

# COMMUNICATIONS

## DECIDED

- Follow Fellowship's Communications Guidelines
- Follow Fellowship's Branding Guidelines
- All Communication's Requests will be submitted via Communications Request Form (CRF) or Social Media Communications Request Form
- All revisions to previously submitted CRF's will be submitted via CRF - not email
- Social Media team will follow guidelines and instruction from Social Media Coordinator
- Graphics, Website design, Branding, Promotion Material, Church-wide communications managed by Communications Department
- Ministry Teams to verify and help edit material like bulletins that pertain to their promotion
- Communication Team to work to form photography volunteer team to capture life at Fellowship

## DIFFERENT

- Which events can diverge from Fellowship's branding
- Promotional and wayfinding signage needs
- Social media Content
- Bulletin Content
- Volunteer Teams
- New Campuses needs when launching

## DON'T

- Do not hire a graphic designer without Communication's knowledge and involvement
- Do not create communication material outside of Fellowship branding without Central Leadership Team approval.

# EVENT COORDINATION

## DECIDED

- Use Espace as the All-Church Calendar for all events. All event details are communicated via this calendar
- Use Espace to schedule rooms and equipment
- Adhere to the Facility Use Guidelines
- All outside groups using any FBC property will:
  - Adhere to the Facility Use Guidelines
  - Fill out Request Form
  - Fill out Usage Agreement
  - Provide proof of liability and name FBC as additional insured, as required
  - Pay fees as required

## DIFFERENT

- Specific use of FBC properties in areas not covered in the Facility Use Guidelines
- Which ministry leader is present/responsible for events taking place on FBC property

## DON'T

- No one is to use any FBC property unless a church representative is present

# FACILITIES

## DECIDED

- Use Espace for all requests
- Facilities Director will facilitate and enforce safety procedures and certifications
- Facilities Director will hire and manage Facilities Operations & Maintenance Staff for all campuses
- Repairs and maintenance to be done by Fellowship staff and preferred contractors
- All repairs and preventive maintenance to be managed by Facilities Team
- Respond in a timely manner to all requests and issues
- Clear communication on all timelines

## DIFFERENT

- Leadtime for requests
- Follow-up after work is completed
- Determining special projects at campuses
- Safety, security, and damage preventative work will take priority over everyday requests
- Building schedules at each campus may vary
- Vendors at an individual campus may vary depending on location

## DON'T

- Make requests outside of Espace
- Assume facilities will be able to accommodate request changes on short notice
- Hire contractors or architects for campuses without Operation's approval
- Install permanent fixtures, change finishes, or change structure of the building without Operations' approval

# FINANCE

## DECIDED

- Intacct for financial reporting and tracking
- Nexonia for church credit cards and recurring expense reimbursements (including mileage)
- Check requests for one-off expense reimbursements
- Nexonia credit card submissions and approvals completed by 5th business day of following month
- Martus Tools for annual budgeting
- Sunday offerings to Finance office by 10:30 am on Mondays
- Square Register for book and merchandise sales
- Cash received consistently logged on new "green sheet" and submitted to finance office timely
- Any cash held for recurring ministry department activities should be locked in a secure area when not in use
- Bills & reimbursements processed on Thursday if submitted by Wednesday

## DIFFERENT

- Follow all established physical security protocols and procedures as modified for each campus environment

## DON'T

- Accept unusual or designated gifts without first consulting with Finance
- Tell people we will accommodate their fund-raising for mission trips outside our normal processes
- Accept benevolence gifts designated for specific individuals
- Keep cash in excess of \$250 without approval from Finance Team

# HUMAN RESOURCES

## DECIDED

- All new staff will be given “Gospel Centered Life”, by Robert H. Thune and Will Walker and “New Morning Mercies”, by Paul David Tripp to read. Team Leaders will choose a book appropriate for their ministry area
- Follow Fellowship Hiring Guidelines
- Follow Fellowship’s extensive onboarding process
- Read, follow, and sign for Fellowship’s Employee Manual and Confession of Faith
- All new staff will attend Fellowship Orientation led by Teaching Pastors and Human Resources
- All new staff will attend church membership class
- Report misconduct among staff (i.e., financial irregularities, inappropriate relationships) or any other serious concerns to HR

