re serving. This is because when you are serving, it is necessary to have your full attention on the job at hand the whole time. While some of you must have your cell phones available during service, please refrain from scrolling social media, texting friends, or any other unnecessary and distracting cell phone use while you’re serving.
10. Be aware of your behavior and surroundings while you are serving. This includes being careful and respectful of those in the altar praying or worshipping, the leadership that may need to move around the room during service, kids and families, wheelchairs/walkers and canes, as well as other volunteers who are serving in the room during the service (security, ushers, greeters, etc.) It’s important to get a good camera shot, but it is MORE IMPORTANT that we are being respectful and aware of others around us during worship and the service. We never want to be in anyone’s way or cause a disturbance during the service.
11. Use the bathroom before service begins. Keep in mind that once the service starts and recording begins, there will not be a time from bathroom breaks.

## CAMERA POSITIONS

### Camera 1

- The “classic close up”
- Close up (from waist up or a little closer)
- Follows speaker and/or lead singer at all times (unless otherwise instructed by the director)
- Position: center in front of the sound booth on the left side of the booth

### CAMERA 2

- The “stage wide shot”
- Wide shot of the stage including from the outside of the monitors on each side of the stage
- Pretty much encompasses everyone on the stage minus musicians
- Try not to include the steps on the front of the stage or any other outside items during speaking
- Position: center in front of the sound booth on the right side of the booth

### CAMERA 3

- Roaming camera during worship on the left side of the stage
- Docked on tripod during speaking
- Captures musicians, worshippers, left altar area, singers/ BGVs, etc during worship
- Captures speaker, some congregation and any props being used on the stage during the speaking
- Angle will be wide/close up based on the requests of the director
- Position: platform on the left side of the room near the kitchen door

### CAMERA 4

- Roaming camera during worship on the right side of the stage
- Docked on tripod during speaking
- Captures musicians, drummer, worshippers, right altar area, singers/ BGVs, etc during worship
- Captures speaker, some congregation and any props being used on the stage during the speaking
- Angle will be wide/close up based on the requests of the director
- Position: platform on the right side of the room near the rear emergency exit door

## POSITION DESCRIPTIONS

### Director

- This person orchestrates the entire video production, giving instruction to each camera operator regarding desired angles, shots, and changes needed to achieve optimal video quality output
- A commanding and confident demeanor is needed

- Must be organized and able to multi-task well within "on the spot" situations
  - There is no "redo" during a live service, so this person must be able to make a mistake and correct it quickly without panicking
  - The whole team looks to this person for instruction, so if this person is "panicking" then the team may feel insecure in completing their jobs
- Must work well under pressure
- This person is responsible for specific instructions to the Switcher regarding when to change from camera to camera
- This person wears lead comm headset in order to deliver instructions for the whole team throughout the service
- This person is responsible for ensuring continued function of the Comm Room and video recording
- May be required to call out lighting commands if there are changes required during the service
- May be required to call out media display changes if there are visuals used during the service

## Switcher

- This person takes commands from the Director and operates our video switcher to change camera angles for optimal video quality output
- Must be able to work well in time-sensitive situations
- Must be able to multi-task
- This person must be able to view all camera angles simultaneously and operate the switcher efficiently upon command from the Director
- This person must also be able to recognize malfunction and bring it to the attention of the Director if necessary
- The Switcher must start and stop the recording of the service at the appropriate times
- The Switcher may need to work alongside the Director to problem solve on occasion to solve camera angle issues
- Must redirect camera inputs on the Video Hub between worship and the sermon for cameras 3 and 4

