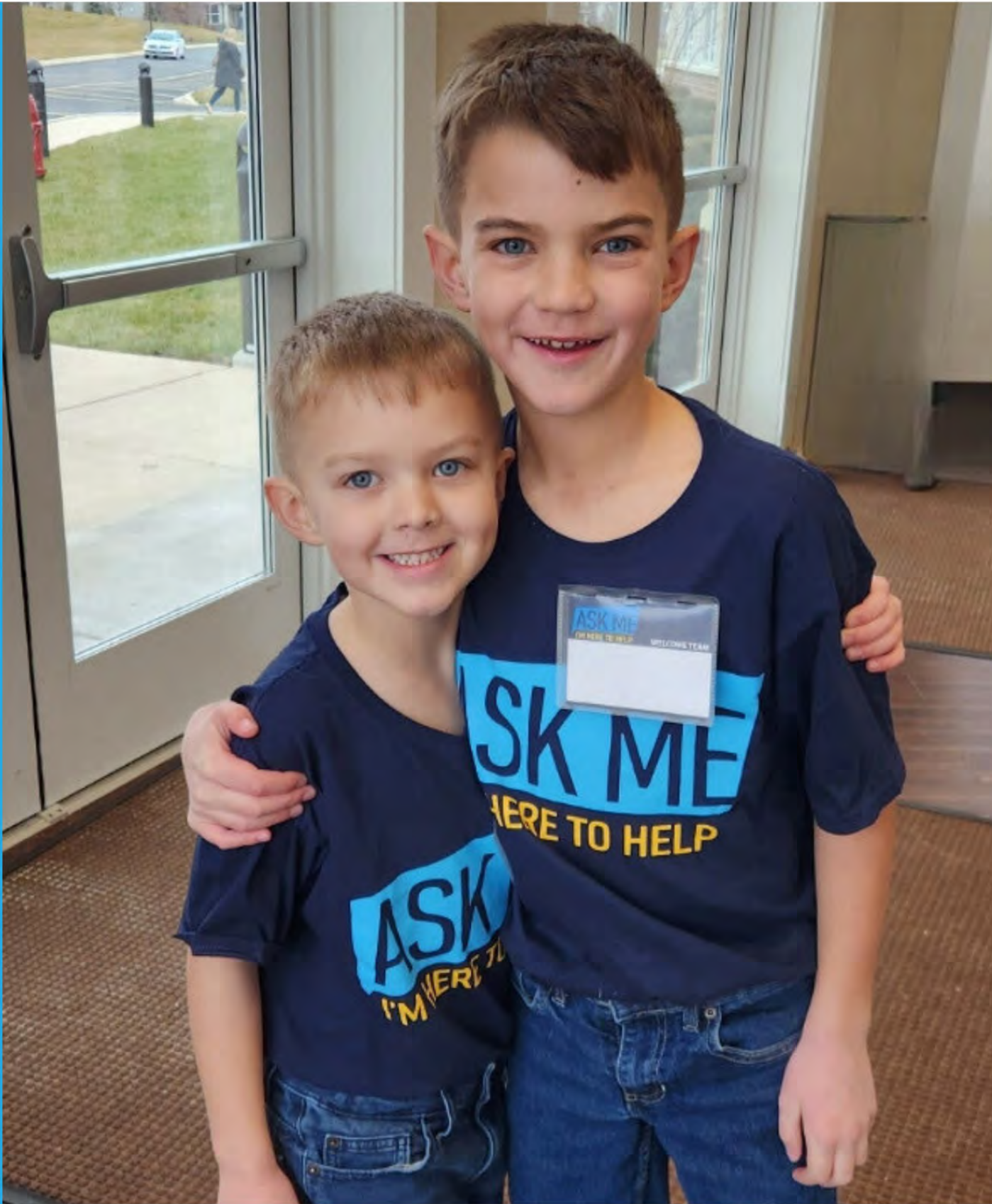


SERVER GUIDELINES



**WELCOME
MINISTRY TEAM**
2024 - 2025



SCHEDULING

Scheduling is done a 4-week rotation. During the few months out of the year that we have a “5th Sunday” or “5th Saturday”, 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.

PCO - SERVICES

We use **Planning Center Services and the Church Center App** to manage the scheduling of all of our volunteers at Light of Christ.

If you are new to the ministry, you will be emailed a “**Welcome to Planning Center**” email. Please follow the prompts in this “Welcome” email to set up your profile, and become acquainted with this new system.