## DIFFERENT

- Additional and specific training based on position will be provided
- Involve Human Resources in all phases of Hiring Process for each Ministry Area
- Staff may be involved in the hiring process depending on position and campus
- 30-60-90 Day Goal Setting will be completed by Overseer and tracked by Overseer with new staff members

## DON'T

- Don’t keep frustrations and discussion topics bottled up. Meet with overseer, co-worker or Human Resources, if necessary, to get resolution
- Don’t gossip to other co-workers or ministry teams
- Don’t schedule candidate trips
- Don’t discuss salary for new hire unless they are approved by leadership
- Don’t meet with the opposite sex behind closed doors. Meet in a space where the door can be cracked open, or the door has a window in it
- Don’t travel alone with the opposite sex

# I.T.

## DECIDED

- To request support, file a ticket using the Staff Portal or support@fellowshipar.com
- Emails to church members are sent through Ministry Platform
- Outlook/Office 365 email should be primarily used to communicate with external, non-staff people. Use Teams to communicate with internal staff
- Use *OneDrive for Business* for personal file Cloud storage
- Use Teams for group file storage
- All external promotional email communications to groups of people are to be sent out through Ministry Platform
- Wait to update to the latest version of MAC OS until I.T. says it's safe to do so
- Registrations for all events through Ministry Platform (Any exceptions must be approved by I.T. and a CLT member)

## DIFFERENT

- New hires get choice of Mac or Windows laptop
- New software or hardware to solve existing problems (Please consult with I.T. before purchasing I.T equipment)

## DON'T

- Make unscheduled visits to the I.T. Team to request help
- Pay or sign up for Cloud services not already provided by I.T.
- Circumvent I.T. security systems
- Purchase I.T. software outside of the I.T. department
- Share information from Ministry Platform with anyone other than staff members or Elders
- Share your network or application login credentials with anyone
- Display (written or digital) passwords on monitors or in plain sight. (Please keep all passwords in a secure location)

# RECEPTION

## DECIDED

- Always acknowledge or greet a person entering the reception area
- Answer an incoming call by first or second ring
- Pleasant and professional demeanor
- Try to be informed on all events
- Let Reception know if you will be out of the office
- Let Reception know if you are expecting a delivery of any kind

## DIFFERENT

- Communicate with Reception the details and contact info for your ministry events
- Communicate with Reception how you would like your calls handled
- Assist with ministry projects as needed

## DON'T

- Chew gum
- Engage in long conversations with callers
- Leave heaters on
- Eat at front desk
- Allow front area to become cluttered
- Give out personal information regarding a staff or body member

# CARE

## DECIDED

- Consistent use of Ministry Platform for Care cases, counseling notes, etc.
- Benevolence documentation in MP and forms
- Annual offering for Benevolence on each campus as needed
- Benevolence is used 1) Rent/mortgage, 2) Utilities, 3) Access to income (car repair, gas), 4) Food, in order of priority. Everything else is a case-by-case decision. Any request over \$1000 must be brought to the attention of Pastor of Care and Connection
- Use of Grief Books
- Pastors engage in Biblical Based Counseling\*
- In the event a counseling referral is necessary, utilize the Care Team and its resources to determine next steps

\*Expectations for Care/Counseling on following pages

## DIFFERENT

- Funerals
- Pastor on Call
- Co-counseling married couples

## DON'T

- Men do not counsel women alone
- Women do not counsel men alone
- Benevolence is not used for down payments/deposits for housing
- Benevolence is not used for hotel stays
- Benevolence is never given directly to the individual

# CARE

## EXPECTATIONS

### HOSPITAL VISITS

#### **Newborns**

- Visit the hospital within 24 hours of the birth
- If the assigned pastor cannot go, he or she is responsible to find someone who can