## Camera Operator

- This person takes direction from the Director to achieve excellent camera angles throughout the service
- Must be able to see and envision good camera shots in advance and propose shots to the Director when needed
- Must be paying full attention to the focus of their specific camera direction throughout the service recording without distraction
- This person may be required to operate a "roaming camera" at various points within the service
  - To operate a roaming camera, this person must be able to hold/ carry a camera (and it's weight)
  - They must be physically able to kneel, lean, bend over, sit, etc. without assistance during a service
  - Must follow basic camera operation techniques including various maneuvers specifically toward stabilizing camera shots
- A camera operator must be physically able to hear and execute various commands from the Director throughout the service over the headset comm system
- Must be able to operate the camera, zoom, manual focus, pan, tilt, and follow the speaker on the stage smoothly throughout the service
- A camera operator may need to be a "grip" for a roaming camera in special situations to assist in equipment operation during services
  - The grip would carry cords, power cables, and any additional equipment for the camera operator during recording
  - The grip will act as an assistant for media production as needed.

## Lyrics

- This person runs ProPresenter on the Media computer in the sound booth to display lyrics and other backgrounds on the screens in the room during worship as well as on the recording.
- Confidence when working on computers and using various softwares is needed.
- Must be able to operate ProPresenter efficiently.
- Puts scripture and/or sermon points for Pastor or speaker in ProPresenter to display during service.

- Ensure lyrics, scriptures, props and other backgrounds are accurate as according to Music Director or Pastor or speaker.
- Responsible for knowing when to display specific slides and how to display them.
- It is recommend that this person listen to and familiarize themselves with the songs listed in Planning Center for the service they are scheduled to serve so that they are able to keep up during service in switching lyric cues.
- Wears headset during recorded service to receive direction from Director if needed.
- Must be able to:
  - Meet with media team and/or Media Team lead before service to identify special display needs during service, including baptism, props, backgrounds, title slides, sermon points, scripture, etc.
  - Input scripture using the “Bible” function on ProPresenter specifying the version/translation and insuring that then correct Audience look is assigned to slides for proper display.
  - Import new song lyrics from SongSelect if needed and insure correct Audience look is assigned to slides for proper display.
  - Edit and adjust song lyrics manually if needed.
  - Input backgrounds displays using the “Props” function on ProPresenter and display props as needed during service.
  - Manage backgrounds used during the service (displaying correct motion backgrounds, changing motion backgrounds when needed, insuring motion backgrounds do not interfere with the recording quality, etc.)
  - Monitor the “Switcher” and “Stage” displays to insure correct format is being displayed on each, specifically regarding the “green screen function” on the switcher display.
  - It is recommended that this person arrives during sound check for the music team so that they can make note of the order of songs and any special “Ad libs” that the worship team might use so that the displays can coordinate properly during service.

## Live Stream Operator

- This person monitors the love stream events happening on our Facebook page and/or elsewhere online.
- Must be knowledgeable of the church and contact resources if needed for assistance to someone online (including those seeking counsel, additional information regarding events, assistance with online giving, our website, mobile app, office hours, etc.)
- Makes comments and engages either viewers during live event online including:
  - Pertinent, engaging comments regarding what is happening on the live stream (sermon points, etc.)
  - Encouraging viewers to “like” and “share” the stream.
  - Engaging with viewers and their comments.
  - Reviewing comments for appropriateness and responding to those with harsh/concerning comments as encouraged by FOP Church leadership.
  - Reports any strange/concerning comments on live stream to Media Team leader and/or Antonio.

# MUSIC MINISTRY Manual

## STANDARDS

### Moral Standards

- A stage is a platform where you become a leader
- High moral standards due to high responsibilities
- Luke 17:2, Matthew 18:6, Mark 9:42
  - ➔ “It is better for him if a millstone is hung around his neck and he is thrown into the sea, than that he should cause one of these little ones to stumble.”
- Private time with God daily is mandatory
  - ➔ Where we are going requires us to be full. It becomes dangerous if someone is being used but constantly scraping the bottom. We want to avoid that at all costs.
- Culture of honor and respect
- Our primary concern in worship is not ourselves and it’s not people. Worship is 100% vertical. If He wants to turn things back on us then we’ll let Him but our concern is to touch His heart and that’s it.

