

# WELCOME MINISTRY TEAM

SERVER GUIDELINES 2020-2021



JENNIFER ALDERSON

[JENNIFERA@LOCCHURCH.COM](mailto:JENNIFERA@LOCCHURCH.COM), 847.658.9250, EXT. 19, CELL: 847.323.9343

DIRECTOR OF WELCOME MINISTRIES & COMMUNICATIONS, LIGHT OF CHRIST CHURCH

# SCHEDULING

## SERVER GUIDELINES

In keeping with tradition, we will utilize a 4 week scheduling rotation. During the 4 months out of the year that we have a “5th Sunday”, we will rotate through each of the 4 teams to take 1 of those extra weeks to ensure proper coverage. This means that once a year, you will be asked to serve twice in one month. These are noted at the bottom of your respective roster, and can also be found in your CCB Scheduling profile.

### CCB

Our Community Church Builder software will be used to facilitate our scheduling needs. Your responsibilities in scheduling are as follows:

- Know your CCB Login. CCB has been updated so that you need only log in once per month. If you do not have a current log in, please contact Light of Christ’s Office Administrator to request one.
- Your scheduling default is set to “accept” for your assigned week.
  - One reminder email will be automated to send each week – 6 days prior at 10:00 AM.
  - If a conflict arises, please utilize the “Find a Replacement” or “Swap with Someone” buttons. You may do this either prior to receiving the reminder, or at the time of receiving the reminder email.
  - If you would like to access this information, when logged into CCB, please click on the “Serve” heart icon button.
  - Then a new window will pop up entitled, “Manage Serving”
  - Select, “Accepted Requests” to view your upcoming assignments.
  - Select the date you wish to either “Find a Replacement” for or “Swap with Someone”.
  - Select your desired action.

Under the “Accepted Requests” page, you may also choose to “Subscribe to Calendar” to have your assignments automatically added to your smart phone calendar.

- If you are unable to fulfill your monthly rotation, it is your responsibility to find a substitute. If you are unsuccessful in finding a sub via the “Find a Replacement”/“Swap with Someone” buttons, or by your own communication attempts, please contact the Welcome Ministry Director, who will then step in to assist. Due to the sheer number of volunteers it takes to run the Welcome Ministry Team, it is extremely helpful if individuals assist in securing their own substitutes.
- If you find a substitute via your own communication attempts, and outside of CCB options, it is **imperative** that you contact the Welcome Ministry Director to inform them of the change, giving them the name of the person stepping in. Again, this is **not** necessary if you used the “Find A Replacement” button or “Swap with Someone” button to secure your sub. It is automatically changed in the system upon acceptance.
- In the event that you should need to cancel at the last minute (on a Sunday morning, per say, as

things do come up), it is pertinent that your Team Leader first —since they will have a confirmed presence at the service—in order to find a last minute sub. Then, inform the Welcome Director that you will not be there and that you have let your teammates know.

### **Holidays and Special Services**

In addition to your monthly rotations, you may be asked to serve for a special service or a holiday. Schedules will be posted and declared “OPEN” for sign-ups as soon as the service information becomes available and made public.

You are also welcomed and encouraged to recruit other volunteers to assist us during these events, as the needs are many. (For example, the Christmas Season may require roughly 45 volunteers across 3 services). Please communicate with the Director of Welcome Ministry if you feel led to help recruit additional volunteers.

### **OPEN Scheduling**

When a schedule has been *OPENED*, you can access dates to "sign up to serve" for positions that are available to fill. I manually select the option to give servers the choice to fill any position as a sub within the Welcome Ministry. You will be notified via email (and an automated text that I have no control over) that there are openings. You may view openings through the email instructions when I “open” a schedule, or if you want to look on your own at any time, you can do so through your CCB account.

- In CCB, click on the SERVE button on the left hand menu option.
- You will then be directed to the “Manage Serving” landing page.
- Select, “Browse Open Positions”.
- View Open Positions by date, to see what is available.
- Select an open position to see the details of the opportunity.
- You may choose to:
  - Take Opportunity (to add yourself to the schedule)
  - Message Scheduler (to email me a question about the serving opportunity)
  - Or “View Schedule” to see who else is serving on the team for that day

Once you have “taken” an opportunity, it is added to your scheduling profile, which can, again, be accessed via the “Serve” button on the left menu of the home page of CCB.