#### **Kids**

- Visit a sick younger child in the hospital at least twice a week
- Stay in contact with the parents as needed
- Text occasionally, but do not replace a necessary phone call with a text
- The care case will be left open for a week after the child is discharged from the hospital, to allow you to document a follow-up call in MP
- Let Care Coordinator know to close case in MP once all is well

#### **Students**

- Visit in the hospital every other day
- Follow-up once the student is home
- Reach out to parents to let them know you are checking in with their child
- Do not assume the student will tell the parents you stopped by or have been reaching out
- The care case will be left open for a week after the child discharged from the hospital to allow you to document a follow-up call in MP
- Let Care Coordinator know to close case in MP once all is well

#### **On-Going Adult Hospitalization**

- Visit at least once a week
- This is case-by-case and depends on the severity of the circumstance
- Establish an appropriate level of care & contact (frequency & type)
- The care case will be left open for a week after the person receiving care is discharged from the hospital to allow you document a follow-up call in MP
- Give Hospital Care Gift for extended stays

#### **Emergencies**

- Go to the hospital as soon as possible

### HOMEBOUND

- Should be visited by a pastor once a month

### BEREAVEMENT

- Personal contact as soon as possible
- Follow-up call a week after loved one's passing
- Mail grief books and notes
- Three-month follow-up mentioning GriefShare
- Widow Basket visit

### COUNSELING

- Intake form
- Document counseling sessions in MP
- Appropriate amount of accountability when counseling members of the opposite sex (refer to attached Employee Handbook excerpt)
- Counseling members of our church is our first priority; use discretion when counseling non-members

# CARE

## OUR PASTORAL ROLE WITH MEMBERS OF THE OPPOSITE SEX

### **Employee Relationships and Travel**

There may be times when Fellowship employees of the opposite sex need to meet together or travel to a meeting together outside the office. Employees should use discretion in these circumstances and are encouraged to meet and/or travel in groups of three or more when possible. The purpose behind this guideline is to maintain integrity in our staff relationships and in the example we set for others.

(FBC Employee Handbook, p. 44)

### **Maintaining Moral Integrity**

1. You should not visit any member or attendee of the opposite sex alone at home.
2. You should not counsel the opposite sex alone. If necessary to counsel the opposite sex, another pastor/staff member must be present.
3. You should not discuss any sexual issues with the opposite sex in pastoral conversations.
4. You should not discuss your marriage problems with a member or attendee of the opposite sex.
5. When communicating with a member, attendee, or staff member of the opposite sex, use wisdom when having conversations on the phone or corresponding by email or text. Include another member of the opposite sex when subject matter is personal.
6. Use discretion about what you post on social media and the ways your words and conduct in the community may negatively impact ministry.

<sup>13</sup> Let us walk properly as in the daytime, not in orgies and drunkenness, not in sexual immorality and sensuality, not in quarreling and jealousy. <sup>14</sup> But put on the Lord Jesus Christ, and make no provision for the flesh, to gratify its desires. (Romans 13:13-14, ESV)

<sup>19</sup> Do not quench the Spirit. <sup>20</sup> Do not despise prophecies, <sup>21</sup> but test everything; hold fast what is good. <sup>22</sup> Abstain from every form [appearance] of evil. (1 Thessalonians 5:19-22, ESV)

# CARE - MARRIAGE

## DECIDED

### STARTING

- Participation in the premarital process through the Care Team. This includes the premarital meeting between the engaged couple and two Care Pastors, as well as attendance at the Becoming One Weekender, and participation in premarital mentoring

### STRENGTHENING

- Each campus will have ministry effort to strengthen marriages. This can take place on each campus or can happen by the campus pastor and staff encouraging participation by the couple on other campuses

### SAVING

- When necessary, campus pastors and staff will partner with the Care Team in order to determine next steps
- Wedding Fees for all campuses

## DIFFERENT

### STRENGTHENING

- Each campus may use a different curriculum or structure of ministry to accomplish a marriage strengthening effort. Suggested curriculum includes: *Re-engage*, *Meaning of Marriage* by Tim Keller, and *Marriage: 6 Gospel Commitments Every Couple Needs to Make* by Paul David Tripp

## DON'T

- Rent the facility for non-member weddings
- Serve alcohol on any Fellowship campus (ie: during any wedding ceremony/reception)

# CHILDCARE

Any event where children are being supervised at any Fellowship Campus outside of Sunday mornings.