### Practical Standards

- Consistent growth
- Practice is required
  - ➔ Ear training
  - ➔ Tones and pitch (vocal) Tones and playing in every key (instruments)
  - ➔ Creating spontaneously

### Other Practical Things

- Everything is done through Planning Center to your email
  - ➔ Scheduling, set lists, service updates, etc.
  - ➔ Block out dates you’ll be unavailable
  - ➔ General emails about services (non-last minute scheduling conflicts, practical questions, arrangement questions, etc.)
- Everyone needs in-ears headphones (sound isolating)
  - ➔ Choir section will have to share a mix
- Always assume you are in the camera shot!
- Watch your facial expressions and stay locked, focused and press in
  - ➔ If someone is speaking, pay attention, fight to focus
  - ➔ This applies to on and off stage. Pastor locks in with worship, so we need to lock in with him.
- Clothing
  - Business casual
  - Modesty is a must!
    - ➔ Assume you’re going to get wrecked by the Holy Ghost every service and you should be covered no matter what position you find yourself in.
    - ➔ Do the hallelujah check. Lift those hands to the heavens and you shouldn’t see any belly.
- Neutral colors for cameras (no patterns or logos other than FOP merch)

# TUESDAY REHEARSALS

## **Vocals**

- Worship leader for that week will make sure vocal rehearsal runs efficiently.
- Main focus is the 3 main vocalists for that week knowing their parts.
- If they are confident in the full set, then they can work with the choir either split between parts or altogether. Whichever seems to work best. (If you are in the choir and can hear parts, please help those who can't so it can speed things along.)

## **Band**

- MD for that week will make sure band rehearsal runs efficiently and moving the rehearsal along for both the separated and combined rehearsal
- Main focus is making sure that band knows all of their parts and can play them well
  - ➔ adding any creative elements or changing arrangements as needed
  - ➔ making sure keys for songs are good for the vocalist leading the song
  - ➔ making sure that singers are knowing their parts and are confident

## **Rehearsal Etiquette**

- Rehearsal is not practice!! (know the songs and your parts before you come in)
- Call times/rehearsal times mean that we start at that time (arrive earlier to be fully ready, in our spots, conversations concluded)
- Be respectful and keep side conversations to a minimum

# WELCOME CENTER Manual

## INTRODUCTION

Thank you so much for choosing to serve in the Welcome Center Ministry at FOP Church! We are the very first impression of our church of our church to a first time guest. The Welcome Center team consists of three positions: Welcome Center, FOP Connect and Signs. Each of these positions play a vital role in making the first contact with our congregants and first time guests. With that in mind, we appreciate how seriously you take your job as a member of the Welcome Center team!

It can be easy to begin interacting with each other on the team and/or other congregants while you are serving on the Welcome Center team. However, it is so important to give your full attention to your specific position while you are serving. We ask that no one be on their cell phones/devices while you are serving (unless it is an emergency), try not to get caught up in conversations with friends/family, be alert and aware of anyone who looks “lost” or unsure of where they’re going to offer help, and maintain a friendly and approachable demeanor while you serving. It is extremely important that everyone feel comfortable approaching every member of this team at any time.