# ARRIVAL

## SERVER GUIDELINES

- All servers are asked to arrive at church **30 minutes prior to start of worship**.
- Pick up your name tag and check in with your Team Leader in the Kitchen. Remain there for team prayer before deploying to your positions.
- Review the bulletin (or the Order of Service on the LOC APP) for any special needs during worship (baptism, children’s performance, Meet the Pastors, etc.).

# USHER

## USHER COMMUNION, USHER SECTION A, AND USHER SECTION B

Ushers are ministers of hospitality to all who come to Light of Christ to worship. How Ushers greet and welcome both newcomers and longtime members makes a world of difference in how people begin their worship experience.

### AS PEOPLE GATHER

- As worshippers arrive, greet the people coming in with either a “Good morning” or a “hello”, “nice to see you”. Because of COVID, please DO NOT shake hands at this time. If someone wants to greet you, offer an “elbow”.
- Offer families with small children a children’s worship bag that has crayons and color sheets. These will be provided by the Director of Children’s Ministry and will be stored in the Connection Center desk. You may wish to acquire a few and have them in the Worship Center nearby, until the Bible Carts have been restored.

### GUIDED SEATING

During COVID, we will be implementing a “Guided Seating” procedure. As a person arrives in the Worship Center, Ushers will now be divided into 3 Categories:

- a. Usher (Communion)
- b. Usher (Section A)
- c. Usher (Section B)

Usher (Communion) will greet people as they ENTER the Worship Center. They will offer communion to them (available at two tables to the left or right) with individual cups spaced out on a table for guests to take on their own accord (like Saturdays have worked this past summer). Offering baskets will also be located at an adjacent table with Light of Christ pens, that guests are welcome to take home or leave in a “used” jar to be sanitized.

Then, the Usher (Communion) will ask the guests if they would like to sit to the right or left, at which point, they will be directed to Usher (Section A), or Usher (Section B) to be seated in a socially distanced, safe way. Ushers, please plan to use the “outside” of all the rows. Basically everyone should be adjacent to the aisle. There are only a couple of places where we could place someone inside of a longer row – these will be the largest rows we have set out.

Usher Section A and Usher Section B will seat guests every other row (with closed rows marked by a sign), leaving 3 chairs (roughly the equivalent of 6 feet) in between each household or worshiping group. This will all be done by “sight” to balance our worshiping community at this time.

### WHEN WORSHIP STARTS

- Close the double doors to create a sound barrier between the Welcome Center and the Worship Center.

- Watch for late arriving guests through the windows on the double center doors. Open them for guests as they arrive.
- Help those arriving as the service is in progress to find a seat in the main worship area, or if they are more comfortable, indicate that there is overflow seating in the Welcome Center.

### **DURING WORSHIP**

- During the **scripture reading** (not before), count all people present (Pastor, choir, musicians, worshippers and of course, ushers). (Faithland and Nursery record their own numbers, not to be included in your counts.)

### **OFFERING**

Offering baskets will be located at a table adjacent to the communion table with Light of Christ pens, that guests are welcome to take home or leave in a “used” jar to be sanitized. Guests are welcome to leave their offering in the baskets.

### **AS WORSHIP ENDS**

- Two Ushers (non-family members) take the baskets to the Worship & Production storage room behind the stage (on the right). Separate white slips from the money. Money is placed in marked money bag (each service time has a designated zipper bag) and placed in the safe (behind the storage room door).

Parents needing to pick up children from FaithLand will be directed to return to the main entrance into the Children’s wing of the building in the Welcome Center.

- **Straighten** the Worship Center. Pick up all miscellaneous paper, bulletins, crayons and straighten up any clutter in the Sanctuary or Welcome Center. Be sure worship space is clean.
- If there are any lost items, put them in the Connection Center desk to be transferred to the Main Office during the week.
- If it is the last service of the day, be sure candles are out by using the candle extinguisher (blowing out the candles spreads the wax).

# GREETER

## GREETER NORTH, GREETER SOUTH

The Greeter often has the first privilege of meeting and greeting each individual as they enter Light of Christ. Everyone is a greeter, but the “official” **Greeter** is specifically designated to lead the way, modeling how we greet and welcome our guests.

- Prepare yourself in prayer. Greet each person with a smile and say “hello” or “welcome”, etc. Please do NOT shake hands during COVID.

Greeters will now be designated:

- a. Greeter NORTH
- b. Greeter SOUTH.

The Greeters will hold the designated door (north facing Crystal Lake or south facing Elgin), on either side of the "V" entrance) for guests arriving for worship. You will NOT shake hands.

