

SMCC WEEKEND SPEAKERS – BEST PRACTICES

- In order to make sure we honor our guests do not slam Mormonism in any direct way (you can correct LDS theology without mentioning Mormonism). Do not use the words Mormon, LDS, Joseph Smith, Brigham Young, etc. Do not make fun of those that we do not agree with. Treat unbelievers with respect.
- Your comments should be no longer than 35 minutes.
- The message should be:
 - Biblically Accurate (The hermeneutic we use is this: What did that statement by Jesus, the Apostle Paul or someone else mean to the original listener / reader? There is one meaning to each passage, but there are many applications.)
 - Helpful – The message is “doable” for the average person. This means that the messages should be application oriented vs “look how right we are about doctrinal minutia.”
 - Hopeful – The Gospel provides hope, not condemnation, so neither should we.
 - Understandable To All - Do not assume a background in the Bible from your listeners.
- God gets the credit for all things; therefore, do not make yourself the HERO of your stories.
- The gospel should be central to all we say (and, therefore, Gospel motivation). Any kind of emotional manipulation or “religious shaming” is out of bounds. Do not put pressure on people to make a “decision” about faith in Christ or any other NEXT STEP right then and there (no “altar calls”).

SMCC WORSHIP TEAM – BEST PRACTICES

5 ESSENTIALS – SMCC ALL CAMPUSES

1. Pursue excellence in all things: We commit to give our very best in all phases of preparation and performance.
2. Don't draw attention to ourselves: Keep the focus on Jesus.
3. Planning Center governs the service: If it's not planned, it's not practiced; if it's not practiced, it's not performed.
4. All leaders are Christ followers: We can't lead someone where we won't go; we can't share what we don't have.
5. Be aware of guests and make them a priority: We do what we do with the guest in mind; our speech is clear to people who aren't Christians yet.

DRESS

Worship team members should always be mindful of distractions. Be aware of clothing that may be distracting to those in the audience. This could include provocative clothing, accessories or even shoes. Also, don't be *too* casual in the way you dress. There may be certain times of the year when we wear "dressy" attire. At all times, we aim for a fresh, clean, put-together look—but not too casual, nor too flashy. For men we ask that you wear a shirt with a collar, closed toe shoes, and no hat (except for special reason and by permission of the campus pastor).

STAGE PRESENCE/NONVERBAL COMMUNICATION

- **Body Positioning and Movements**
We always strive to encourage people to engage with the truth of the songs. Our body positioning and movements are done with the guest in mind. At SMCC, this means we're careful with the amount of freedom we allow ourselves during worship. Our arms and hands may go up as an act of surrender but we are aware of how much movement or waving we do because an unintentional byproduct can be that we draw attention to ourselves. Our gestures must match the culture and environment that we are trying to create.
- **Posture**
The way we stand or sit communicates a lot about how we feel about a service. We hold our face up and keep our back straight to communicate that we're happy to be here and that we have the energy to be excited.
- **Facial Expressions**
Our facial expressions play a major role in conveying how we feel. During a song or service element we want to match the room vibe or environment with our face. For example, a Good Friday service doesn't call for big happy smiles and Easter is a time to celebrate so our face is full of joy and exuberance. Another example, when our eyes are closed we show that we are more focused on what is being sung but at the same time we are communicating that this is 'my time' and we can lose connection with the audience.
 - **Equipment Interaction** Adjusting a microphone to point at your mouth is fine, but hanging, leaning on or even holding a mic stand looks like you're tired or

uninterested. If you are a singer we ask that you keep the microphone in its stand unless we are presenting a concert or other "special performance". Slouching at the piano or resting your hands on a guitar or music stand says similar things. We want to ultimately communicate how present and happy we are to be where we are.

- **Attitude (vocal inflections)** How we talk into a microphone is just as important as what we say. Again, we want our voice to match the environment we are trying to create. We understand that it can be difficult to always have a great attitude on Sunday morning but this is imperative due to our "attractional model." We will always employ a "check your bad attitude at the door" policy so that we can make our space a positive one.
- **Believers lead worship.** Only those who have chosen to take their next steps in Baptism, or have scheduled a time to do so, should be singing into a microphone.
- **Life Circumstances Affect You and Your Ability to Serve.** Serious life-altering events can shake our lives in many ways. These circumstances are not limited to: death, loss, sickness (physical or mental), and separation or divorce. At the occurrence of a life event such as this, SMCC *highly recommends* taking *at least* 2 weeks off from serving to surround yourself with those in SMCC who will walk with you as you process this life event. It is up to the judgement of your worship leader, campus pastor, or the lead pastor to ask you to step down from service for a period of time if they believe that you are not allowing time to recuperate.

SMCC SMALL GROUPS – BEST PRACTICES

PURPOSE OF GROUPS

- Develop FDFDs through a LECTURE/LAB model.
 - *People remember 10% of what they hear, 20% of what they write down and 60%-70% of what they discuss. All small groups are required to do sermon based studies 2 times a year (Fall and Winter).*
- Give every person a healthy environment in order to take their next step.
 - *People thrive when they are engaged personally and appropriately.*
 - *When trust is high it gives us the opportunity to raise expectations.*
- Cultivate SPIRITUAL FRIENDSHIPS for every person.
 - *persons who share without fear, speak the truth in love, care without conditions*
 - *persons who will walk through hell with each other and celebrate on the other side*

GROUP LEADERSHIP

- Leaders fill out a [SMCC Leadership Covenant](#)
- Leaders are FDFDs.
 - *We can't lead people where we've never been, and we also can't lead people where we won't go.*
- Leaders are COACHES who help people take their next steps toward becoming FDFD.
 - *Our people are most encouraged when they know we want something for them, not something from them.*
- Leaders are EMOTIONALLY INTELLIGENT.
 - *We are better teachers when we understand information. We are better leaders when we understand people.*
- Leaders are able to help people ENGAGE others meaningfully.
 - *We feel better when people come because they like us. We are better when people come because they love each other.*
- Leaders model AUTHENTICITY by going first.
 - *We only ask people to do what we have done ourselves.*
- Leaders act as "thermostats" not "thermometers"...they set the tone and temperature of the conversation.