## POSITIONS

### Welcome Center

- Those serving on the Welcome Center team are expected to arrive 30 minutes prior to service start and remain at the Welcome Center until 15 minutes after service starts. Welcome Center workers should also return to work at the Welcome Center for 10 minutes after service releases. Workers should return to the Welcome Center at altar call at the end of the service they are working.
- The Welcome center team is the first to receive questions, especially from first time guests. It’s extremely important that every team member know about current events happening in the church or at the very least know where where to direct people to find out the information they need on either our mobile app or our website.
- Anyone who has ordered FOP Church merchandise can pick up their clothing order at the Welcome Center. The merchandise will have their name and order form attached to the clothing to indicate what items each person should be receiving.
  - If someone placed an order and it is not at the Welcome Center, you can let them know that most orders take 1-2 weeks to receive. However, some items can take longer to receive depending on the supplier’s stock level. If there is an issue that will delay their order by more than 3 weeks, someone from FOP Church will contact the phone number on their order form to let them know the status of the order, or if they possibly need to choose a different item due to the stock shortage.
  - If someone is particularly upset about their order delay, take their name and phone number on a Visitor Card indicating the issue, and turn it in with the Visitor Cards so that our staff can contact them immediately.
  - All merchandise orders can be purchased with card, cash or check. We also have Venmo, Paypal and Cash App.
  - Anyone who places a merchandise order can fill out the Order envelope, place their payment inside, and put that envelope directly into any Giving Station boxes around the building.
- Anyone who has gone though FOP Connect online can come to the Welcome Center before/after any service to receive their free T-shirt and get answers to questions they might have a bout the church or serving. The T-shirts for these individuals will be placed at the Welcome Center each week with the recipients name on them.

- Someone who has gone through FOP Connect will likely have questions about getting involved. It's important that the Welcome Center workers who give them their T-shirt for going through FOP Connect online also ask them, "Do you have any questions about getting plugged in at FOP Church?" Are there any ministries that you are interested in getting connected with serving or serving in?"
- FOP Connect is offered in-house in our Chapel. FOP Connect 1 is the first Sunday of every month at 9:45am, FOP Connect 2 is second Sunday of every month at 9:45am and Serve Training will be the 3rd Sunday at 9:45am. Anyone who wants to go through FOP Connect doesn't have to sign up to go through; they can arrive by 9:45am on the Sunday they wish to participate and go to the Chapel where someone from FOP Connect can get them whatever materials they need to take the course.
- Welcome Center team members should maintain an approachable posture and greet those they encounter with a friendly demeanor. (Avoid standing with crossed arms, leaning against the wall/Welcome Center, sitting down being on a cell phone/device, making conversation with other greeters or volunteers, and not making eye contact with first time guests.)
- The Welcome Center team is responsible for making sure that there are enough First Time Guest air bags available at every service. They needed elements to fill these gif bags changes from season to season, but the items are usually stored behind the Welcome Center in the cabinet below where the gift bags are located.
  - If you are out of gift bags or you have questions about filling the bags, see your Welcome Center team leader immediately. DON'T WAIT until after service. When the bags are needed. Ask in advance, even during service if needed, so that the bags are ready for the guests at the conclusion of service.
- If someone comes to the Welcome Center as a First Time Guest with a Visitor Card filled out, the Welcome Center worker should receive that card and give the guest a Welcome Center gift bag. ONE GIFT BAG PER FAMILY.
  - Please quickly view the Visitor Card to make sure we have their name and at least one point of contact for them.
  - If you receive a Visitor Card, be sure to ask at least these three questions (Unless already indicated on the card they filled)
    1. Where are you from? Did anyone come with you today? (Inquiring about their family setup so that if they kids or teenagers, we can communicate with them clearly about the ministry offerings for them.)
    2. Do you have any questions about FOP Church that I can answer for you now?
    3. Is there any way that we can be praying for you, specifically?
- All Visitor Cards should be turned into Symphony's mailbox inside the copier room on the wall after each service., If there is an urgent need indicated on a Visitor Card, please make an FOP Church Staff Member aware immediately.

## FOP CONNECT

- Those working FOP Connect of each month should have attended the course themselves and be familiar with it.
- Participants of FOP Connect can get coffee right outside the Chapel at the Coffee Bar, and we will also have some light snacks for those taking the course in the room. (Those snacks will always be located in the kitchen in the new foyer on the shelf.)
- Each course includes a video, a workbook to follow along, and a review that must be taken online or on the mobile app following each class.
  - If someone does not have the FOP Church mobile app on their phone, FOP Connect workers should try and help them download the app if they're willing.
- FOP Connect workers should be energetic and friendly. This is often a new member's very first experience with FOP Church outside of attending service, so we want to make sure that we are welcoming and inclusive.
- FOP Connect consists of three parts:

FOP CONNECT is our exciting new church connection class designed to help you engage more deeply with our community.

