



BAYSIDE PURPOSE: Bayside Community Church exists to help people Know God, Find Family, Live in Freedom, and Discover Purpose.

CARE PURPOSE: Care exists at Bayside to offer help, hope, and support to people as they walk through various life experiences.

SYMBIS: (Saving Your Marriage Before It Starts) exists to provide Biblical support to couples who are either seeking preparation for their upcoming nuptials or enrichment for an existing marriage.

JOB DESCRIPTIONS

*Structure may vary depending on campus size and needs of the congregation

GLOBAL CARE RESOURCING

- Care Resourcing will manage the purchasing of the credits, books, and distribution of both to the campuses.
- Care Resourcing will communicate with SYMBIS directly regarding Care Campus directors and dashboards.
- Care Resourcing will set up and manage the registration forms and scholarship process as needed
- Care Resourcing will train and support the Campus Care Directors/Coordinators with SYMBIS services/administration as needed to include start-up and refunds.

CAMPUS PASTOR OR APPLICABLE STAFF MEMBER

Based on campus size: Volunteer and/or Staff member, reports to Care Director, who reports to Campus Pastor or Associate Campus Pastor.

- To oversee the Premarital & Marriage Ministry.
- To oversee and support the SYMBIS Certified Leader/Coach.
- To facilitate SYMBIS certification training for couples who are interested in administering.
- To conduct the administrative duties concerned with the financial aspect of SYMBIS in cooperation with Care Resourcing.

SYMBIS CERTIFIED LEADERS/COACHES AND TRAINERS

Reports to Campus Pastor or applicable staff member

- To hold close the DNA and vision of the SYMBIS training to deliver effective training to the facilitator couples.
- To meet with SYMBIS Facilitator couples monthly to review the progress of couples receiving support.
- To handle administrative duties including communicating with staff members and officiating pastor.



SYMBIS FACILITATOR COUPLE

Reports to SYMBIS Certified Leaders/Coaches and/or Staff

- To provide encouragement and spiritual guidance to couples through using the SYMBIS assessments and strategies.
- To keep brief documentation of each session to review the status of the couple at the next meeting.
- Provide a summary/update to the officiating pastor/applicable staff member prior to the conclusion of SYMBIS session. This will include but not be limited to their readiness for marriage or concerns of possible need for postponement.
- Will do their best to ensure that through the premarital and marital support, Godly marriage is upheld and represented through the use of SYMBIS and by the couple facilitating.
- To seek guidance from leaders/coaches if there are significant areas of concern to further resource the couple.

OUTLINE OF HOW A LEADER/COACH OR APPLICABLE STAFF MEMBER STARTS A PREMARITAL AND MARRIAGE MINISTRY

1. Ensure that your Premarital/marital ministry program aligns with the by-laws of the Church and the vision of the Lead Pastor. Verify that the Pre-marital/marital program is Christian/Bible-based.
2. Formulate a plan for implementing SYMBIS at your campus, considering topics such as, "Vision of the Premarital and Marriage Ministries", "Potential Campus Growth With SYMBIS", and "The Function of a SYMBIS Certified Couple", etc., and ask to schedule a meeting with the Campus Pastor to discuss starting SYMBIS at the campus.
3. Talk with the Campus Finance or Accounting Department to discuss the financial process for SYMBIS purchasing including discounts.
4. Talk with the Database Administrator (if applicable) to implement a PCO financial process for SYMBIS purchases (as the system becomes available at your campus).
5. Purchase and set up the Master account through SYMBIS. Create who will order and disseminate information to SYMBIS point of contact for setting up the Campus Coordinators and certified couples.
6. Identify the number of credits needed and staff/volunteers to be trained. Then purchase in bulk from SYMBIS directly through Care Resourcing. Disseminate credits based on campus size/need. Purchase of SYMBIS books to complement credits.
7. Identify SYMBIS Campus Coordinator (for SYMBIS staff) so that the SYMBIS dashboard can be accessed and oversight is managed.
8. Training will be completed online via the SYMBIS link. Staff will meet with the couples prior to and upon the conclusion of the training to discuss and review material in addition to other training materials.



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9. Potential SYMBIS certified couples:
 - Will uphold the DNA of the church as well as SYMBIS.
 - Meet with the identified staff to review and discuss completed training and expectations of the Church.
 - Staff will provide Care Ministry required training that ensures we are completing necessary Bayside paperwork and coordinating with the officiating pastors.

OUTLINE OF PUBLICLY ANNOUNCING THE STARTUP OF SYMBIS

1. Recruit volunteers by announcing the startup at the Care Meetings. During this meeting, the SYMBIS Certified Leader/Coach, or applicable Staff member will present the following topics:
 - How SYMBIS works, provides the Vision and function of the Premarital and Marriage ministries, and what our need is
2. Speak with or submit a request to the Creative Director and Campus Pastors about publicizing the event, as suggested below:
 - "Bayside is excited to announce that Premarital and Marriage guidance is now offered at Bayside! Couples (defined as a man and a woman) who are either seeking preparation for their upcoming nuptials, or enrichment for an existing marriage, can call the Campus at (XXX) XXX-XXXX to ask about how to get started with premarital or marriage SUPPORT.