GROUP EXPERIENCE

- Expectations for the group are defined by the [BLUE CARD](#) (HOW TO BE A GROUP MEMBER EVERYBODY LOVES).

- o *Each group has a unique personality, but all groups submit to the same guidelines. (This means that groups do not use covenants.)*
- Groups should start FUN and end FUN.
 - o *We take fun seriously. Every group should be meaningful and enjoyable.*
- The ideal SIZE of a group is 8-12 people.
 - o *As the group grows larger our intimacy grows smaller.*
- STUDY TIME should be about 60 minutes, but not exceeding 90 minutes.
 - o *We want to build each other up, not wear each other out.*
- Children meet SEPARATELY from adults.
 - o *All kids always distract in a small group.*

GROUP ENVIRONMENT

1. UNCOMFORTABLE spaces make people UNCOMFORTABLE.
2. The environment has to be CLEAN, not new.
3. Seating has to be COMFORTABLE and facilitate INTERACTION.
4. Parking has to be REASONABLE.
5. Childcare space has to allow kids to be kids without DISTRACTING the meeting.

RECRUITING LEADERS AND LAUNCHING GROUPS

- We want our recruiting to be PERSONAL.
 - o *The best recruiters are happy leaders.*
- Recruiting should start with CONVERSATIONS, not classes.
 - o *Invite them to join a winning team before inviting them to attend a training.*
- We launch leaders before they FEEL ready¹.
 - o *We operate under the assumption that adults learn on a need to know basis².*
- We launch PRE-LOADED groups.
 - o *The most successful groups start with people who already like each other.*

TRAINING AND SUPPORT

- New group leaders attend or watch a GROUP LEADER ORIENTATION before their group launches.
- All leaders are required to attend one TRAINING EVENT annually (FU3L).
- We value OVER COMMUNICATION.
- We value PREVENTION care over INTERVENTION care.
- All leaders are given a personal COACH.

¹ Andy Stanley, *Deep and Wide: Creating Churches Unchurched People Love to Attend*

² Ibid.

LEADER COACHES

- Coaches have significant EXPERIENCE in leading groups.
- Coaches have demonstrated the ability to LEAD LEADERS.
- Coaches are ENCOURAGERS who like to be AVAILABLE.
- Coaches SUPPORT a maximum 10 group leaders.
- Coaches host one APPRECIATION event annually.

Types of Leaders³

- *Rookies*: They are leading a group for the first time or for the first time at SMCC. They are heavy on questions and light on confidence in the beginning. They need the most support.
- *Sophomores*: They have been leading for a while at SMCC. They are eager and are likely to have new ideas and initiatives. They don't need as much support as Rookies, but they do need someone with whom they can process.
- *Veterans*: These leaders know what they are doing and are able to lead with a large degree of confidence. They are happiest to receive a phone call or email.
- *Stubborn*: They have been leading for a long time. They are the most resistant to trying new things and mostly want to be left alone.

COUNSELING AND CONFLICT

- Engage matters of counseling and conflict PERSONALLY and PRIVATELY whenever possible.
- Seek to UNDERSTAND before being UNDERSTOOD.
- PROCESS with your coach first and include a pastor whenever necessary.
- Always report to your coach or a pastor your SUSPICION that someone may be a danger to themselves or others.
- We invite all questions, but we DO NOT TOLERATE disrespectful comments about pastors and other leaders.

³ Steve Gladen, *Leading Small Groups with Purpose* Types of Leaders is largely adapted from Gladen's types of leaders at Saddleback, but it not an exact replica.

SMCC STUDENT MINISTRIES – BEST PRACTICES

VISION

SMCC Student Ministries exists to help as many students as possible take their next step towards becoming FULLY DEVOTED and FULLY DELIGHTED followers of Jesus Christ.

PHILOSOPHY

We seek to create an age appropriate environment where students can:

- Identify with and get connected to peers
- Have a relationship with adult leaders
- Expect to have a fun time
- Eagerly invite their friends
- Understand what and how to take their next step

BEST PRACTICES

Sunday Morning

- Welcome materials for guests: Every guest will be met by peers and adult leaders and provided with guest material to say “thank you” and show them how to get plugged in.
- Forum based teaching (25 min): While teachers will use a sermon feel for the delivery of their content, the goal of the Sunday teaching is to create a high level of connection and interaction.
- Expect respect – don’t deal with distractions: While there will be lots of high energy moments, the Sunday programming will always be under control. At no time will we allow students to be disrespectful and a distraction to the group.
- Take fun seriously (60:40 fun to serious ratio): We want Sunday to be an enjoyable experience for everyone.
- Parents are partners: Our goal is not to replace the spiritual discipleship of parents, but to enhance and partner with parents.

Mid-Week

- Core focused: The purpose of small groups is to help disciple and develop the ministry core. We create programming and curriculum with the core and their needs in mind.
- Environment of Vulnerability: The purpose of the mid-week small groups is to create an environment of vulnerability where students are inspired to take their next step.
- Small group based: We utilize small group methods. Crowds help build momentum but small groups build spiritual growth.
- Deepening & strengthening relational connections: Mid-week is designed to help students grow closer together with other students and their leader. The goal is the development of meaningful spiritual friendships.

- We take fun seriously (40:60 fun to serious ratio): We want small groups to be fun, but the primary focus is Bible study and next steps.

Retreats

- We take fun seriously (70:30 fun to serious ratio)
- Broadening relational connection
- Spiritual decision focused
- Camp is for everyone
- Building adult leadership

CULTURAL VALUES

These core values will influence the practical planning for every Sunday, Mid-Week, and Special Event that SMCC Students puts on.