You will direct guests to the Connection Center for Check-In.

If a guest enters worship without a mask, please ask them to put a mask on before entering the building.

If they do not have a mask, there will be a basket of masks located in the vestibule. Please offer them a disposable mask.

If they refuse to wear one, we will ask them kindly to “join us in worship online from home”. If they are disagreeable, contact one of the Team Leaders to ask for assistance, although we are not expecting there to be any resistance.

### **AFTER WORSHIP**

- After worship if noticing any newer/unfamiliar attendees, introduce yourself and offer any information that might be helpful.

Be ready to also extend a “have a good day” or “see you next week” to worshippers exiting.

# COMMUNION SERVER

## TEMPORARY HOLD DURING COVID

*“May you always remember Jesus loves you and is with you wherever you go.”*

During the COVID ministry season, communion will be served via pre-packaged elements, available for pick up as worshipers enter the Worship Center.

The presiding pastor will lead and direct communion accordingly during the service, as well as offer a blessing for children present during the service.

We will restore the role of Communion Server when it is safe to do so.

# CONNECTION CENTER HOST

## CONNECTION REG, CONNECTION T1, AND CONNECTION T2

The Connection Center Host’s primary responsibility is to welcome our guests and help people at LOC feel connected, and informed. This does not mean that you have to have all of the answers people are looking for, but rather know **how** and **who** to connect them with the people who do have the information they need. It is **critical** that a host checks with **all** guests who approach the center to make sure that we have complete and correct contact information for them so that appropriate follow-up connections may occur.

The Connection Center will now be divided into THREE Connection Center responsibilities:

- a. Connection Registration Check-In (Connection REG)
- b. Connection (T1)
- c. Connection (T2) (short for temperature)

The Greeters will direct all worshipers to the Connection Center desk where “Connection Reg” host will check in all worshipers. A check-in sheet will be provided (a hard copy will be available in my mailbox in the copy room), and you will simply check off their name from the list as they arrive. The Connection Center Registration host is responsible for notifying a Team Leader that capacity has been reached and that we have utilized the Overflow Annex.

T1 & T2 are the Connection hosts responsible for taking temperatures at check-in. After a guest “checks-in”, all members of their party **MUST** have their temperature taken by either T1 or T2. Guests with a temperature of 100 degrees or more will be asked to “worship with us online from home” in order to best keep all of our attendees that day safe. All members of this person’s worshiping party will also be asked to worship from home, as they likely have been exposed to whatever is causing the original person’s temperature.

After checking guests in and taking temperature, the Connection Team will direct families with children to the FaithLand Check-In (if they are attending FL), or to the Worship Center to be seated.

There will be 2 thermometers available for Connection T1 and Connection T2. A 3<sup>rd</sup>, extra thermometer will be located, along with extra batteries, in a clear box inside of the Connection Center desk.

For the services where we are “at capacity” with registration in advance, we will have an “overflow” service available for viewing in the Annex for walk-ins. While we encourage and require everyone to register for worship in advance, we do recognize that walk-ins may occur, especially with newcomers to Light of Christ. To be hospitable, we will offer them a seat in our Overflow Worship service located in the Annex.

If this occurs, we will need to begin a “Overflow Annex” list and write down the name of at least one person from the party, and the number of guests attending with them. Overflow capacity is set at 50 people for the Annex.

An Overflow Annex host will be waiting by the Connection desk to walk parties down to the Annex, to be received by a second Overflow Annex host. A Communion Table and Offering Table will also be available there.

### **Adult Gift Bags**

If it becomes clear that someone checking in is a first time guest, please ask if they have received a visitor gift bag. Bags are to be given out **one** brown bag **per** family, one yellow bag per **each** child). If you are giving a gift bag to a guest, please obtain their **complete contact information** on a **yellow** blank bulletin insert (these are located in the “Blank Guest Information Form” drawer under the Connection Center. After collecting the information, hand them a bag, and place the **completed** yellow bulletin insert into the drawer in the Connection Center labeled, “Completed Guest Information Forms”.

### **Child Gift Bags**

If new guests visiting the Connection Center have children with them, offer **each** child a yellow children’s visitor bag (available in allergy friendly or standard). Each yellow bag has a “Faithland” card attached to it. Please fill out the card, indicating each child’s name and age. Place completed Faithland cards into the “Completed Guest Information Forms” drawer.