FOP Connect 1 will be held on the first Sunday of each month from 9:45 to 10:30 a.m, this class will focus on our church's vision, offering insights into our mission and future goals. This class will show you various ways to get connected into the church body. This will also include how to download and use Planning Center and our church app.

FOP Connect 2 will be every second Sunday of the month. It will guide you through discovery, helping you identify your unique gifts and how to apply them.

Our SERVE class will be every 3rd Sunday, also from 9:45 to 10:30 a.m., It will cover opportunities for service throughout the church teaching proper training on what is required out of our servers. All sessions will take place in the chapel, with snacks and coffee provided to make your experience more enjoyable. Join us to connect, learn, and contribute to our vibrant church community!

- If the number of participants exceeds. Any additional people who want to take the course should be asked if they can wait until second service time to take the course. In this case, we can offer an overflow course at 11am if needed. (FOP Connect workers should notify the FOP Kidz workers that there may be children staying in classes for both services in this case so that their workers can prepare appropriately.) The FOP Connect workers can also offer the next chance to take the course in the following month if that's more appropriate.
- At the end of "Part 2" all participants get an FOP Church T- shirt. FOP Connect workers can get this. T-shirt from behind the Welcome Center. (Please make sure that each person completes the form before giving them their T-shirt.)
- FOP Connect should be set up in the Chapel by 9:15am.
  - ➔ Snacks for the class will be stored in the kitchen in the new foyer.

# GREETER TEAM Manual

## HOW WOULD JESUS GREET YOU?

What you do in this ministry matters to the kingdom. Studies show that most first time guests of a church make a decision about whether or not they will return in the first 10 minutes of their experience. The Greeters team is one of the first impressions of our church. We strive to greet and serve everyone as Jesus would: with a friendly smile and/or handshake, and with joy, love and the best we can offer.

It can be easy to begin interacting with each other on the team and/or other congregants while you are serving on the Greeting team. However it is so important to give your full attention to your specific position while you are serving. We ask that no one be on their cell phones/devices while you are serving (unless it is an emergency), try not to get caught up in conversation with friends/family, be alert and aware of anyone who looks “lost” or unsure of where they’re going to offer help, and maintain a friendly and approachable demeanor while you are serving. It is extremely important that everyone feel comfortable approaching every member of this team at any time.

## EXPECTATIONS

- The Greeters schedule is completed on a quarterly basis for Lobby Greeters. The rotations is every 4 weeks. All scheduling will be reflected on the Planning Center app.
- Those serving on the Greeters Team are expected to arrive 30 minutes prior to service start for the service they are serving.
- Each member of the Greeting team will be issued a lanyard to wear while they are serving.
- The Greeter team is often the first team to receive questions, especially from first time guests. It’s extremely important that every team member know about current events happening in the church or at the very least know where to direct people to find out the information they need on either our mobile app or our website.
- The Greeter team should maintain an approachable posture and greet those who they encounter with a friendly demeanor. (Avoid standing with crossed arms, leaning against the wall/Welcome center, sitting down, being on a cell phone/device, making conversation with other greeters or volunteers, and not making eye contact.)
- Greeters should help keep the flow of “movement” from the parking lot through the front door by greeting those entering with a quick and efficient greeting, but not lingering too long in conversation with anyone so as to keep the flow moving into the sanctuary.
  - ➔ If someone needs to have a longer conversation with you (ex. Asking a question about the church, inquiring about serving, asking for instruction to a specific place like restrooms, Welcome center, etc.) feel free to step to the side to have that conversation so as not to block those trying to enter the building.
  - ➔ Even in stepping aside to have a longer conversation, be quick and concise. Consider walking them to the Welcome Center to engage with someone who can answer their question in more depth. This will free you up to go back to serving in your position.