- Everyone can belong before they believe. We want to make sure that students from all faiths or non-faith backgrounds can belong before they believe the core truths of Christianity. We strive to ensure that students who don't believe will find the experience of Student Ministries a fun and enjoyable one. The goal here is to help create a captivating environment where non-Christian students will regularly attend and participate in all aspects of the ministry.
- Students who call SMCC home will value and serve the guests. The goal is to make sure that students who call SMCC home will go out of their way to make guests feel valued. Practically this means that Student Ministries will make decisions that revolve around a guest's preferences rather than the preferences of students who call SMCC home.
- The truth of the Bible is explained in a helpful and hopeful way. When leaders or pastors from SMCC teach from the Bible, our goal is to make sure that students can easily see the hope of Jesus and find the message applicable and helpful to wherever they are spiritually.
- The measure of maturity is how well we love God and others. Our goal in raising up students who are fully delighted and fully devoted to Jesus is measurable by how well students love one another and love those in their life. We are not simply focused on imparting truths and theology; rather we hope to help students live more like Jesus.
- We honor the process in which God changes people from the inside out. We understand that everyone's faith journey takes time. As such, we want to make sure we give students the space and time needed to make a profession of faith as well as take their next steps in following Jesus. We want to trust in God's timing rather than manufacturing our own timing for a student's growth.

JOINING THE TEAM

A good leader is:

- FDFD
- A Next Step Coach
- A Connector & Networker
- Emotionally Intelligent

- A Model of Authenticity

Expectations of Leaders

Our expectations are designed to help you understand how you can be a successful leader. We expect that you will:

- Sign an SMCC Leadership Agreement
- Attend Sunday Worship Service with Students (1.5 hr)
 - Incorporate guest students by inviting them to join small groups.
 - Create an environment where leaders are not just chaperones, but companions in the student's faith journey.
 - Build relationships with students.
- Come prepared and ready to engage students at Mid-Week Small Groups (2.5 hr)
 - Arrive 20 minutes before the event or programming starts.
 - Create an environment that is fun and safe for students to connect with you and other students.
 - Assist students in incorporating the lesson content from Sunday with their regular life.
 - Pray and review small group questions so that you are able to create a structured small group environment.
 - Laugh with, learn from, and enjoy the students in your group.
- Connect with students on a weekly basis outside of program time (.5 Hr)
 - Show students that they are cared about and that you are interested in all of their life.
 - Pave the way for meaningful spiritual conversations relevant to their everyday life.
 - Incorporate your life with theirs as a mentor and friend.
- Attend Quarterly Small Group Training Events
 - Connect with the team you will be serving with.
 - Participate in the training you need to be more successful.
 - Recognize the definition of success for you as a leader.
- Live your life in a way that brings honor to Jesus and SMCC
 - As a leader you agree to not abuse alcohol and/or use narcotics.
 - As a leader you agree to make wise decisions about relationships.
 - As a leader you agree to honor God with your body and will live a sexually honoring life, as defined by the Bible in the New Testament.

HOW TO RECRUIT LEADERS

At SMCC serving in Student Ministries is not something we just want from them, it is something we want for them. As a leader what we hope they will experience is:

- Growth in spiritual wisdom and strength as you prepare weekly for your ministry.
- Personal satisfaction of knowing that you are participating with Jesus in investing into the life of a student.
- Joy from seeing new students come to follow after Jesus and growth in the lives of those you are serving.

- Confidence that you are making eternal investment and not just chaperoning students at an event.
- A greater sense of devotion and delight as you follow after Jesus Christ.

GUIDELINES FOR PLATFORM SPEAKERS (refer to page 1 of this document)

Below are the values and expectations for the speakers on Sunday Morning, Mid-Week and Camp.

- In order to make sure we honor our guests, do not slam Mormonism in any direct way (you can correct LDS theology without mentioning Mormonism). Do not use the words Mormon, LDS, Joseph Smith, Brigham Young, etc. Do not make fun of those that we do not agree with. Treat unbelievers with respect.
- Keep your lesson between 20 and 30 minutes. The length will vary on setting and age of the students involved. Middle School will be at the lower end of the spectrum while High School will be at the upper end.
- The message should be:
 - Biblically accurate (The hermeneutic we use is this: What did that statement by Jesus, the Apostle Paul or someone else mean to the original listener / reader? There is one meaning to each passage, but there are many applications.)
 - Helpful – The message is “doable” for the average person. This means that the messages should be application oriented vs “look how right we are about doctrinal minutia.”
 - Hopeful – The Gospel provides hope, not condemnation, so neither should we.
 - Understandable to all - Do not assume a background in the Bible from your listeners.
- God gets the credit for all things; therefore, do not make yourself the HERO of your stories.
- The gospel should be central to all we say (and, therefore, Gospel motivation); therefore any kind of emotional manipulation or “religious shaming” is out of bounds. Do not put pressure on people to make a “decision” about faith in Christ or any other NEXT STEP right then and there (no “alter calls”).
- The hope is that the teaching a guest or regular attends would be enjoyable. The intended outcome would be to help garner a positive experience where students will want to come again and learn more.

WHAT YOU CAN EXPECT FROM US

Expectations are not a one-way road. Here are some things you can expect from us when you join the team.

- To pray for you every week.
- To spend time investing in you and your family.

- To provide you with timely and excellent training.
- To be clear in all of our expectations.
- To have all necessary material prepared for you.

SECURITY & SAFETY

- All individuals desiring to serve in SMCC Students Ministries must complete and submit in advance, a Volunteer Application and schedule an interview with a Student Ministry staff member from that area. Background checks for all persons over 18 years of age are required.
- Name tags are worn by all volunteer/team members while serving. This identifies you as a leader to parents and other ministry staff.
- Physical contact with children should be minimal and only in the presence of other adults. Appropriate touching should be limited to handshakes, 'high fives', brief hugs or a brief touch on the shoulder.

DISCIPLINE – SETTING LIMITS

The purpose of discipline is to disciple students in the Lord's way. While punishment looks back, discipline addresses the future. "Discipline" is instruction that molds, shapes, corrects, and inspires appropriate behavior; punishment is the infliction of suffering, pain, injury, or loss. Discipline provides the opportunity to redirect students. Under no circumstances should a leader ever spank, belittle, mock or yell at a child.

ACCIDENTS

Most of the time, an injury can be treated with a little loving attention and/or a Band-Aid. A stocked first aid kit is kept available for each event and in the youth room. If an accident occurs such as a hard fall, deep cut, bump on the head, choking, pinched fingers in a door, broken bones, fainting, convulsions or other bodily injuries then we need to fill out an accident report.

