

ONE TEAM, ONE MISSION: CONNECT

WELCOME TO CONNECT! It is impossible to overemphasize the importance of this ministry. The faithful fulfillment of this ministry will make New Covenant a place of excellence and demonstrate the church's genuine care for all people.

INTRODUCTION:

New Covenant's "Connect" team is a combined effort of two necessary and vitally important ministries that function in forward thinking and ministry focused churches: that of the Security ministry and the Usher ministry. The motto of this ministry is: **"ONE TEAM, ONE MISSION: CONNECT"**

The function of the Connect team is, first, to have a strong connection with one another on the team. Teams that function as a productive force have members that respect and appreciate one another. They also share a common vision for the overall goal and mission of the team and of the church. It is important for the Connect team members to connect with one another and keep the mission and its fulfillment at the forefront of their serving. The team members will also make it a priority to "Connect" with the people who attend church services and other events. The primary function of every "Connect" team member is ... loving and serving people!

PURPOSE:

The purpose of the Connect team is to initiate contact and offer our service to people who participate in our church activities. The people who enter the New Covenant facilities are important to all of us, and the Connect team is in place to emphasize that point. The Connect team will serve those in attendance by providing a safe and secure environment and by being available to assist them in whatever ways may be needed. The team will also serve to assure that the services flow smoothly.

GENERAL GUIDELINES:

Focus on encouraging others with a friendly smile and handshake.

Introduce yourself to anyone you don't know and attempt to be helpful to visitors.

ALWAYS LOOK FOR WAYS TO SERVE OTHERS OR HELP SERVICES FLOW SMOOTHLY.

Serve without respect of persons. **EVERYONE** who enters the doors of New Covenant is important to God, and therefore, important to us! Treat everyone as an important part of God's Kingdom.

Be clean. Use breath mints. Wear clean clothes. Use deodorant and cologne. Have a pleasant appearance.

Be friendly and courteous, looking for, and assisting with, whatever general needs may arise. Above all ---**CONNECT!** Make contact with people. Keep conversations short and stay alert to needs that may arise!

Most importantly, remain alert to any and all situations that may present safety or security issues, or may have the potential to do so. When such a situation is identified, be ready to take initiative to deal with it *immediately, decisively, and with godly compassion*.

Always resist using force to resolve an issue, except as a last resort or when the safety of others is at risk. Situations should always be approached with a smile and a desire to 'talk down' a situation. (Proverbs 15:1 A soft answer turns away wrath, but a harsh word stirs up anger.)

When force is necessary, it should be as gentle as possible. No more than force equal to neutralize the situation. When it is necessary to confront a situation, on-call Connect team members or other church officers should be called upon to assist. While it is our intention to provide a safe and secure environment for the church attendees, we also want to provide safety for the members of our Connect team. **REMEMBER – "THERE'S SAFETY IN NUMBERS"! NEVER HANDLE IT ALONE!**

Please pay special attention to our guests.

ALWAYS be very optimistic about the church. ONLY speak in ways that create positive impressions of the church and its people individually!

Gossip, negative communication, engaging in conversations that are condemning, irreverent, or critical of the church, its leader, its pastors, its mission or the function of the church services will not be tolerated, and will be grounds for immediate removal from the Connect team. **THE UNITY OF THE BODY IS OF GREAT IMPORTANCE TO US.**

All team members should know where the fire extinguishers and manual fire alarms are and be familiar with how to use them. Evacuation plans for tornado / fire should be committed to memory (posted in kitchenette).

REQUIREMENTS:

Must take START to be a Connect team member.

All team members will be expected to attend any and all on-going training sessions.

Members of the Connect team will submit to an Iowa DCI background check. This is a requirement for all ministry positions at New Covenant. Qualification for this ministry will be determined by the results of the background check and by an interview with the team leader.

It is necessary for the Connect team members to share the pastor's heart for New Covenant. This involves being supportive of the pastor and the direction of the church, and having a desire to serve for the success of the ministry.

As with every area of ministry at New Covenant, it is expected that Connect team members will pursue a walk with God that is evidenced by a lifestyle of integrity and character. Spiritual growth is the ultimate goal of every ministry at New Covenant.

Whenever it is necessary for a Connect team member to respond to an issue of safety or security, team members involved are required to complete an Incident Report. These reports are available in the Media Room. The report should be completed by the individual(s) who responded to the situation and returned completed to the front office.