## DECIDED

- All employees must complete a childcare application, background check, reference check and interview
- All workers/key volunteers must be 16 years of age or older, have a background check, completed Ministry Safe and have completed childcare training on policies and procedures. (Campuses must attend WLR training or WLR Childcare Director will come to the campuses)
- One policy manual for all campuses
- Biblical based curriculum
- A full-time staff member or part-time Childcare coordinator must be present to supervise all Child Care Events, and that staff member should check in with all Childcare workers or volunteers before, in the middle, and after the event.
- Childcare workers do not need to attend Fellowship Bible Church
- All Childcare requests will be submitted through Espace
- There must always be always two Childcare workers or volunteers with children

## DIFFERENT

- Classroom structure (division of ages/location of rooms)
- The choice of Biblical based curriculum can vary from campus to campus
- Registration for events
- Activities/crafts for weekly lessons
- Pay rates for employees

## DON'T

- Do not allow family members to work in the same room alone
- Do not employ or pay anyone under the age of 16
- Do not pair a non-believing worker with another non-believer. They must be paired with a believing childcare worker

# CONNECTION

## DECIDED

- Weekly up-front promotion of Connection Center (CC) & Digital Connection Card (DCC)
- Bulletin should acknowledge First Time Guests (FTG) & direct them to CC
- Connection Center: Consistency in look and feel. Designated area for staff/volunteers to answer questions and meet with FTG. Strategic plan for Teaching Pastor or Elder availability after each service in CC
- FTG Gift offered at CC
- Connection Card completed, whether physical or digital, for following up with anyone stopping by CC as FTG or w/questions
- FTG follow-up to include (by preferred method of communication): welcome email and consistent data entry in Ministry Platform (MP)
- CC Volunteer Annual Training
- Fellowship Next (FN) - "Next Step" class to help new people learn more about Fellowship and how to get involved. Promotion of FN: E-mail Template in MP sent to FTG w/in previous 4 months (filtering out previous FN attendees). Also promoted in bulletin and up-front announcements. Follow up with a thank you e-mail including Membership Class Link
- Membership Class: 4-chapter class using Membership Study. Promotion of class using E-Mail template in MP, bulletin, and up-front announcement

## DIFFERENT

- Bulletin Flap - further discussion needed
- Content of First Time Gift (w/collaboration & approval from Connection Pastor)
- Pastoral follow-up if needed
- Frequency and format of Fellowship Next Class
- Frequency and follow up of Membership Class

## DON'T

- Give out Member's info
- Pressure guests to provide personal information

# ADULT DISCIPLESHIP

## DECIDED

- Philosophy, purpose, structure, system and language for D-Groups
- Utilize the same “D-Group Leader Workbook” across all campuses
- Use the same Sermon-Based Curriculum across all campuses
- D-Group Curriculum Guide is uniform across all campuses
- Same online Group Finder used to connect people to D-Groups
- Leader Launch and Lunch and Learn trainings to be held across all campuses at the appropriate scale for size with all campuses participating in planning and execution
- Consistent recruitment, training, content and assimilation of new D Group leaders
- All D-Groups are connected to a D-Group pastor for coaching, and a campus elder for shepherding
- Common Discipleship Pathway to be followed and executed across all campuses
- Any classes that are developed will be utilized in similar ways across all campuses
- Common Men’s Ministry approach and philosophy
- Common Women’s Ministry approach and philosophy
- One common Women’s Ministry Bible Study held at each campus campus per semester
- Common Young Adult Ministry approach and philosophy
- Centralized Young Adult Night to be held weekly at a single location

## DIFFERENT

- Format, structure, and schedule of new leader training
- Process of assimilating new group members into existing D-Groups
- Distinct Women’s ministry offerings and options for Bible studies/gatherings
- Midsize “Connection” type gatherings