MEDICAL INJURIES & PROCEDURES

- Stay calm and keep the injured student as calm as possible. Speak calmly and assure them that everything is going to be okay.
- Do not move the student that is injured and DO NOT leave their side. An SMCC staff person should get to and stay with the student until there is a resolution of the incident.
- Send a volunteer/team member to locate a staff member for assistance.
- The staff member will contact our medical emergency volunteer/team member or call 911 for further assistance, if needed. The staff member will contact the parents and advise them of the child's situation and the procedure being followed.
- The staff member will ask the parents for details on doctor or hospital preferences.
- If the child must be transported to a hospital and the parents cannot be located in time, the staff member will accompany the child to the hospital.
- All volunteer/team members and staff members involved in the emergency must complete a report of the incident immediately following the emergency for SMCC's records.

SMCC KIDS MINISTRY – BEST PRACTICES

SMCC KIDS Policies exist to provide safe and engaging environments for children, to ensure volunteers are equipped, supported and valued and parents desire to partner with us in the spiritual growth of their child.

1-Sunday Morning Environments

- a. **Kids Desire a Safe Place to Belong** - SMCC KIDS is a safe place for children. We want parents to know that they can leave their kids in our ministry and feel confident that they will be safe. All children are checked in/out of our ministry using PCO check-in system and utilizing the child/parent badges. All volunteers are background checked and wear a name tag, SMCC KIDS Shirt or vest so that they can be easily identified in the classroom.
- b. **First Time Guests** -Each campus has a designated “First Time Guest” area that is staffed with friendly and helpful volunteers. They are then escorted to child’s classroom where parent and child are introduced to the leader. The parent should then be escorted to the main worship room.
- c. **Rooms are Clean, Clutter free and Child friendly** -We expect to have guests and every environment should reflect that by being kid friendly, age appropriate, clean, organized, and set up and ready for families to arrive. Ministry should be themed and decorated age appropriately.
- d. **Kids Learn Best when they are Having Fun** -We know that kids thrive in FUN, and so we make every effort to create an environment where children come back to each week. When kids arrive music should be playing, engaging activities set out on tables and volunteers engaged with kids.

Every family should have full confidence that we provide a secure and safe environment for their children to learn about Jesus.

2-Security/Safety Procedures

- a. All individuals desiring to serve in SMCC KIDS ministry must complete and submit in advance, a Volunteer Application and schedule an interview with the Children's Ministry Coordinator. Background checks for all persons over 18 years of age are required.
- b. Nametags, vests and or ministry shirts are worn by all volunteer/team members while serving in any secure area of SMCC KIDS Ministry. This identifies you as a worker to parents and other ministry staff.
- c. Anyone visiting or touring the Children's Area must obtain and wear a "VISITOR" name tag at all times.
- d. Anyone without a "VISITOR" name tag or a child claim check will be asked to leave the classroom. Parents helping a child to get settled in a class may 'hang out' in the room until the classrooms are closed, which is 15 minutes after the start of service. If a parent wishes to remain past that time, they must get a "VISITOR" badge.
- e. No adult is to ever be alone with a child. Ministry settings will be staffed by a minimum of two qualified workers at all times, unless your ministry setting is one large space, subdivided into smaller classrooms. In this case, it is permissible to have one volunteer in the class, so long as the class is visible to other volunteers working in the same area.

*Qualified Workers:

- 1-One of the two volunteers must be a female.
- 2-One of the volunteers must be over 16.
- 3-Students 15 and younger must serve with an adult 18 and older
- 4-No one under 16 in infant room and must serve with an adult.

- f. Nursery-3rd grade will need to be dismissed to a parent or other adult with a matching tag. Older siblings may not pick up younger siblings.
- g. Bathroom Policy for children preschool – 3rd grade:
Use bathrooms closest to children's area, walk kids to the children's bathroom, check for anyone in the restroom, wait in the hall while you send the child in.
- h. Physical contact with children should be minimal and only in the presence of other adults. Appropriate touching should be limited to handshakes, 'high fives', brief hugs or a brief touch on the shoulder. Holding hands with a young child is also permissible if it's helping them to calm down or settle in and other adults are present.
- i. The purpose of discipline is to disciple students in the Lord's way. While punishment looks back, discipline addresses the future. "Discipline" is instruction that molds, shapes, corrects, and inspires appropriate behavior; punishment is the infliction of suffering, pain, injury, or loss. Discipline provides the opportunity to redirect students. **Under no circumstances should a volunteer ever spank, belittle or yell at a child.**

Procedures for Suspected Child Abuse

Situations regarding minors and abuse can be hard to navigate. It's difficult to be in a situation, where your suspicion and assessment, could potentially cause a lot of upheaval in a family. Your responsibility is only to uphold the policies and procedures of SMCC that are established to protect children. If you are made aware of a possible abusive situation, keep in mind that the burden of proof does not depend on you; the system will decide the particulars. Your responsibility is to measure all suspicious incidents against the following guideline provided by Division of Child and Family Services (DCFS):

"When any person... has reason to believe that a child has been subjected to incest, molestation, sexual exploitation, sexual abuse, physical abuse, or neglect, or who observes a child being subjected to conditions or circumstances which would reasonably result in sexual abuse, physical abuse, or neglect, he shall immediately notify the nearest peace officer, law enforcement agency or office of the Division of Child and Family Services (DCFS)"

PROCEDURE FOR SMCC KIDS Staff

1. **Potential physical abuse.** If you notice any unexplained signs of physical abuse, including: bruises, welts, lacerations or abrasions; burns, fractures or sprains; head injuries; shaken baby syndrome.
 - a. If age appropriate, ask the child how the injury occurred. **Do not** ask leading questions such as, "did your dad hit you?"
2. **Potential sexual abuse.** If a child uses inappropriate sexual words or actions toward other children or a volunteer:
 - a. Pull the child aside and ask, "Where have you seen or heard this information?"
3. **Evaluate the information against the DCFS guidelines** above, and do this:
 - a. If it is clear that the situation does not merit action with DCFS; share the incident with the parent, document and keep a watchful eye on the child.
 - b. If you have any reason to believe that the safety of the child is at risk; share it immediately with the Campus Pastor and report concerns to DCFS
4. **Parent conversation.** When a parent is notified regarding suspicion of abuse; **always** have two people present and take a parent to a private space to talk.