Your **Services Schedule will be set by default to “accept”** for your assigned week.

- One reminder email/text will be automated to send each week prior to your scheduled serve date.
- If a conflict arises, please “decline” your assignment. This will notify the scheduler that your position will need to be filled by a replacement. You may do this either prior to receiving the reminder, or at the time of receiving the reminder email.
- You are highly encouraged to manage your serving profile in PCO - you can fill out “blockout dates” for any dates you know you’ll be tied up or out of town. You can also add your picture to your profile, and keep your contact info up-to-date, subscribe directly to your serving calendar, and more!
- With Scheduling being managed through Services - you may choose to manage your serving through the Church Center App. You will do this by clicking the “ME” button on the bottom left of the App main menu.

Advanced notice is key to helping the Scheduler fill any declined positions. As soon as you become aware that you will be unable to fulfill your serving assignment, please “decline” your assignment and notify the Director of Welcome Ministries immediately.

If you find a substitute via your own communication attempts (that is greatly appreciated!), 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.

In the event that you should need to cancel at the last minute (on a Saturday afternoon or early on a Sunday morning, per say, as things do come up), it is pertinent that your Team Leader is informed 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. 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 for "Sign Ups" for positions that are available to fill. You will be notified via email (and an automated text, if you have set up your profile with a text number and mobile carrier) that there are openings. You may view openings through the email instructions when I open a schedule for "sign ups", or if you want to look on your own at any time, you can do so through the Church Center App.

5TH Sundays of the Month

Each team will be responsible for serving one "extra" Sunday each year. You will be notified in advance, but also, your schedule will be easily accessible in Church Center under the "ME" button to refer to at any time.

Typically each team takes the 5th Sunday:

This shifts each year, and the information will be released in August at training each year.

Please refer to your schedule for confirmation of your 5th Sunday, or email your Team Leader or Director of Welcome Ministries to secure the 5th Sunday date.

ARRIVAL

- **ALL SERVERS** are asked to arrive at church **20 minutes prior to start of worship**. (Coffee Servers at 9 AM will require an earlier start time).
- Make sure all of the outside doors are unlocked and the handicap access door is 'turned on'.
- Pick up your name tag and check in with your Team Leader in the Kitchen.
- Review the bulletin (or the Order of Service on the Church Center App) for any special needs during worship (baptism, children's performance, etc.).
- You are welcome to wear your optional "Ask Me, I'm Here to Help" T-Shirt when you serve.

WALKIE-TALKIES / SAFETY

Good safety practice requires the ability to communicate around the building in a time of emergency quickly and effectively.

- Light of Christ has purchased a series of walkie talkies that will be held in three key areas—Welcome Area, Production, and Children's ministry. The leader in each of those areas will have one each Sunday.
- They are only to be used in case of emergency—Dangerous weather, someone seriously hurt, an active shooter. In the case of an emergency, the Production team can speak to the Worship Director or Worship Leader via the earpiece they wear, and that person can communicate to the congregation.
- Walkie-Talkies will be stored in the Copy Room in a cabinet clearly labeled. Instructions will exist within the cabinet.

Here are the areas of Safety where the Welcome Team will play a role in assisting the congregation:

Weekend During Worship--FIRE

Our goals for when the fire alarm goes off are clear and simple:

1. Get out. Get everyone out of the building and away from it, quickly and safely.
2. Stay out. Do not let people re-enter the building until the fire department gives the all-clear sign.

USHERS - -FIRE

1. One usher should move to the Welcome Center and not allow parents to go down the Children's hallway. They should instruct parents to go outside and meet up with their children in the Preschool parking lot.
2. One Usher can go and open exit doors that the Pastor/Worship Director directed congregants to exit through. After opening the doors, this usher should go outside and direct congregation members away from the fire lane and into the parking lot.
3. Other Ushers should assist any handicapped people in their exiting.
4. After all people from Worship Center have left, ushers should also exit, but remain by the doors and not allow anyone except senior staff to reenter the building until the fire officer gives the "all clear" sign.
5. Children will be taken to one of two places (see above) and if parents want to find their children, they can move around the exterior of the building to those places.

Weekend During Worship-SEVERE WEATHER

In a situation of dangerous weather, our response should be to alert people to move to areas with interior walls and with the least number of windows. When a tornado siren sounds, the following actions will be taken:

USHERS - SEVERE WEATHER

Pastor:

The pastor will announce to the congregation to use interior rooms. The Conference Rooms, Red Room, Preschool Room 4, Kitchen, Mailroom, Worship Center, as well as the bathrooms and hallways are all usable spaces in which to seek cover.