## DON'T

- Initiate/create D-Group studies/initiatives outside of existing options found in workbook without talking with the Pastor of Adult Discipleship
- Create or implement new processes that are outside of the D-Group Leader Workbook, or our philosophy, purpose, structure, system or language

# FELLOWSHIP KIDS

## DECIDED

- Utilize the same scope and sequence of a Gospel-centered curriculum
- Unified approach to Family Discipleship
- Same branding and logos (Fellowship Kids & FiftySix)
- One Policy/Procedure document for all campuses with campus-specific content where needed
- All volunteers must complete a Family Ministries Application, background check, and interview process, and Ministry Safe Online Training
- Volunteer Orientation Training to be held every Fall
- Host same Stages classes with same resource lists
- Shared Calendar of Major Events (Memorial Day, Labor Day, Summer Camp, PJ Day)

## DIFFERENT

- Classroom Structure (divisions of ages, location of rooms)
- Sunday Programming Schedule (when kids worship, when snacks are served)
- Community Outreach/Local Missions Strategy
- Specific activity/object lesson for weekly lessons

## DON'T

- Post pictures of kids to social media without parental permission
- Allow volunteers to serve on our team without completing the entire Family Ministries screening process
- Allow students under the age of 16 to be considered as “adult volunteer”

# FSM

## DECIDED

### Wednesday Nights

- Sermon series progression
- Emphasize relational time and fun, strive for engaging environments, and prioritize music and Scripture
- Live worship
- Outsider aware & friendly
- Monthly WOW nights
- Guest form & personal follow up
- Consolidated metrics tracking
- Cancellation decisions made by 2:00 day of

### D Groups

- Recruit Volunteers to lead D Groups
- Curriculum for Groups
- Leaders move up with students
- Groups multiply based on attendance over time
- Groups led by co-leaders
- Gender specific
- Direction for Leader Training set in planning process
- D-Group leaders will be personally interviewed and then onboarded
- D-Group leaders must be background checked before they can serve

### Missions

- Mission trips (including date and locations) are part of a team decision and not campus specific

### Parents & Families

- Parent Stages as determined by Pastor of Families
- Parent emails at least monthly (sent on campus level)
- Family assimilation from FiftySix to Fellowship Student Ministry

### Calendar

- All events must come up in planning process as a team (Campus specific as well)
- Multisite events required for all campuses (Winterchill, Traks, Mission Trips, Girls Conference, SLT Retreat, Together Night)
- 4-8 summer events included on the calendar, including gender and/or grade-based events

### Miscellaneous

- Observe all Policies & Procedures
- Intern development and engagement
- Student Leadership Team
- FSM wide systems (check-in, various registrations, Lead Small App)

# FSM

## DIFFERENT

### Wednesday Nights

- Environments (dedicated vs. shared space)
- Service times
- WOW Night content
- Service elements such as games, announcements, set list, specific message/passage

### D-Groups

- Leader training implementation
- D-Group Coaches (only for opposite gender of Student Pastor)

### Missions

- Local partners

### Miscellaneous

- Student Leadership Team
- Social media accounts
- Strategy of Volunteer Team building
- Summer events

## DON'T

### Wednesday Nights

- Summer Wednesday Nights
- Unapproved teaching series for Wednesday Nights
- (Regular small group breakouts
- Purchasing/using yearly curriculum in place of writing content
- Services on different nights

### D-Groups

- Co-ed in a group
- Scheduled Summer D Groups

### Missions

- One-off mission trips

### Miscellaneous

- Campus specific retreats or summer camps
- M-Campus specific freelance designs
- 6th graders
- Sunday morning large group programming

# MISSIONS

## DECIDED

### Global

- Global Partners are the same on all campuses
- Global Policy & Short-Term Trip Policies are used on all campuses
- Global Mission Pastor participates in all mission trip first team meetings
- All short-term trip leaders must participate in a Fellowship Missions approved training
- Central team will help facilitate global partner visitation schedule for all campuses. If a campus visit is not feasible, then a meeting with Campus Pastors will be scheduled
- Global trips for the year will be selected with input from Central Missions' team, Campus Pastors, and a Teaching Pastor