Note: It is best for the person who first discovered the abuse to make the call to DCFS, however, it is permissible for the director or pastor to make the call on behalf of the volunteer. Reporting is confidential and those reporting will not be brought into any civil or criminal case. Pastors and directors should verify that this information is correct and up-to-date.

Our hope is that volunteers plug into SMCC Life and grow, connect and experience joy through serving. Volunteering isn't what we want from them; it's what we want for them

3-Volunteers

a. Application and Background Check

Volunteers are required to fill out a application and a background check form prior to serving in SMCC KIDS. Prior to scheduling a volunteer to serve, childcare coordinators need to look at volunteer's profile in database for background check. Background checks need to be redone every two years. All volunteers are required to wear a name tag / a vest / tee shirt that easily identifies them to the staff, parents, and children.

b. Communicating with Volunteers

SMCC values thorough & time sensitive communication. Volunteers should receive schedules in advance of serving as well as contact information of other volunteers on their serving team. Volunteers receive an email through PCO with the curriculum attached no later than Tuesday of the week that they are scheduled.

c. Volunteer Training

Orientation and training provide a smooth transition and a good experience for new volunteers. Orientation can be accomplished in a group environment where volunteers are provided an overview to the ministry. Training is best accomplished by having the volunteer observe a team member in the classroom and then being observed by a staff member during the volunteers first teaching time in the classroom.

d. Volunteer Appreciation

We honor and value volunteers through thank you notes, texts and occasional gifts. Verbal appreciation is always a great way to honor your volunteers during the "shift" that they are serving.

We choose curriculum that is biblically strong, utilizes different styles of learning, stages of faith and is designed to use in a large and small group environment.

4-Curriculum

- a. **Kids Need to Know Jesus** -We strive to point kids to Jesus in all that we do. We model Christ, and are intentional about building relationships with children.
- b. **Kids Thrive in Strong, God-centered Families** -At SMCC KIDS we welcome and value family. It is our desire to partner with parents in their role as the primary teachers of their children. Each Sunday we provide a take home page that encourages intentional conversations at home.
- c. **Large/Small group environments**- Relationships create a safe place to resolve who we are. When kids see themselves the way a loving adult sees them, it changes how they see themselves. All environments starting with preschool should include a large group (Bible teaching) and small group (application) teaching format.

Everything we do has a purpose to fulfill our mission to help connect kids to Christ and partner with parents so that together, we can help them grow up to be fully devoted, fully delighted followers in Him.

5-Fusion

- a. Provide students with a comfortable and engaging environment and opportunities to fulfill our mission to:
 - Raise up our future generation in faithfulness to the **Father** by providing environments to worship God
 - Raise up our future generation to fellowship with **each other** by engaging in small groups and meeting weekly
 - Raise up our future generation to put their **faith in action** by providing opportunities to serve others, learn how to talk to their friends about God, and engage those who don't know Jesus.
- b. Provide next steps for those interested in becoming a leader or those who have the potential to be leaders for fusion by investing and inviting parents of Fusion students and high schoolers to serve.

- c. Provide parents with accurate and consistent calendar information, months in advance by providing a monthly newsletter and occasional take-home fliers.
- d. Provide consistent programming so students know what to expect and can invite their friends comfortably by having consistent leader trainings, orientations, and weekly meetings before our program with all volunteers.
- e. Provide an irresistible environment for kids to connect to other kids, leaders and Jesus so they keep coming back by providing culturally interesting games, music, activities and prizes in our ticket shop.

SMCC ADMINISTRATION – BEST PRACTICES

SMCC Administration exists to support the efforts of the pastors, ministries, and attendees of SMCC toward the overall mission of helping as many people as possible become fully devoted, fully delighted followers of Jesus Christ.

VALUES

We value:

- Thorough and accurate communication, both written and verbal
- Accuracy in print, both on the web and in all hard copies we provide
- Providing an excellent product.
- Sensitivity to others in all conversations, graphic design, and publications, never assuming the audience's background (faith)
- Compliance to processes and willing to change, improve, revise these processes as ministries grow and change

EXPECTATIONS

- All product that leaves the office will be done in a professional manner with the primary focus being to ensure it promotes the SMCC Mission Statement and provides all information necessary
- Communication with visitors, callers, and other staff ministry leaders will be professional, consistent and caring.
- We are all "we." We are a team. There is no "us vs them" mentality.
- We over communicate to ensure we are providing the best product possible.

PCO PLANNING EVENT FORMS

- We expect to receive the PCO Resources Requests 6 weeks prior to the start of promotion.
- Events will reflect the interests and needs of the target audience instead of a one-size-fits-all approach.
- We expect that PCO will adequately describe all the event details. Some good questions to ask while completing the PCO Resource Request:
 - Does the title immediately tell what the event is and who is invited? Ex. "Women's Bible Study"
 - Is this event for guests? Does the verbiage make sense to a guest?
 - Who/What/When/Where?
 - Cost? Bring anything special?
- If you have a question on how to fill out the PCO Resource Request, ask for assistance. Incomplete/inadequate information may result in less promotion than originally requested or none at all. CST will always do its best to work with you.

CREDIT CARDS

- Please use your credit card with the mindset that you are spending money which has given to the church to better its ministry.

- Only use your work credit card in instances where you are fulfilling job responsibilities and you are not alone. For example, picking up coffee on your way to work isn't a work expense.

EXPENSE REPORTS

- It is best that you take a picture of your receipt and put it into the American Express app on your phone at the time of purchase. Doing this cuts time when doing the expense report at the end of the month.
- Expense Reports are not required to have photos of receipts which do not contain tax.
- Expense Reports should be filled out completely, unless noted and approved by the finance director.
- Turn your expense report on time. Late submissions will result in credit card being frozen for one month.

TIMESHEETS

- Timesheets should be completed and approved by you in order for your manager to approve in time for payroll.
- Payroll is the last work day of the month.
- Communicate with your manager if you are working up to the final day of payroll in order to have your hours approved.