Ushers:

Two ushers will direct people to the hallways and direct people into the appropriate rooms.

MEDICAL EMERGENCY

Upon calling 911, one adult will be sent to the parking lot to direct the emergency personnel. Another ministry leader/volunteer will stay with person needing medical attention. Children/youth will be moved to an adjacent space and attendance retaken once gathered.

MISSING CHILD/YOUTH

If a child/youth is missing during a ministry event while at the church, the following procedures will be followed:

1. On-site staff will be informed that a child/youth cannot be located.
2. On-site staff will begin a room-to-room search for missing child/youth.

3. All on-site ministry leaders/volunteer will be asked if they have seen the missing child/youth, and they will be instructed to stay with their group in that room or meeting space until given an "all clear" by the senior staff member.
4. Two adults will be dispatched by senior staff member to search the parking lot and to make sure any cars that leave the premises are noted.
5. If a child/youth has not been located after ten minutes, police will be notified by senior staff member.

UNIDENTIFIED PERSONS (INTRUDERS)

A member of staff or ministry event leader/volunteer will approach an unidentified person for questioning.

If the situation warrants, 911 will be called and the police will be notified.

ACTIVE SHOOTER

RUN • HIDE • FIGHT

Run: If you become aware that there is a gunman in any part the building, get away from the gunman and call 911. If it is possible, evacuate the building with your hands up. Once outside, the situation should be communicated to all leaders and children should stay in their groups. Groups can be taken to nearby homes the border the church property. Do not reenter the building until the police have given the "all clear" to the senior staff member on site.

Hide: If you are not able to get out of the building, hide inside the building. Go into a room with a lock on the door. Lock the door of the room you are in and barricade the door. Turn off the lights in the room and silence your cell phone. Stay hidden in that room until the police have given the "all clear."

Fight: If you encounter the gunman, fight back. Try to distract or overpower the gunman until help arrives.

ALERT FROM POLICE DEPARTMENT

If Light of Christ receives an alert from the police department about suspicious or dangerous behavior in the area of Light of Christ, the church will immediately lock down and be ready for further direction.

USHER

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". 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 located in the Worship Center underneath the tables near the doors.

Hold open the two doors (inside and out) on the lefthand side of the Welcome Center with the rubber

door stoppers for everyone entering. A small container with door stoppers will be located in the Worship Center underneath or at the bottom of the small table near the door.

Ushers will greet people as they ENTER the Worship Center.

One of the Ushers should be designated to “click count” guests as they enter the Worship Center. The clicker is located in the Kitchen in our Welcome Ministry cabinet.

Attendance should be recorded after EVERY service on the sheet located in the kitchen. Please DO NOT count the Welcome, Worship, Production Team, and Pastors. We will utilize our server scheduling programs to count all Servers present. Only count those strictly worshipping.

During an exceptionally busy service, Ushers may wish to guide guests into seats. Ushers will also dismiss rows for Processional Communion.

WHEN WORSHIP STARTS

Close all of the double doors 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.

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

OFFERING

Offering Lock Boxes will be located at a table adjacent to the communion table with Light of Christ pens and blank offering envelopes. Guests are welcome to leave their offering in the baskets.

AS WORSHIP ENDS

Using the rubber doorstops, prop pen all doors at the beginning of the last/closing song. This includes the door by the entrance to Sound Platform.

Two Ushers (non-family members) take the contents of the Offering Lock Boxes 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). There will be a key kept in Jennifer Alderson’s mailbox on a large, silicone red ring. Use this key to empty the contents of the lock boxes and place in the safe. Please remember to return the key to Jennifer’s mailbox.

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. A Welcome Team Leader will have the key needed to lock and unlock the Children’s wing.

Straighten the Worship Center. Pick up all miscellaneous paper, bulletins, crayons and straighten up any clutter in the Worship or Welcome Center. Be these spaces are clean. If there are any lost items, put them in the Kitchen Cabinet designated “Lost and Found”.

GREETER

GREETER VESTIBULE DOORS, GREETER WELCOME CENTER

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 **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.

If the weather is mild, Greeter Vestibule Door servers may wish to stand outside and hold a door open for guests.