### Local

- Local mission policy and strategy is used on all campuses
- Local Partners are vetted and funded from the FBC central team, from one mission disbursement fund. The fund is administered from the central team
- Current Partners will submit a mission update form yearly to determine if funding will continue into the next fiscal year. Funding is decided on a year to year basis. Communication of funding and potential funding changes will be communicated in writing to the partner from the Central team
- All potential new partners must complete and submit, an application for partnership. The application is reviewed by the central team to determine if the ministry is consistent with the local mission philosophy and strategy
- The central team will determine if there is adequate budget to fund a new partner
- Campuses will participate in outreach opportunities and big events, i.e. – Feed the Funnel or other large-scale events
- Campuses will engage and encourage their body to participate in outreach with the FBC partners in their local area

### Communications

- Visual Communication pieces regarding all Global and Local Partners will be verified or produced by the central team

# MISSIONS

## DIFFERENT

### Global

- Campuses can choose short-term trip locations; those trips can be filled with participants from other campuses
- Campuses are encouraged to adopt Global Partners for deeper and more meaningful relational integration between campuses and partners and missional community
- Short term trip dates, organization, promotion, interest meetings, etc. can be determined and agreed upon by campus pastor and global missions pastor together for the Spring, Summer, or Fall Season of Serving

### Local

- Campuses may build closer relationships with current partners, that are located in their geographical region
- Campuses will have allocated funds from the total mission disbursement budget to fund special local projects at their discretion
- Campuses may choose their own campus specific outreach opportunities, if they are aligned with the local policy and philosophy of missions

### Communications

- Verbal/internal communication regarding Global and Local Partners remains at the discretion of the campus pastor providing it is verified with Central Team & Media

## DON'T

### Global

- Find own Global Partners or plan own short-term trips
- Lead trips without Fellowship Missions approved training
- Determine what organization receives the campus missions' funds

### Local

- Partner with ministries without going through the procedure outlined in the FBC Local mission policy
- Determine funding for a particular local partner without going through Central Missions Team

# SPECIAL NEEDS

## DECIDED

- One staff member at all locations will be trained in the best practices to support families and individuals with special needs attending their location
- Classes that are created exclusively for individuals with special needs will still follow the FSK curriculum. All curriculum will be modified to best fit the needs of the individuals in the self-contained classroom
- The student intake form should be filled out for all individuals that have special needs and require individual care; and should be updated annually
- Campus staff will support special needs individuals and/or parents of children with special needs in their body with the assistance of the WLR Special Needs Pastor when needed
- All self-contained classrooms must have 2 adults in each class
- An adult Special Needs volunteer is defined as someone 18 or older, preferably an individual that has some experience working with children that have special needs
- Each campus will grow to reflect the need of their body
- The FSK Pastor from each campus will participate in yearly Special Needs training

## DIFFERENT

- Varied classroom options for special needs individuals
- Community outreach events

## DON'T

- Post pictures of kids to social media without parental permission
- Allow volunteers to serve on our team without background check and application on file
- Communicate to a family that they can no longer attend FBC. On the rare occasion that a campus cannot meet their needs, the WLR venue should be offered up as an alternative venue