MEANS:

The means of fulfilling this mission will be to solicit the volunteer services of qualified church members who feel a particular call to this area of ministry. These volunteers will be trained and equipped to serve in the particular Connect area for which they have been selected. These volunteers will be scheduled to be “on duty” during certain services.

SCHEDULING:

The Connect team leader will schedule all team members for church services or other church functions. When unable to fulfill a scheduled service, each member of the team will be responsible to contact the team leader for a replacement.

POSITIONS:

There are essentially two Connect positions requiring three people per service. The positions are: **Runner** (1), and **Sanctuary** (2) (South Door / North Door).

Each on duty team member will be assigned (on the schedule) a position to serve in each service. (Positions are explained in detail in particular segments of this manual)

Part of the uniqueness of the Connect team is that the members who are serving are ‘connected’ to one another. The Foyer team member works closely with the Sanctuary team members and they all work closely with the Administrative Team.

IDENTIFICATION:

All team members are to be identified by the use of the lanyard and the attached identification card. These should be worn at all times when on duty and left on church property when your service time is over. **ONCE YOU PUT ON THE LANYARD – YOU ARE ON DUTY** and the entire congregation is counting on you to do your job! Always keep alert to what is happening around you, before, during and after services.

RUNNER POSITION

BEFORE AND AFTER SERVICES:

- Arrive 30 minutes prior to service.
- Remain posted in foyer before and after services.

- Special attention is to be given to the staff whenever they are in the vicinity of any on-duty team member.
- **Pay special attention to the various nursery and children's ministries. Check in and see if they need anything.**
- See if hospitality or the greeters need anything.
- After the service is dismissed, stay in foyer area until everyone is gone – among the last to leave, or until replacement arrives (between services).
- Please resist the temptation to gather at the welcome center. Remember, the welcome center is there for those who need it.
- Mingle and greet people as they walk into the foyer. Please make it a point to talk with people who seem new, on edge, nervous, etc.
- Be outside when the bus drops people off. Direct people inside as they are not allowed to smoke or go to Casey's. They signed an agreement with the church.
- Stay near the exit and stop kids (12 and under) from leaving without adults - Be prepared to GENTLY restrain them - I would prefer an angry parent than a kid running into busy traffic.
- **Do not gather at the Welcome Center or Coffee area.**
- **DURING SERVICES:**
 - Remain posted in foyer and hallway area during services.
 - Collect the Attendance notes from Xtreme Kids, 2 Sanctuary doors and Kovenant Kids.
 - BE ALERT TO PEOPLE WHO COME IN AFTER SERVICE HAS STARTED. Always be aware of this, but especially if the greeters have already gone into the service. Make sure late arrivals are greeted and escorted to the sanctuary or children ministry area.
 - Be alert to individuals leaving the sanctuary. **People are not to be standing in the hallway or foyer during services.** *"Counseling / prayer sessions"* are not allowed during church services. People so engaged should be encouraged to return to the service.
 - Approach those who may leave the church before the service is over. Thank them for coming. NEVER LET PEOPLE LEAVE WITHOUT CONNECTING WITH THEM!!!
 - **No one is allowed in the nursery, except scheduled nursery attendants and nursing mothers. This must be strictly enforced, and it is THE RESPONSIBILITY OF THE FOYER ADMINISTRATIVE TEAM MEMBER. Anyone approaching the nursery area needs to be accompanied by an on duty Connect team member.**

- **The Runner Connect team member will provide escort assistance for anyone leaving Xtreme Kids or the Sanctuary for restrooms, etc. Maintain visible contact down the hallway, assuring that NO ONE LEAVES OR ENTERS ANY ROOMS WITHOUT YOUR KNOWLEDGE AND YOUR CONTACT. THIS IS VITAL!**
 - Be alert to any situation outside of the sanctuary that would have potential for disturbance of the service or the safety of those present.
 - Be willing to assist with situations inside the sanctuary if called upon to do so.
 - The Runner Connect member is responsible to make several trips to the church parking lot (both sides of building – including the Mikos and Matt lot) from time to time during the service. Look for people walking or driving through the lot. Also be aware of people who may seem to be ‘observing’ the facility. If you need to approach or feel something is not right, contact the team leader or an Administrative Team member. (police should be contacted if a situation seems overly suspicious) When going to the parking lot, be certain the Administrative Team member is in the foyer.
 - Be aware when the Sanctuary Connect team members are bringing the offering to the office. Provide security at the foyer doorway to the office until the Sanctuary Connect team members emerge from the office.
 - If someone leaves the sanctuary stand up and be ready to serve if necessary!
- * Check the hallway, Kovenant Kids, and Xtreme Kids areas for any issues or needs. Please ask people - volunteers, guests, regular attenders - to remain in the Sanctuary or the mother’s suite. We do not need people gathering in the foyer during the service.