# COFFEE STATION Manual

## EXPECTATIONS

- The hospitality schedule is completed on a quarterly basis for our coffee team. The rotation is every 4-6 weeks. All scheduling will be reflected on the Planning Center app.
- Those serving on the Hospitality team are expected to arrive 30 minutes prior to service start. Those serving on the coffee team should arrive an hour prior to service to brew the coffee.
- The coffee team is expected to set up, serve and clean up the coffee bar each time they serve.
- The coffee team members should maintain an approachable posture and greet those they encounter with a friendly demeanor. (Avoid standing with crossed arms, leaning against the wall, sitting down, being on cell phone/device, making conversations with other greeters or volunteers, and not making eye contact.)

## Coffee

- Our regular coffee is made with coffee beans that are freshly ground. All supplies to make coffee and refill supplies are located in the Kitchen behind the coffee bar.
- Coffee beans come in bags, each bag contains enough beans to fill approximately 10 pots of coffee.
- Coffee bean grinder automatically measures and grinds enough coffee for one pot. The machine is loud so please be conscientious to grind coffee prior to service or when there is a lot of background noise in the sanctuary. Avoid grinding coffee when someone is speaking.
- Decaffeinated coffee is purchased by the container and is already ground. It takes 5 scoops of coffee to make a pot.
- Prepare enough carafes to fill coffee stations prior to the start of first service. It is a good idea to keep two full carafes in the kitchen to rotate out with empty/nearly empty carafes on the bar.
- It takes 1 1/2 to 1 3/4 pots of coffee to fill a carafe.

## Making coffee with the Main Coffee Machine

- The main coffee machine has its own water source. There is no need to pour water into the machine.
- Turn on the power using the switch located at the bottom of the machine on the left-hand side. Please note this switch not only turns off the coffee maker but also keeps the burner directly located under the coffee dispenser warm. If you are not making coffee, please turn off this switch and remove any pot.
- The switch located on the right-hand side of the coffee maker is used to start making coffee.
- Use a fresh filter with every pot of coffee.
- After making decaffeinated coffee, you may need to rinse out the piece of the unit used to house the coffee filter and coffee. Sometimes the grounds float and get outside of the filter which could potentially mix decaffeinated coffee with regular coffee.

## Making Coffee using Other Coffee Machine

- You can use the other coffee machine. However, it does require for you to add water.
- Fill a coffee pot with water and pour water in the top of the machine.
- Coffee will brew and dispense into pot.
- It can take a bit longer to brew than the main coffee machine but can be useful when needed.

## Preparing Ice Water

- This may be replaced by putting out bottles of water.
- Fill water container using the water from the ice machine located in the pantry. You may find it easier to grab a pitcher from one of the cabinets in the kitchen which is labeled "pitchers" to fill and pour into the larger container.
- Pour ice into the water to help get it cool before serving (Fill the cylinder with ice as well)

# SET UP

We are very intentional about how we set up the coffee bar. We want to serve others as Jesus would have served. The bar should look very consistent and clean. The coffee cups and lids should be all neatly stacked at even heights and placed between coffee pots with lids in front of the cups. Spilled coffee, leftover wrappers and supplies should be cleaned throughout the morning.

There is a basket of supplies located underneath the coffee bar and additional supplies are located in the kitchen behind the coffee bar. Liquid creamer, powdered creamer, sugar/artificial sweetener packets and coffee stirs should be placed beside the coffee pots near the center of the bar. Place packets neatly in trays with lettering on packets in an upright position and facing near the dispenser. Please feel free to ask an usher or one of the gentlemen in the lobby area to help transport the water container to the coffee bar if needed. This container is awkward and a bit heavy so do not hesitate to ask for help.

## Restocking Supplies

- Sugar and artificial sweetener packets should be placed neatly in the baskets with lettering on packets in an upright position and facing the same direction.
- Place an extra sleeve of coffee cups and lids underneath the coffee bar.
- As setting up in the morning can sometimes be hectic, it works best if you can “pay it forward” and restock at the end of your shift so the next person can start setting up with supplies that are fully stocked.
- Please let the Coffee Station Team Leader know if we are running short on any of the supplies in the kitchen.