# WORSHIP

## DECIDED

- **Philosophy of Corporate Worship.** The philosophy of our corporate worship gatherings is laid out in our philosophy of Worship paper (see 'Philosophy of Corporate Worship' for details)
- **Worship Team Values & Vision.** The values and vision for the Worship Department, aligning the Worship Ministry with Fellowship's broader mission to make disciples, is created by the Pastor of Worship Arts and the team of worship pastors (see 'Values and Vision' document for details)
- **Discipleship Strategy.** The high level strategy for discipleship among our worship teams, across all campuses, is led by the Pastor of Worship Arts and the team of worship pastors (see 'Development Strategy' document for details)
- **Audition Process.** The team of worship pastors utilize a cross-campus audition process (see 'Audition Packet' for details)
- **Team Nights.** The strategy and vision for team nights, is led by the Pastor of Worship Arts and the team of worship pastors
- **Musical Style and Worship Branding.** The worship experience and expression on each campus will be culturally relevant and similar in style and creativity
- **On-Stage Quality (Un-distracting Excellence).** We prepare with diligence of craft to eliminate unnecessary distractions, while simultaneously leading with humility of craft, intentionally deferring attention toward God
- **Rehearsals.** Mid-week rehearsal serves an important purpose for each of our teams, creating for us a weekly rhythm to grow in musical proficiency and team camaraderie
- **Flow of Worship Service.** High level service details are discussed and coordinated weeks prior to the service with worship pastors and teaching pastors
- **Fellowship Song Book.** The worship pastor team will keep a list of 10-15 current songs and hymns that are familiar across all campuses and venues
- **Announcements.** The Central Leadership Team collaborates on the announcement schedule for all campuses
- **Service Pastoring Language Expectations.** Announcements, language, and expectations are the same across all campuses. CLT will decide 1-2 announcements and Campus Pastors will have the freedom to bring 1 campus specific announcement. No more than three total announcements
- **Payment for Musicians.** We pay contracted musicians equally across all of our campuses
- **Gear.** The same or similar band/tech gear is used across all campuses. Purchases flow through our Central team to ensure cross-campus unity in gear

# WORSHIP

## DIFFERENT

- Each campus leader has freedom to contextualize to their campus, personal leadership style, and vision in these areas
- **Rehearsal.** Within the context of a recurring mid-week rehearsal, each leader has the freedom to shape that rehearsal and team time however they would like to
- **Team Nights.** With respect to high level vision and strategy, which is decided as team, each worship pastor has freedom to plan and lead their respective team nights with their own vision and passion
- **Flow of Service and Song Selection.** While big picture service flow is worked on and decided as a team, each worship pastor is responsible for using their own creativity and leadership style to co-shape the flow of service and song selection each weekend
- **Worship Team Values & Vision.** While we do have team values and vision, each worship pastor has the freedom and responsibility to lead his/her team in those values and vision with their own creative vision
- **Musical Style and Expression.** We desire for each teammate to express his/her unique personality and musical style, while also maintaining our overall style and brand
- **Song Choice.** Each worship pastor has the freedom to plan set lists and overall song choice based on their individual preference
- **Broadcast time.** Each campus has flexibility on when to go to Broadcast/Sermon. We prefer to be within 2-3 minutes of one another on Broadcast/Sermon time

## DON'T

- **Announcements.** Don't change or disregard the central announcements on your campus
- **Gear.** Don't make any major music equipment purchases without consulting with the Central Team

# PRO TECH

## DECIDED

- **Broadcast Check.** We always check the stream for a week and a half leading up to live broadcast Sundays. This check means that all the equipment that will be used to broadcast are fully operational; from the streaming equipment all the way to the screens
  - o Thursday 2 weeks out
  - o The broadcast check Sunday morning one week out
  - o Full stream of service Sunday morning one week out
  - o Thursday the week of the stream
  - o The broadcast check of the Sunday morning we are streaming.
- The streaming and recording equipment will remain on at least from the first check through the end of the streamed service. If there are any problems in the first check, the broadcast department will be responsible for resolving the issue in time for the second Thursday check. Any resolution that is found must be at least partially checked again before the next Thursday check to prevent any surprises and give time to resolve any other problems that may occur before the last minute
- **Communication.** A director at each campus is responsible for monitoring ClearCom and Chat during checks and the entire streaming service
- **Single Feed.** WLR campus provides a single high-quality stream that is capable of being started at off-sites as early as 5 minutes after the recording starts, and as late as the campus would like to receive it
- **Consistent, High-Quality Equipment.** Each campus will use equipment chosen by the Central Production team. The equipment will be consistent across the campuses where it is reasonable to do so to give a consistent experience to the tech in the room as well as facilitating support. There will be uniformity in the layout and setup of this equipment