### **Accessing Information for Guests**

- It is extremely helpful to have the **LOC app** downloaded onto your mobile device to access when serving at the Connection Center. This will allow you simple and quick access to upcoming events and registration forms. It is also helpful to direct guests to download the LOC app for their personal use.
- Invite guests to peruse the “Explore Light of Christ” brochure, which clearly maps out our New Guest process, designed to best help them connect and have their questions answered about LOC.
- Plan to stay at the Connection Center for 15—20 minutes after the service is over.

**New Faithland Families (should not happen with capacity limits reached for advanced registration for FaithLand, but if we do have openings for FL, we can accommodate a limited number of children).**

- With a family that is attending FaithLand for the first time, it is not only imperative that we collect basic / emergency contact information from parents, but it is also imperative that you have them fill out the children's names and ages. This can be done on the designated "New FaithLand Family" form.
- Hand the new family a "New FaithLand Family" form and ask them to sit at a Welcome Center table with a pen to fill out the form completely and then to return it to you.
- In addition, you will give the children a name tag, and write the parents' phone number on both the child's tag and the parent's tag.
- Give them their new guest gifts (same as before)
- Either personally escort, or ask another team member to escort them to the proper classroom (either Preschool (3&4 years)/Nursery or the Great Room (K-5)
- Please give completed new FL form to leader in the Great Room or Preschool / Nursery.

## COFFEE STATION HOST

### SERVER GUIDELINES

Our Coffee Service will be temporarily paused during COVID, until we can assess that we can safely resume offering beverages during worship.

## FAITHLAND HOSTS

### FAITHLAND (I-PADS) AND FAITHLAND (HALLWAY GREETER)

FaithLand Check-In Hosts will now have TWO categories:

- a. FaithLand (I-Pads)
- b. FaithLand (Hallway Greeter)

FaithLand (I-Pads) will man the check-in station upon entry (located in the Welcome Center along the wall with a sign that says "check – in", greet guests, and trouble shoot when necessary, helping them to check-in on the I-Pad system.

FaithLand (I-Pads) hosts will have an instruction sheet laminated and available with log-in information to help troubleshoot the I-pads if there is a problem. This will have log in and password information, set up information, etc.

Parents will check-in to the system using their phone number associated with their CCB registration for FaithLand. If someone is NOT in the system, please direct them back to the Connection Center for a New FaithLand Family Check-in form to fill out.

FaithLand (Hallway Greeter) will be located in the Children's Ministry Hallway, helping to direct families to the Great Room for drop-off and then back IN to the Sanctuary / Worship Center via the main entry to the Worship Center in the Welcome Center. FL Hallway Greeters will direct guests entering through this door to check-in with the Usher (Communion) station.

10 minutes after the service begins, the FaithLand I-Pad host or Team Leader will lock and secure the Children's wing entrance. This will remain locked until service ends, at which point the FaithLand I-Pad Host or Team Leader will re-open the entrance for secure exiting of FaithLand.

## ANNEX OVERFLOW HOST

### ANNEX OVERFLOW HOST (2 HOSTS)

For services that have reached capacity in advance (or are nearing capacity at the time of the service), we will implement an Overflow Room in the Annex.

Two Overflow (Annex) hosts will need to be located in the Annex for services at or near capacity.

Your role will be to greet, seat, offer communion to, and serve as an overall host to guests in the Annex. If you are not already aware, there are two 80-inch screens in the Annex with which we will be able to live feed the service directly into the room. We need to do all we can to help guests feel a part of the service in this room.

One host should always remain IN the room. And one host should serve as an "usher" to receive overflow guests at the Connection Center and walk them back to the Annex.

The Overflow host remaining IN the Annex at all times should have a radio on to be able to communicate with Team Leaders, should the need arise.

## READER

### SERVER GUIDELINES

From the earliest times of the church, the reading of God's Word has been an essential part of Christian worship. God tells us in Romans 10:17 that "Faith comes from what is heard and what is heard comes through the word of Christ".

#### **Pray**

Once you know the passages you will be reading, pray. Ask God's help in your reading and to help you understand more fully what is being read. Look up how to pronounce difficult words.

Practice. Read the lesson out loud to yourself. If a passage is difficult to read, then practice until you are confident.

## **ARRIVAL**

Arrive 15 minutes before worship begins.

As you face the altar, please sit on the left side in either the first or second row. If possible, please sit in an aisle chair. You will be going up to the stage via the side stairs with the railing. Check that the passages are marked in the worship bible. Make sure the microphone is in front of the bible. After the worship song is over and the Pastor walks up to the stage - once he is on the stage - you shall move to the stairs, come up and stand behind the altar facing the congregation.