## Cleaning up

- After removing all items from the coffee bar, thoroughly clean the countertop area by using either a Clorox wipe or a clean dish cloth from the kitchen.
- All coffee pots should be thoroughly cleaned by using either hot water to a bit of dish soap and hot water. Rinse completely so pots do not retain a soapy taste when used for the next service.
- All coffee carafes should be rinsed thoroughly and wiped down with a Clorox wipe to remove any germs or residue from handling.
- Pumps used inside the coffee carafes should be rinsed thoroughly as well.
- The water dispensers should also be rinsed and dried.
- All items should be returned to the shelves or counter top in the kitchen.
- Wipe down all countertops in the kitchen particularly around the coffee pots.
- Soiled and wet towels should be placed in the basket on the floor next to the fridge.

# ALTAR TEAM Manual

## INTRODUCTION

As an Altar Team member, standing in the place of your calling, you can expect the Holy Spirit to minister through you in order to manifest Himself in various ways to others. We put ourselves in a position which allows God to, among other things.....

- Show His love to those in need.
- Encourage those who, by the enemy or life itself, have become discouraged.
- Minister freedom to those in any kind of bondage or oppression.
- Give hope to the hopeless.
- Bring His peace and His power.

Who has saved us and called us with a holy calling, not according to our works, but according to His purpose and grace, which was given us in Christ Jesus before the world began. (2 Timothy 1:9)

He that believeth on Me, as the scripture hath said, out of his belly shall flow rivers of living water. (John 7:38)

God wants us to be a vessel that the Holy Spirit can minister His gifts through, a vessel that not only knows what the gifts are, but covets them, and expects them to be manifest through them as He wills. We all have special gifts to be discovered and acknowledged.

To each is given the manifestation of the Spirit for the common good. For one is given through the Spirit the utterance of wisdom, and to another the utterance of knowledge according to the same Spirit, to another faith but the same Spirit, to another gifts of healing but the one Spirit, to another the working of miracles, to another prophecy, to another the ability to distinguish between Spirits, to another various kinds of tongues, to another the interpretation of tongues. All these are empowered by one and the same Spirit, who apportions to each one individually as he wills. (1 Corinthians 12:7-11)

Now concerning spiritual gifts, brethren, I would not have you ignorant. (1 Corinthians 12:1)

Follow after charity, and desire spiritual gifts, but rather that ye may prophesy. (1 Corinthians 14:1)

## SPIRITUAL GUIDELINES FOR THE ALTAR TEAM

### 1. Be a student of the Word of God. READ YOUR BIBLE!

- As part of our spiritual armor, the Word is our offensive weapon against the enemy. (Ephesians 6:17)
- We must be able to release faith as we pray for others, that faith comes from the word. (Romans 10:17)

### 2. Walk in Love

- Love is the avenue our faith travels through, without it, our faith will be hindered. (Galatians 5:6)
- We won't be able to minister effectively outside of love, God is love.

### 3. Keep yourself clean before God

- In order for the Holy Spirit to flow through us as He desires, we must be clean vessels. (2 Timothy 2:21)
- Allow God to cleanse the deepest part of yourself. (Matthew 23:26)

### 4. Spend regular time in prayer

- Prayer was a priority to the apostles. (Acts 6:4)

- You minister from the overflow. Praying in the spirit will keep you built up and keep you from depleting yourself. (Jude 1:20)

**5. Be trustworthy! Never betray a confidence.**

- God should be able to trust us when anyone confides in us. (Proverbs 11:13)
- Being trustworthy will cause God to use you more. (Exodus 18:21)