CAFÉ

- We do not expect to make money with the café, but to break even. The main purpose of the café is to welcome guests and provide an atmosphere of fellowship.
- We expect the café manager to communicate the needs/changes/concerns of the café to designated staff person.
- We expect the assigned staff person to give the café manager direction, be available, communicate clearly and supply anything needed.
- We expect paid café employees to show up on time, have good work ethics and follow the instructions of the café manager.
- We expect that the overall atmosphere of the café is welcoming to guests and provides speedy service. Drink prices are to be up to date and easily accessible.
- We expect that the kitchen and café area will be left clean. All things used are to be cleaned and put away.

WEDDINGS/FUNERALS

- We expect those interested in having a wedding or funeral at SMCC to completely fill out the appropriate forms in advance of the event date. These forms are available online.
- If a bridal party or family requests an SMCC pastor to officiate at either of these events, we expect them to communicate cancellations, changes, reschedule meetings intentionally and provide a program or order of events for the ceremony.

- Staff members will keep clear notes of discussions, payments and agreements on file for referral and records.
- The Worship Center costs \$100 per hour and every other room costs \$50 per hour. If the rental party representative is an SMCC member, room rental cost is 50% off.
- Pastors don't agree to perform the ceremony until the first meeting with the bride and groom. If there is any cause for concern, pastors reserve the right not to officiate the wedding.
 - Pastors may charge \$300 for ceremonies

RENTALS

- We expect rental parties to communicate clearly, pay on time and obey the instructions about building use.
- The Worship Center costs \$100 per hour and every other room costs \$50 per hour. If the rental party representative is an SMCC member, room rental cost is 50% off.
- SMCC requires that all children have adult supervision throughout the event, provided for by the rental party.
- Nothing can be moved in the rooms rented without the Facilities Coordinator's approval. Nothing can be moved on the Worship Center stage without the AV Technician's approval.
- We expect that the kitchen and café area will be left in a clean state. All things used are to be cleaned and put away.
- Rental party will not use any rooms that they have not rented.
- Last minute changes are to be clearly communicated to Ministry Liaison or the Facilities Coordinator. Last minute changes could result in additional charges.
- There is no overnight storage at SMCC and anything left behind by the rental party is not the responsibility of SMCC.
- The rental party cannot use lit candles, confetti, rice, or flower petals to decorate or celebrate the event.
- The rental party cannot use tape, tacks or nails to decorate.
- We expect that the use of alcohol to be used wisely, and in accordance with the SMCC Alcohol Policy.
- Rental parties that rearrange SMCC property are expected to put it back according to the Facilities Coordinator specifications. If they are not, this could result in an extra fee.
- Rental parties cannot take papers out of seat backs that are used on Sunday without replacing them. If they are not replaced, they will cost an additional fee.

Best Practices: Asana

(for CST and Campus Collaboration)

Teams are the staff of each campus.

- You must have an SMCC email in order to be on ASANA (PCOR is for volunteer's input of events)
- Teams are private! Do NOT make them public
 - Suggested Private Team Departments (most people will be on multiple teams):
 - Ministry Departments
 - Campus staff
 - Special Projects (Planning service and Events)

Projects are broken up by individual campus events.

Within Projects you have "Conversations, Calendar, Progress, and Files":



These allow you to have specific conversations about that project, timeline calendar, progress bar for the project and any files that have been added.

Sections are Months of the year.

Tasks are events (you can post the link to the PCO event in the description for the event)

- Event due date is the date of the event

Subtasks are the items you need to request for that event.

- Within a subtask you can attach dropbox, google, or any other file to the task)
- Due dates are the date that the item is due (Promo is 4 weeks before, etc)
- Subtasks can be marked as waiting on (For example if you are waiting on the time or event description)

Custom Fields are Status updates for the subtasks or items you need for the event. Some are pre-made, but feel free to create your own!

Examples of Fields:

- Missing information
- In Progress
- Approval Needed
- Stalled (there is a problem; something is not working; event conflict; someone's out of town, etc)
- High, Low, and Critical Priority

Starring (available in projects, teams, etc.): helps you put this at the top of your sidebar, prioritizing it.

Comments: you can tag people and when you like it, it shows you have seen it/acknowledge it.

Calendar View Allows you to see all the events that are being worked on in a month. You can click into them and check the status of the items that you

Progress is a page of all of the things you are tagged in or working on, like a news feed.

Files shows all files associated with certain projects (graphics, word documents, spreadsheets)

Dashboards can be set to send you a weekly reminder email so you know to check in.

My Tasks is everything that has been assigned to you, it is your workflow.

Logs will help you keep track of who did what and when; this helps our organization with a higher form of accountability for tasks/projects.

Asana integrates with Wufoo, Google Suite (calendar, files, emails, reports, chrome extension, IOS & Android APPs, etc)

Note: If you lose a task due to checking it off make sure that you are viewing "All Tasks" that way when something is completed you can definitely see it and keep track of it. Otherwise they disappear.

Note: Events Manager is the one who will initially create all of this and get the skeleton built for people. She will also assign the tasks to each person.

Best Practices: Asana and PCO

Below is an outline of how the Asana and PCO Relationship functions and a few extra notes along the way.

- PCO
 - If it is an event - it will *always* go in PCO!
 - You can request everything you need here; the Promotional Coordinator (PC) will put this info into Asana
 - The permanent house for all requests
 - The record that is long standing
 - This is not the place to communicate, ask questions, get updates.
 - Update PCO when you make an official change to an event. The PC will not do this.
- Asana
 - The PC takes the info from PCO and makes a project/task for that event. Inserts PCO link into the task/Project.
 - The task manager that helps the team communicate about a task
 - The place for Communication
 - In Asana you can *tag* people (by typing @persons name) when you need to ask them a question, call their attention to something, etc.
 - The place for sharing thoughts, ideas, critiques and changes.
 - Everyone following the project is able to access all of the to-do's
 - They can all ask questions and make updates

- Staff/volunteers need to also update the PCO Request. They can update the PCO entry then copy/paste the content/link into ASANA.
- Check on your managers
 - Have they put an event into PCO?
 - Is it flowing like it should?
 - Are your managers responding to the needs for the event to be finalized?
- Status updates:
 - This is where we ask/review the progress for the tasks associated with the event.

Guest Services - Best Practices

We are so thankful that you have chosen to volunteer with us as we serve those who attend our church. As a Guest Services volunteer, you have the unique opportunity to create an incredible guest experience for every person who walks in the doors. Think of your role as being the “host” in your home and of them as “guests” in your home.

