

# SAFETY TEAM

*Helping people find hope in Jesus by providing a safe and worry-free environment where people can worship freely.*

**Thank you** for saying “yes” and joining us on the Safety Team. The staff and leadership at Anchor Church are excited you’ve jumped on board! We know everyone is busy, so to give of your time to serve God and others fills us with joy. The following information outlines the culture of our Safety Team, as well as what to expect during your time serving with us. If you have any questions, please feel free to reach out to your ministry team leader or our Administrative Director, Melanie Rivera, at [melanie@anchorchurchonline.org](mailto:melanie@anchorchurchonline.org).

## **Why We Serve:**

We believe that one of our primary Christian identities is Servant. There’s no doubting that Jesus came to serve and has called His followers to do the same. In fact, the call to follow Jesus is more than finding opportunities to serve, it’s taking the posture of a servant in every area of life!

With this in mind, we’d be glad to have you serve with us! Serving is not only a way to respond in gratitude to God with our time and talents, it’s also a way that God uses to shape our hearts into becoming more like His. We believe in displaying radical hospitality to those around us and all volunteers are an integral part of creating a welcoming, family culture. You do not need to be a Partner, our term for membership here at Anchor Church, to serve, but we consider all our volunteers to be active participants in growing to become part of the family here at Anchor.

## **What Does It Look Like To Serve On The Safety Team?**

### **What You’ll Need To Serve:**

Prior to your first scheduled serving date, you will be required to complete a **background check**. You will also receive a first-time serving tote from our Administrative Director, Melanie Rivera. This bag is our gift to you - a thanks from Anchor Church and a welcome to the team! Within this bag, you’ll find your Anchor serving shirt, a welcome card, and a volunteer handout sheet that outlines five simple tips for volunteering on a Sunday morning. We ask that you wear your Anchor shirt each time you are scheduled to serve, as well as a serving lanyard. These lanyards frequently remain in a designated location for your team from week to week, so you can just grab one when you show up to serve. Additionally, you’ll be given a headset radio to communicate with other team members.



You'll also be added to **Planning Center Online**, our online scheduling system, where you'll be able to block out any dates that you are unable to serve, so that your ministry team leader can plan ahead to schedule someone else on that day. We schedule all volunteers two months at a time, so every other month you'll receive two emails: 1) a reminder to block any dates that you will not be available to serve, and 2) a notification for dates that you've been scheduled. You'll then be able to respond 'accept' or 'decline' for those dates and correspond with your team leader if there are any conflicts or if you need a substitution.

Lastly, we realize that scheduling conflicts can arise even after you've confirmed a scheduled date. If the cancellation is *more than 24 hours in advance*, we encourage you to use the **Safety Team Contact Information Sheet** to reach out to your team leader and team members to see if anyone can switch with you. If the cancellation is last-minute, *within 24 hours of your scheduled date*, please reach out to your ministry team leader and our Administrative Director right away, so that we can assist you in finding a replacement.

### **When It's Time To Step Down:**

The average life cycle for anyone who serves on a team is usually one to two years. That being said, there is no formal time commitment, and you have the freedom to take a step back from serving at any time.

We actively encourage all ministry team leaders to foster relationships among the team members. This allows the team to have a sense of camaraderie and open communication regarding the week-to-week happenings within each of our teams. We're also careful to check with our volunteers to make sure that they have the support and supplies they need to serve with joy. You'll notice that your team leader will check in with you after your first time serving and after your first round of scheduling to answer any questions you might have. Additionally, our ministry team leaders check with all volunteers twice a year to gauge their availability and desire to continue serving within the team for the upcoming year.

### **You're On Board, Now What?**

You're on board? YES! Once you receive your serving bag and are added to Planning Center Online, you'll be scheduled to serve. The first few Sundays that you are scheduled you will be trained in the responsibilities of whatever area you are serving in by your ministry team leader. Below are tips and a few things we expect from those serving on the Connections Team.



## Best Practices:

- Have hands free of beverages or phones.
- Smile and make eye contact with others in the lobby. Help display radical hospitality to all who walk through the door as you monitor the space.
- Be the first to say hello! This simple gesture can bring ease to a first time guest.
- Know where the restrooms, children's check-in, auditorium, children's classrooms, and exits are located.
- Wear your Anchor shirt and a serving lanyard so guests know you're here to help.
- Speak clearly and use relational language vs. directional language - "Come and join me over here" rather than, "Don't go over there."
- Ensure at least one team member is present in the lobby before and after all service start times.
- Provide at least a one-person escort for the offering as it transits to the designated counting area. The escort does not need to assist with counting unless requested.
- During the Pastor's invitation to communion (after the Pastor has said, "with every head bowed and eyes closed..."), at least one team member should quietly move forward and take up a position where the front of the room can be clearly observed, and assistance can be rendered to the prayer team if needed.
- All available team members should respond to any medical incident requiring EMS response or as otherwise requested by a medical team. Furthermore, assist with calling 9-1-1, EMS entry, and anything else requested by a medical team.
- Where possible, walk a circuit around the building during service times, including the lobby, second floor balcony areas, and all children's classrooms.
- Before and after the service, consider walking around the building in lieu of congregating in the lobby with guests.
- Respond to any lock-down events or lock-down tests, manning the entrances to the main lobby, children's classrooms, and both sets of stairways if sufficient team members are scheduled and available to do so.
- Familiarize yourself with Anchor's leadership - [anchorchurchonline.org/leadership](http://anchorchurchonline.org/leadership).



## VOLUNTEER FAQ's:

### **What if this team isn't the best fit for me?**

No problem, there is no formal commitment to a team. Please let your ministry team leader and our Administrative Director know if you'd like to step down and try out a different serving team. We would love to help you find the team that is the best fit for you.

### **What is the time commitment on a Sunday morning?**

We do our best to keep the time commitment low on a Sunday morning - we know how hard it can be with so much going on in life! Whether you have 2 hours or 20 minutes to give, we have a place for you. Each team will have its own duties and scheduling times, dependent on the needs of that team. Feel free to reach out to our Administrative Director with any questions about specific teams.

The Safety Team is required to be on observation from the beginning of service to the end of service. You'll show up at 9:30 am to get a headset and walkie talkie, and coordinate with the other Safety Team members to track your safety route throughout the morning. Generally, the Safety Team is on call until 11:30am (fifteen minutes after the service has ended).

### **What if something comes up and I need to decline serving within 24 hours of my scheduled date?**

We know that emergencies happen, and we want to make it as easy as possible for you to find a substitute who can switch with you for another date. Please contact your ministry team leader right away, and work together to find a sub for your scheduled date. If you cannot reach your team leader, please contact our Administrative Director, Melanie Rivera.

### **Can I serve on multiple teams at one time?**

Yes - We do not suggest serving on multiple teams, but you may if you desire! Let your ministry team leader and Anchor's Administrative Director know if you plan to serve on multiple teams and we can help work out a schedule that best fits your needs. We would still encourage you to serve once a month on each ministry team.

### **Don't see your question here?**

Contact Melanie - [melanie@anchorchurchonline.org](mailto:melanie@anchorchurchonline.org).