## PRACTICAL GUIDELINES FOR THE ALTAR TEAM

1. Be sensitive to the Holy Spirit.
2. Ask permission before praying with someone.
3. Only lay hands on someone from the neck up (on the head) or from the elbow to the shoulders (on the arms). If someone asks prayer over something specific on their body and its not a sensitive area, ask them if you may lay hands on them in that area. (Ex. Knees, back ,feet, etc.)
4. Men should pray with men, and Women should pray with women. If someone of the opposite gender approaches you to pray for the, call someone from the Altar Team over to join you in praying together.
5. Never let anyone feel alone. Be sensitive and ask the Holy Spirit to direct you. Sometimes just making your presence known is comforting and refreshing to those kneeling at the altar.
6. Introduce yourself and ask their name. Use their name as you pray.
7. Ask about their salvation. This will help you know where to go next.
8. Ask what they need from the lord.
9. Smile and be positive. This will put them at ease.
10. Give them your undivided attention. Look directly at them. You looking away may make them feel unimportant.
11. Let them sense your love and compassion for what they are going through.
12. Always look to and point them to Jesus. He has the answers; we do not. Any prayer agree with the Word. Never pray or give advice that contradicts the Bible.
13. Be aware of the volume of your voice. It can be loud at the altar and we don't want to scream at them, so talk in their ear and ask if they can understand you, then adjust our volume as needed.
14. Pray in tongues liberally in your private time, but when you are praying for someone, try to use words they can understand, while still allowing the Spirit to move. Of course you can use your prayer language to assist, but use wisdom.
15. If someone is seeking baptism in the Holy Spirit and desiring tongues, ask the Holy Spirit to give them what they are asking for. Do not try to "teach" them to pray in tongues. They will be given their own prayer language to assist, but use wisdom.
16. Encourage them to just be still and listen and receive while you are praying for them.
17. If more than one person is ministering, be sure not to pray over-top of one another. You want the person receiving to be able to hear and comprehend everything the Lord may be saying to them. Pray one at a time.
18. Always ask for help as needed. Recognize your team. We are here one for another.
19. NEVER try to push anyone. Don't put any pressure on people to fall. The flesh will not benefit them or you. Stay in the Spirit as you're ministering.
20. The anointing on you is real, the Holy Spirit is real. Don't taint that by getting into the flesh with shaking or other visible actions that may make someone uncomfortable and cause reproach.
21. We don't want to be a distraction after Pastor Matt has started the message. Be prepared to move prayer into the Green room to the left of the stage if necessary. Be led.
22. Know where the modesty cloths, anointing oil and prayer cloths are kept. Use as led and needed. (Be careful not to use too much oil. We typically use oil on someone's forehead or it can be used elsewhere with their permission if they are asking for prayer over something specific on their body. A small drop on your finger is all that is needed.)
23. Pay attention to the message. The altar call is something specific.
24. Listen and be led by pastor Matt. He will give any special directions if needed.

25. It is important to be aware of your body language when you're standing in the altar so that you are approachable by those who need prayer (don't cross arms, don't lean against the stage, make eye contact with announce approaching the altar, etc.)
26. If someone gives their heart to the Lord, be sure to give them a booklet located inside the bottom flap of the tissue boxes on the edge of the stage AND HAVE THEM FILL OUT A "VISITOR CARD". The Visitor Cards will be with the booklets. Those cards should be turned back in after they're filled out. (Place the cards in Symphony's mailbox in the front office.)
27. If someone mentions that they are thinking about suicide =, confesses that they are being abused, that they are hurting themselves or others, etc. You should notify your ministry team leader immediately so that Pastor Matt can be notified.
28. Be led by the Spirit! That's the answer to a hundred more questions!

## TRAINING

When you join the Altar Team, you will train alongside another seasoned member of the team for 4-8 weeks so that you will be adequately prepared to minister to someone one-on-one in the altar. This training time is meant to help you feel confident in ministering in the altar, and it helps us to know confidently that you are ready to minister independently. This general training timeframe may be adjusted based on each person's experience and readiness to minister. You will be added to the Altar team rotation to train via Planning Center.