# PRO TECH

## DECIDED

- **Organization and Cleanliness.** Stage and surrounding areas need to be organized and functional (cleanly laid cables, clear pathways, off stage storage etc.)
- **Network attached Equipment.** All equipment specified will be accessible and manageable over a network connection where it is available so that remotely located techs are able to provide the best level of support for the equipment
- **Equipment Maintenance and Repair.** Central Production team will handle all equipment maintenance. Any malfunctioning equipment should be reported to Central Production immediately for troubleshooting
- **Web Stream.** We stream to the web only one WLR service at 11:00 am
- **Sermon slides.** Sermon slides are to be sent in by 9 am Thursday morning
- **Designated Technicians.** Each campus will have an individual or group of contracted individuals or volunteers with clear technical responsibilities to ensure weekly production quality. It is the responsibility of the campus Worship Pastor to find and oversee this individual, and the responsibility of the Central Production team to approve and train them
- **Stage Designs and Visuals.** All major lighting/set design changes go through and are approved by the visual director. The Central production team will provide primary looks and ProPresenter templates to help create uniformity
- **Philosophy of Corporate Worship.** The philosophy of our corporate worship gatherings is laid out in our philosophy of Worship paper (see 'Philosophy of Corporate Worship' for details)

# PRO TECH

## DIFFERENT

- **Campus Screens.** Number and size of screens will vary per campus depending on the needs of the venue
- **Lobby TV's.** If there are TVs in the lobby areas with any video feed to them is at the discretion of the campus pastor
- **Staging and Lighting.** With respect to the major lighting/set designs, worship pastors and campus technicians have the freedom to program lighting, arrange the stage, and lead their campus with personal vision and viewpoint

## DON'T

- **No Use of Copyrighted Material.** No copyrighted content, such as sporting events, YouTube videos, or movies not covered by our current CVLI license will be shown without written consent
- **Misuse of Equipment.** Using equipment for something it shouldn't be used for. EG a crescent wrench isn't a hammer
- **Don't Reconfigure Equipment.** Equipment that is installed in a room is not to be tampered with without consulting Central Production team
- **Displays Turned Off.** No displays should be left running after an event has finished

# CONNECTION TEAM

## DECIDED

- **Greeters:** Greeters will wear name tags and have training material and instructions for what to do in case of an emergency – how to evacuate or move to safe shelter.
- **Ushers:** Ushers will wear name tags, pass out bulletins, serve Communion, and assist people with seating if needed.
- **Traffic Team:** Traffic team members must be at least 21 years old. Team members wear reflective vests, nametags, and carry radios to contact other traffic team members and to contact inside Connection Team members if help is needed.
- **Emergency Responders:** A person qualified to take charge in case of a medical emergency, i.e. – ER nurse or doctor, EMT, or Fireman. Responsible for providing quarterly medical emergency training.
- **Connection Team Leader:** (Staff member or volunteer): Someone to lead the overall team, who will contact Connection Team members to keep them up to date (via email if possible) with current information about the church campus and what they need to know each week. This person would also train the team.
- **Incident Reports:** A report must be filled out if a person is transported by ambulance, hits their head, has an injury caused by Fellowship property (i.e. tripping on rug, falling down the stairs). The report must be scanned and emailed to Pastor of Operations. A pastor must follow up with the family.

# CONNECTION TEAM

## DIFFERENT

- **Greeters:** The number of greeters is determined by size and layout of building, and the frequency of service by how many greeters are on the team and how often they can serve
- **Ushers:** The number of ushers depends on how many aisles and how large the room is, and the frequency of service by how many ushers are on the team
- **Traffic Team:** The layout of the parking lot and situation of building determines how many traffic team members are needed
- **Emergency Responders:** How many there are, and how often they serve is up to that team
- **Radios:** Need is determined by the size of the campus and number of team members
- **Golf Carts:** Campuses with large parking lots may need golf carts

## DON'T

- **No pointing:** We do not point when showing a guest or church member where something is. We escort them to the place to which we are referring