You may begin reading when the Pastor concludes the short introduction to the scripture.

Always begin by saying "Today's reading is from the \_\_\_\_\_ chapter of \_\_\_\_\_, beginning at verse \_\_\_\_\_." Begin reading, speaking slowly and clearly in a normal tone of voice. When finished, say "This is the Word of the Lord".

Additional notes: This should already be done when the reading is sent to you.

If we have a reading with a split, where we read some verses and then shift ahead to another section, once the reader completes the first section, they should pause and say, "Now moving ahead to verse \_\_\_\_, we continue". Then they should pause for a second to allow the congregations eyes to jump ahead to the right verse and continue. Even though they have named the verses at the beginning of the reading, the congregation needs that little line to help them stay on track.

Whenever we ever have a reading that refers to a key individual with a pronoun, they should skip the pronoun and state the person's name instead. This often happens with Jesus name when we have a Gospel reading. Because we are only reading a small section of the Gospel, it might start with, "Then he and his disciples started to the other side of the lake." But people aren't sure who the he is. What I want the readers to do in that case—if this is at the beginning of the reading and we haven't heard Jesus name yet, to fill it into the reading. So, I would want them to read that verse, "Then Jesus and his disciples started to the other side of the lake." To use our High School grammar language, the congregation doesn't know the antecedent for the pronoun, so I want them to fill that in.

# TEAM LEADERS

## SERVER GUIDELINES

There will be a “Team Leader” present at all services, sometimes more than 1.

This year we will have “radios” available with designated, individual ear pieces for each person that uses one. The Team Leaders present at a service will be given a radio...ideally having one person in the Worship Center, one person in the Welcome Center, and one person in the Overflow Annex with a radio.

Team Leaders will be my “second in command”, helping to make decisions for situations that arise, and making sure capacity limits are adhered to, etc. Please defer to a Team Leader on site for your service if you need any assistance.

# WORSHIP SERVANT DRESS EXPECTATIONS

## SERVER GUIDELINES

People come to worship on the weekend to connect with God and we work hard as staff and ministry leaders—preparing bulletins, rehearsing music, greeting warmly, reading and serving Communion well—to facilitate that connection. We never want to create a distraction for people connecting to God.

One area where that can accidentally happen is with our wardrobe. In the past, many churches used albs and choir robes to manage “wardrobe” distractions. As churches moved away from that, most established simple dress expectations to minimize those distractions. LOC has never done that, but we believe the time is now. In our new space, those on the platform are going to be a little more “on display” (about 8 inches higher up) so this is a natural time to take this step and live into our future. We need to consider the perspective of those who are both gathering for worship and kneeling for communion. We are seeking to do our best to eliminate distractions with our attire.

These dress guidelines are being established for all people who serve during worship. This applies to communion servers, altar care, scripture readers, worship band, choir, staff members, production team, etc. The dress expectations are intended to protect you as a leader, and to serve the congregation by doing our best to eliminate distractions with our attire.

**VISION:** Create a cohesive look that doesn’t distract: modest, dressy-casual, and relevant.

### GENERAL GUIDELINES:

- Choose modesty with regard to fit and opacity.
- Solid colors, or subtle prints are best. Save sports-themed shirts or shirts with large graphics/text for times when you aren't leading/serving in worship.
- Choose shirts that cover your entire midsection, so as to not show skin at the waistline. Shirts should have sleeves, or be covered with a jacket/sweater (no sleeveless shirts, please).
- Nice, darker jeans or dress pants work great. (Save saggy/baggy pants for more casual wear).
- Shorts should be worn at times other than when you are leading worship.
- Wear business casual shoes/sandals or clean athletic shoes.
- While V-neck shirts are acceptable, please be mindful so as not to reveal chest hair or cleavage (sorry, just have to name it!).
- If wearing a shorter skirt or dress, also wear leggings or tights.
- Undergarments should be inconspicuous, serve you well, and be covered by your pants, shirt or blouse (including straps on the shoulder).
- To show concern for others, fragrances are not to be used on the chancel (i.e. stage).
- Please keep hats outside of the worship space.

#### **FINAL CHECK:**

Before you finalize an outfit for a service, be sure to do a final check. Raise your arms as high as you can and swing them in all directions. Look in the mirror and check yourself from all angles. Make sure that you are not revealing anything inappropriate. Make sure that your attire works well with all types of movement from all angles.