**If the weather is either very cold or very warm, please refrain from propping any doors open, as this taxes our HVAC system significantly.*

Greeter Welcome Center servers may choose to stand inside the Welcome Center in front of either set of double doors to greet guests as they enter.

If you don't recognize a worshipper and they seem to be looking for the Nursery, FaithLand or the restrooms, ask if you can be of assistance. If they need more information, take them to the Connection Center.

If someone identifies themselves as a Guest, please walk them to the Connection Center, introduce them to the host, and ensure that they fill out a Connection Card in its entirety (we need complete contact information), and make sure they receive a “Visitor Gift Bag”.

AFTER WORSHIP

After worship if noticing any newer/unfamiliar attendees, introduce yourself and offer any information that might be helpful. Always ask guests if they have completed a Connection Card via scanning the QR codes located throughout, or by filling out a Connection Card at the Connection Center.

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

COMMUNION SERVER

The sacrament of The Lord's Supper is a sacred act of Christ, giving grace. Christ's body and blood are truly present and received “in, with, under” bread and wine. Christ again comes among us to forgive our sins and help us to live truly Christian lives.

Prepare yourself in prayer before going up to the altar to serve the body of Christ.

FOUR Communion servers will come forward during a Sunday 9 or 10:30 AM Service. If only one Pastor is present, **FIVE** servers are needed for a Sunday.

When two Pastors are present, you will receive wine to distribute during Processional Communion. Since the Pastors will most often be handing out bread during Processional Communion, they will recognize when someone is not receiving communion, and will initiate a blessing. During a service when there is a Baptism, a Pastor will serve on the side of the Worship Center where the Baptismal family is seated, as an act of hospitality.

PROCESSIONAL COMMUNION

As communion begins, the communion server volunteers will move forward and use hand sanitizer before they are handed the communion elements by the Altar Care team member.

There will be 3 communion stations: one in front of each main aisle.

The stations will be named: **Congregation Left** (stair side), **Congregation Center** (center section), and **Congregation Right** (drum side).

All 3 sections (Congregation Left, Center and Right) - will move to their **LEFT** to receive the elements, and then opt to kneel at their respective communion kneelers to their right, before returning to their seats.

We will need 6 total communion servers -typically the 2 pastors serving bread, plus 4 volunteers serving wine/juice on a Sunday.

We will still have tables at the Worship Center entrance with Miracle Meal communion cups for any congregants who prefer not to come forward for processional communion.

During Processional Communion, ushers will invite rows from front to back, in all three sections simultaneously.

At the end of communion, an Usher should communicate with and/or signal one of the pastors to deliver communion to those who are physically (or otherwise limited) from approaching the front to receive communion.

When serving the wine, say **"the blood of Christ shed for you"** as you give the cup of wine.

If asked to serve the bread, break off a nickel size piece of bread and place in the hand of the communicant saying **"the body of Christ given for you"**.

If a person requests a non-gluten wafer, there will be some on a small side table beside each communion station.

The following are blessings you can give to those not receiving Communion if you are distributing wine:

"May you come to know that Jesus loves you and how special you are to Him."

"May Jesus pour his love into you so you grow in love for others."

"May the love of Jesus be with you today and always."

"May you always remember Jesus loves you and is with you wherever you go."

Return any remaining Communion elements to the Pastor or Altar Care server.

CONNECTION CENTER HOST

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.

Before Service Begins

Familiarize yourself with the bulletin (either paper bulletin or on the LOC app) and announcement slides on the TVs in the Welcome Center.

Adult Gift Bags

When guests approach the center, the first thing is to 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 **Connection Card** (these are located in the "Connection Card" drawer inside of the Connection Center Desk. After collecting the information, hand them a bag, and place the **completed** Connection Card into the drawer in the Connection Center labeled, "Completed Connection Cards".

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).

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.

COFFEE STATION HOSTS

It is the responsibility of the Coffee Station Serving Team to brew the coffee, set out coffee and related supplies, and to take down the coffee station after all services have ended. Warm, gracious, smiling servers are needed to welcome out guests.

COFFEE SERVER SHIFTS

8 – 8:30 AM

Team Member(s) will: turn on brewer, brew coffee and hot water, brew back up pots for later use, and put out tea bags, creams, sugars, cups and lids, stirs, napkins, etc. The prayer here is that guests will know they came a bit early to enjoy a cup of coffee in our wonderful café space.