This handbook is designed as a resource to help you in your volunteer role. While our desire is to provide you with an understanding of the mechanics of Guest Services, please keep in mind that the way you welcome, inform, serve, or assist guests will stay with them much longer than any “functional” assistance you provide.

Guest Services Guidelines and Procedures

Each week that you serve, you will receive an email reminder from Planning Center Online (PCO) with the schedule and any additional details for the upcoming Sunday. Please be sure to look for this email and respond accordingly. If you have any questions specific to the Sunday you serve, please contact your Team Captain or the Guest Services Coordinator.

General Info:

The goal of our Guest Services ministry is to create an environment that is enjoyable, specifically for the guest. The role of the team is to take away confusion, provide any kind of help needed, and to properly give a warm greeting to our guest. The better the Guest Services Team does its job, the more pleasant the experience of our guest will be.

- Guest Services Team Members should be friendly, welcoming and willing to answer questions in alignment with our SMCC goals.

- Team Members should communicate absences and vacations to Team Leader well in advance to assigned Sunday.
- Team Members show up on time, wearing their clearly identifying lanyard and/or Guest Services Polo and following the instructions of the Team Leader.
- We expect Team Leaders to communicate consistently and clearly with their Team members.
- The assigned Guest Services team puts away all food, coffee, communion supplies, ministry flyers, turns off all TV's and straightens the chairs after services on Sunday.

Essential Information For All Guest Services Team Members: SMCC Mission, Vision, and Values

OUR MISSION

We exist to help as many people as possible take their Next Step toward becoming fully devoted and fully delighted followers of Jesus Christ.

OUR VISION AND VALUES

Our vision (preferred future) isn't about the size of our ministry or any particular accomplishment. Instead, we envision SMCC as a particular kind of church; a healthy church with a particular kind of culture. We are committed to being a church where...

- The members VALUE and SERVE the GUEST.
- Everyone can BELONG BEFORE they BELIEVE.
- Maturity is measured by HOW WELL we LOVE God and others.
- We trust the PROCESS in which GOD CHANGES us from the INSIDE OUT.
- The truth of the BIBLE is explained in a HELPFUL and HOPEFUL way.

RESPONSIBILITIES

Guest Services volunteers welcome all guests that enter the church. In addition to greeting people, volunteers answer questions and help guests find their way around the campus. As a Guest Services volunteer, you are one of the very first impressions our guests will have of our church. We ask that you serve one Sunday a month, and stay current with information.

SUNDAY SCHEDULE

Guest Service volunteers should arrive 30 minutes prior to service. If you prepare the coffee, you should arrive 60 minutes prior to service. This allows time to have fellowship with other volunteers, receive assignments, pick up lanyards, and get instructions for the day. Guest Services volunteers will serve approximately 2.5-3 hours each time your team is scheduled. This time will vary for each volunteer position.

DRESS CODE

We provide each member of Guest Services with a lanyard that should be worn when you are serving. Please dress appropriately and in a way that does not call attention to yourself in a distracting way. During the summer months, shorts are acceptable as long as they are not extremely short. Please be aware that short shorts, skirts and tight or sheer clothing can be a distraction and should not be worn. Because many guests are sensitive to strong smells, please consider not wearing perfume or cologne.

REMINDERS

In order to create a welcoming environment, here are some points to remember:

- Know the location of all the environments, restrooms, Next Steps Area, etc.
- Be aware of any special events that Sunday.
- We ask that your children not "assist" you while you are serving.
- Be in position 15 minutes before the service begins.
- Please refrain from eating, drinking, or chewing gum while at your position.
- Please limit personal conversations with friends and other volunteers.
- Greet those who arrive early and kindly inform them that the production team is still rehearsing. Assure them the doors will be opened shortly.

Guest Services: GREETERS

As a part of our Vision and Values here at SMCC, we strive to honor the guest and make them feel welcomed.

WE DO THIS BY:

- Greeting our guests at the exterior with a smile and auditorium doors with a smile and a bulletin.
- Having positive body language by smiling, making eye contact, standing with good posture-arms unfolded and body open toward the guests.
- Giving our guests a fond farewell by opening interior and exterior exit doors and giving them any necessary handouts upon leaving.

Guest Services: PARKING LOT TEAM

As a part of our Vision and Values here at SMCC, we strive to honor the guest and make them feel comfortable walking into a new place with new people.

WE DO THIS BY:

- Placing greeters in the parking lot. Not only to direct people to a parking spot, but to welcome them and help them into the building.
- Parking Lot greeters should be smiling and friendly at all times.
- Parking Lot greeters should often ask questions like, "Can I help you carry that?" or "Can I help you with anything?"
- They should always greet people coming in with a wave, smile, and/or "Good morning!"

Greeters (Worship Center Doors-Bulletins)

- When asked for directions to an environment, always take the time to escort the guest to that location. We try to never "point" our guests in the right direction. You can also introduce guests to a member of the Connector or First Time Team if you are unable to walk the guests where they need to go.
- When (not if) seating guests, always seat them from the front in order to leave open seats for late comers. All leadership should plan to sit in the front two rows in order to keep newcomers from having to sit there and feel awkward.
- Stay in position until 15 minutes after the service begins.
- Return to your doors 5 minutes before the end of service to dismiss any guests and hand out any giveaways.
- Please assist in cleaning up the auditorium post-service and take any lost and found items to the designated location.

BULLETINS

- If you run out of bulletins, ask your Team Lead for more and continue to greet until the end of your shift.
- Bulletins change weekly-feel free to dispose of them at end of the final service being held for the weekend.
- Place handouts on seats (when instructed).
- Always keep the seat back pockets clean and tidy. They should contain a Connect Card, a Sign me up! card, a pen, and an offering envelope.

Greeters (Exterior Doors)

- Please greet late arrivers until 20 minutes after service begins.
- Be on the lookout for anyone lost and introduce him or her to a member of the Connector or First Time team.
- Please close the doors when you leave your post.

- Please return to your position 5 minutes before the service ends to say, "Thanks for coming," or "Have a great week," etc.