SANCTUARY POSITION—SOUTH/NORTH ENTRANCES

BEFORE AND AFTER SERVICES:

- The Connect team members scheduled to serve in the Sanctuary (one posted at each of the entrance doors) should be in position 20 minutes prior to the beginning of the service. This allows the Connect team leader to communicate anything that might be going on for that service and allow all the Connect team members to ‘connect’ with one another prior to service.
- Those serving the Sanctuary are to post themselves at either the south or north entrance to the Sanctuary (as per schedule).
- The Sanctuary doors are to remain open until the first worship song begins. At that time one of the two doors at each end are to be closed. The other should be closed shortly after.

- After service, it is important that the Sanctuary team member stays in position as the congregation leaves. Doors are not to be propped open until the pastor has dismissed the service. The Sanctuary team member will stay in position until the sanctuary has completely cleared.

DURING SERVICES:

- South Door Connect Team Member counts everyone south of the center aisle, the worship team, and the people in the sound booth.
- North Door Connect Team Member counts everyone north of the center aisle.
- It is of extreme importance that the Sanctuary team member (as well as all other Connect team members) keep in mind that they are WORKING. During times of prayer, worship, communion, or whatever else may be happening in the service, it is extremely important that you are alert, observant and engaged in what is happening around you.
- Sanctuary Connect team members will be responsible to stay at their post and be sure everyone who enters the sanctuary gets a bulletin. If people are already seated in your half of the Sanctuary before you arrive at your post, take bulletins to them. Offer bulletins to EVERYONE EVERY SUNDAY. If they *choose* not to take one, of course, that's perfectly fine!
- There is reserved seating in the back row for the Sanctuary team member. Once the message begins the Sanctuary team member can be seated at the back near the door. As people leave the sanctuary, the Sanctuary team member will rise and open the door and close it after the person has exited.
- Whenever someone enters the sanctuary after the service has started, the Sanctuary team member will rise and remain standing until the person is in their seat. If they are coming in late and do not have a seat – the Sanctuary team member will seat them near the rear of the sanctuary.
- When people enter the sanctuary with children that are of the age that our nursery or children's ministry serves, they should be asked if they are familiar with those services. If not, direct them to the Foyer Administrative Team Member
- The Sanctuary team member will be responsible to receive the offering and serve communion (the process may change from time to time).
- Be willing to help at the altar if needed. Connect leader will direct you when you are needed to serve at the altar.

LOCATION OF FIRE EXTINGUISHERS

- SANCTUARY: (1)
Near both Hallway doors
- HALLWAY: (3)
 - 1) Across from Ladies Room Door
 - 2) North end of hallway, just around the corner (left)
- MPR1: (1)
To the left of entrance door
- BASEMENT: (2)
 - 1) At the bottom of the south steps
 - 2) In the tool area down the north stairs

LOCATION OF FIRE ALARM PULLS

- JUST TO THE RIGHT OF THE MAIN CHURCH EXIT DOORS
- HALLWAY – ACROSS AND SOUTH FROM TECH BOOTH DOOR
- FAR NORTH END OF HALLWAY

LOCATION OF FIRE EXITS

- 1) MAIN CHURCH DOORS
- 2) NORTH HALLWAY LEFT
- 3) MPR1 (East side [behind curtain])

Numbers 1&2 gather on the west end of the parking lot. Number 3 gathers in front of Mikos and Matt.

TORNADO SHELTERS

- BASEMENT (access north or south stairs)
- HALLWAY (center of hallway is best – or north – away from windows and glass doors)

FIRST AID KIT

- Located in the Media Room, in cabinet marked with medical sign.

DEFIBRILLATOR

- Located in the Media Room, in cabinet marked with medical sign.