10 – 10:15 AM

Team Member(s) will clean up station, refill supplies and replace pots with readied backups where needed. Ideally, these tasks will occur just before 9 AM attendees are coming out of services and early 10:30 attendees begin to arrive.

10:30 AM - AFTER SERVICE

Team Member(s) will separate and wash air pot parts and leave out to dry. Put counter baskets and related supplies in open shelves behind counter. Put extra supplies in kitchen back in cabinets to store. Put donations received (if any) in an envelope marked "coffee" and give to Usher team to place in safe with 10:30 AM offering.

NOTES

Counter baskets with supplies for serving the area are in the open shelving on the far left inside selves of the serving area. Refills for all creamers, cups, lids, etc. are in the kitchen cabinets above, below and/or near the coffee brewer.

If we are running low on coffee packets, please send an email to the Office Administrator (officeadmin@locchurch.com) or leave a note on the whiteboard in the kitchen.

DOUBLE BREWER MACHINE INSTRUCTIONS

- Turn machine on. Push "Enable Brew" button on each brewer to initiate tank filling and water heating.
- Place the amount of coffee labeled on each container into the funnel with fresh filter. Place related airpot in its' brew catching position.
 - Coffee refill bags are in the lower cabinet under the Nacho machine
 - Coffee canisters are above the machine/hand washing sink
 - Extra filters are in the lower cabinet nearer to the machine
 - Empty air pots, etc. are in the lower cabinet directly under the machine
- When machine indicates "Ready to Brew", click the "Brew" button to initiate brew immediately. ****Make sure air pot is in place when you press "BREW".** Coffee will begin to fill air pot immediately. Process will fill air pot to approximately 2/3s full.
- Make sure that the machine indicates "Ready to Brew" before brewing, or the water will be too cool to properly brew the coffee.
- To fill a water air pot for hot tea, either choose to fill the pot with the red tab hot water tab on the left of the machine; or clean out the funnel and run water through the machine. Make sure you rinse the funnel before brewing hot water to ensure it doesn't taste like coffee.

ANNEX OVERFLOW HOST

For special services (Christmas, Easter, etc.) and services that have either reached capacity (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.

TEAM LEADERS

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

If needed, **radios** can be 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 (when being utilized) with a radio.

Team Leaders are the second in command to the Director of Welcome Ministries, helping to make decisions for situations that arise, etc.

Please defer to a Team Leader on site for your service if you need any assistance.

In addition, please contact your Team Leader if you have a last minute change in your availability (after 4 PM on Friday) for the weekend.

SUNDAY TEAM DRESS EXPECTATIONS

People come to worship on the weekend to connect with God and we work hard as staff and ministry leaders—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 done that too. We need to consider the perspective of those walking in the door of a church for the first time, those seated in the worship center and those 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. Again consider the vision: “modest, dressy-casual and relevant.”
- Nice, darker jeans or dress pants work great. Jeans with some small holes can be acceptable, but jeans with large holes/tears or saggy/baggy pants should be worn elsewhere.
- Shorts should be worn at times other than when you are leading worship, though they are acceptable from June to August for those not on the platform.
- 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
- 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.



SUNDAY TEAMS

WALKIE-TALKIE PROTOCOL

1 PICK UP AND SOUND CHECK YOUR WALKIE-TALKIE

Walkie-Talkies need to be picked up in the Copy Room & sound-checked by 8:40 AM. Leaders hand-off @ end of shift to next Team Lead.



2 WALKIE-TALKIES ARE FOR EMERGENCY USE ONLY

Walkie-Talkies are for EMERGENCY USE ONLY. Please refrain from using them for any other purpose.

3 IN THE EVENT OF AN EMERGENCY

State the type of emergency over the walkie-talkie: i.e., “Fire, Tornado, Medical”, etc.

4 GIVE CLEAR DIRECTIONS

For example, “Evacuate, move to the interior, call 911”, etc.

5 IN THE EVENT OF AN ACTIVE SHOOTER THE EMERGENCY STATEMENT WILL BE: “CODE RED”

Repeat this as LOUDLY as possible, as MANY times as possible. *DO NOT* say, “active shooter” into the walkie-talkies, as little children will be listening.

6 REMAIN IN CONTACT THROUGHOUT THE EMERGENCY

While the emergency is occurring, continue to keep a constant line of communication open via the walkie-talkies.

7 IN A LOCALIZED EMERGENCY...

In the event of a localized emergency, once initial help is requested, you may switch to another channel if it only affects, per say, children’s ministry, or the welcome center.