DETAILS

- Please do not lean on doors.
- Bring lost and found items to the designated area.
- Please, no drinks, food, or purses at your post.

Greeters (Interior Worship Center-Ushers)

- Welcoming guests with positive body language (smiling, good posture, arms unfolded, and attentive) as they walk into the Worship Center.
 - Always smile a lot and ask how you can help.
- Asking guests how many seats they need. Then walk guests to the area of the auditorium where those seats are available. Be attentive to guests that walk slower or have special needs.
- Interacting with guests before the service and asking them to move toward the middle of their rows to create empty seats for other guests.
- Let guests sitting on the end of rows that you may need to tap them on the shoulder and ask them to step aside for guests to be seated.
- We do not actively seat during Baptisms or after the message begins. If guests have gathered along the back wall, quietly walk them to available seats.
- For safety reasons, guests are not permitted to sit in the aisles, blocking exits, or along the back wall (not in a seat). Please direct these guests to an available seat in the Worship Center.

DETAILS

- Please stand at the doors in the rear of the auditorium throughout the service in order to watch for those who need to be escorted to their seats, crying children, and medical emergencies.
- Please remember to face away from the stage where guests walking into the auditorium can see you.
- Seat guests with babies or small children away from the front.
- Please, no drinks, food, or purses at your post.

Guest Services: CONNECTOR

As a part of our Vision and Values here at SMCC, we strive to honor the guest and make them feel welcomed.

WE DO THIS BY:

- Welcoming guests with positive body language (smiling, good posture, arms unfolded, and attentive) as they walk in to the Lobby or Worship Center.
- Directing guests looking for seats to an Interior Worship Center Usher to assist with seating. Be attentive to guests that walk slower or have special needs.
- Communicating with other teams to determine what incoming guests need.
- Connecting guests to the Info Booth, Next Steps Room, or First Time Team, depending on their needs.

DETAILS

- Please stand in the Lobby or hallways near entrances until 20 minutes after service begins.
- Assist guests and answer any questions in the Next Steps Room if there is not a Pastor or Guest Services representative in the room.
- Know the layout of the building as well as what we offer guests and members.
- When you meet first or second time guests, offer them a Connection Card and give them instructions for filling out the card.
- Please, no drinks, food, or purses at your post.

Guest Services: INFO BOOTH

As a part of our Vision and Values here at SMCC, we strive to honor the guest and make them feel welcomed. We want to provide a place for member and guest to get more information pre and post-service.

WE DO THIS BY:

- Welcoming guests with positive body language (smiling, good posture, arms unfolded, and attentive) as they walk in to SMCC.
- Directing guests to either a Connector or First Time Team member.
- Escorting them to their destinations when appropriate.
- Being familiar with current/upcoming events before serving to know what's happening and to answer guest's questions.

DETAILS

- Please stand at Info Booth throughout the service.
 - At select locations: The volume for the worship music and message will need to be adjusted for the Lobby throughout the service.
- Assist guests and direct them to restrooms, the Cry Room, or Lobby if needed. You can also introduce guests to a member of the First Time Team if you are unable to walk them where they need to go.
- Please face forward toward our guests and be aware of someone approaching.

- Avoid sitting in chairs.
- It is best for only Info Booth volunteers to be behind the counter.
- Read through “This Weekend” handout that is provided each week. This will be an extended version of what our members and guests see on pre-service slides and in their bulletins.
- Please refrain from eating or drinking when serving.
- Be aware of supplies getting low and restock them as needed.
- Straighten the counter as needed and keep it free from clutter.

MISCELLANEOUS INFORMATION

- General first aid is available, but we do not give out medication.
- Always involve your team lead when there is a medical emergency
- Ask your team lead about the location for lost and found at your campus. Please assist guests in finding their lost and found items.
- Any keys, glasses, Bibles, or other small personal items can be taken to the lost and found designated area.

Guest Services: FIRST TIME TEAM

As a part of our Vision and Values here at SMCC, we strive to honor the guest and make them feel welcomed. The purpose of this team is to welcome, inform, and serve specifically our first time guests. The goal of this team is to create an incredible first impression and a personalized experience by assisting first time guests from the moment they walk through our doors.

WE DO THIS BY:

- Being on the lookout for first-time guests—people who don’t look comfortable or who have the “Where do I go?” look on their faces.
- Engaging in conversation with first-time guests and taking them exactly where they need to go while giving them the appropriate information for each environment or for the church as a whole.

WHILE YOU ARE SERVING

- Do not leave your position after the service has started. Typically, first time guests enter late. You should be the first people to greet guests and escort them to their environments or the Worship Center.
- Refrain from talking to friends and/or texting while serving.
- Please, no drinks, food, or purses at your post.

KEY ENVIRONMENTS

SMCC KIDS (Infants through 5th grade)

Is our Sunday environment for infants to 5th grade children. In SMCC Kids, children are taught:

- God created everything, including them.
- God LOVES me and wants to have a relationship with them based on trust.
- Jesus came to the world in order to show us what God is like and make a way for us to become a part of God's Family.

MSM

is our Sunday environment for 6th-8th grade students. MSM has an amazing student worship team who provides live music at the beginning of service and then we dive into an age-appropriate lesson.

HSM

is our Sunday environment for 9th-12th grade students. HSM gathers together for fun, friendship, music, and a short teaching time.

1929 (offered at select campuses)

is our 19-29 year old community. They meet regularly in small groups as part of SMCC's Small Groups Ministry, serve together across the Salt Lake Valley, and connect with each other outside of group times.

NEXT STEPS AREA

is the room located in our Lobby designated to help people understand and take their next steps. This room has someone present to answer any questions you may have about taking your next step. Information about serving, growing, and leading can be found here as well as classes and small groups, and upcoming events.

SUNDAY MORNING ENVIRONMENTS

Services on Sundays should stay around 65 minutes long or less. Sunday environments should always be geared towards the first time guest. We should not "insider" language that is confusing to those who have not been at SMCC before. With Sunday morning services being our primary environment and focus, we do not host "Sunday School." Classes are allowed to meet on Sunday mornings, but we do not provide a "two-fold" approach to our Sunday morning environments. Most of our efforts, attention, resources, and energy will be put towards making our Sunday services great.