OUTLINE OF HOW TO BECOME A SYMBIS FACILITATOR COUPLE

1. Once a married couple (defined as a man and a woman) has been identified to serve in SYMBIS they will be asked to attend required training with a SYMBIS Certified trainer.
2. This couple **must be married for a minimum of five years** with marital life experience. We are looking for the heart of marriage (Ephesians 4:12) and to ensure that this married couple is living the marriage that aligns with how God defines marriage and what Bayside Community Church defines marriage to be (Ephesians 5:22-33).
3. This couple (both husband and wife) must:
 - Completed Care application process, background checks, and recommendations prior to attending SYMBIS training.
 - Be members of Bayside Community Church
 - Have completed the Growth track process including Freedom Group AND Freedom Weekend
 - Completed Leadership training
 - Completed Group leader training
 - Have met with the Care Team for at least 2 different interviews to hear their marriage and Jesus stories
 - Have been participants in the SYMBIS materials first
4. Set up a day, time, and location to meet and discuss the following with the interested couple(s).



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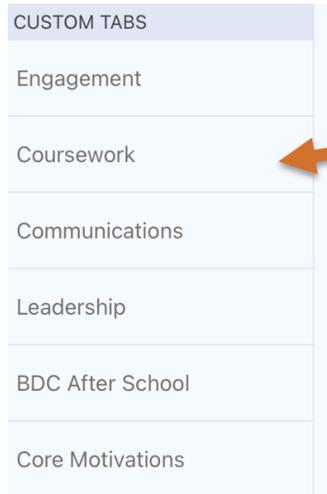
- Share the vision of Bayside, SYMBIS, and our Marriage Policy with the couples.
 - Discuss the SYMBIS Certified Facilitator Job Description.
 - Share the training and what it entails including mentoring, meeting monthly with Coaches/Care staff, and coordination with the officiating pastor.
 - All facilitators will be Certified through SYMBIS.
 - Login will be sent by SYMBIS to the person/couple becoming a SYMBIS facilitator.
5. The SYMBIS Certified Leader/Coach or applicable Staff member should schedule a day, time, and place for administering a formal SYMBIS documentation training. This training must include the Bayside paperwork, training materials and session guide, the marriage policy, discussion of who will officiate, and communication with the officiating pastor at a minimum.

OUTLINE OF SYMBIS TRAINING

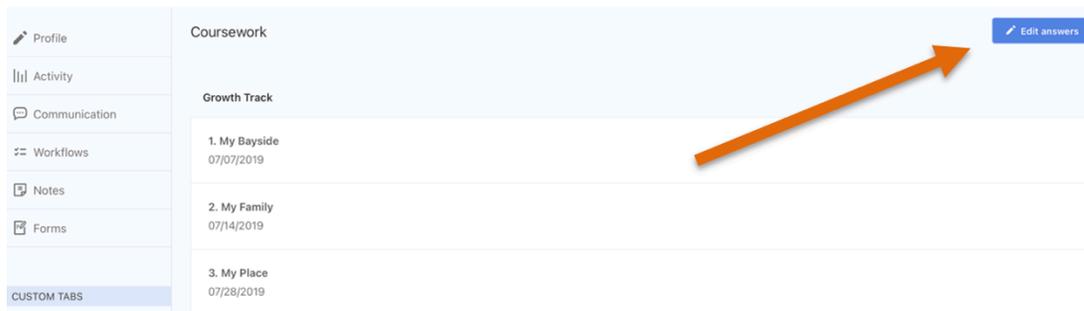
- Once a couple is identified the Care Director/Coordinator needs to interview the couple, ensuring that they are a good fit for the role of SYMBIS facilitator.
- Review the growth track to ensure they have completed all aspects of Growth Track.
- Speak with them about Marriage and evaluate their biblical perspective, discover their why for being a SYMBIS facilitator.
- Once they have successfully completed the interview portion the couple would need to complete the Dream Team and Care Ministry Questionnaires found on the Planning Center Online (PCO) platform. During this process, a background check will be submitted.
- SYMBIS facilitator training is completed 100% online. Once the couple has been deemed as qualified to be a SYMBIS facilitator the couple is sent the training link. The Campus Care Director/Coordinator will use a Facilitator credit on their SYMBIS dashboard to send to the couple, who will complete the training online.
- On the SYMBIS dashboard it should say to click on "Organization" and then "Invite Facilitator" add the couple's first names on the same line and then their last name. They need to be reminded in an email that when they register there will be a primary email that will register and that person will need to add both of their first names in the first name line.
- When you are low on credits (facilitator or couple credits) please notify the Care Resourcing. They will refill your SYMBIS dashboard. Do not directly purchase for your campus.

AFTER FACILITATORS HAVE COMPLETED THE ONLINE TRAINING:

1. Update PCO by adding attributes to both members of the couple.
 - a. Locate their personal profile and select Coursework from the menu on the left side:

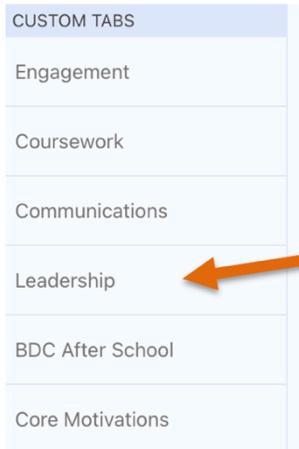


- b. Select Edit answers at the upper right corner:



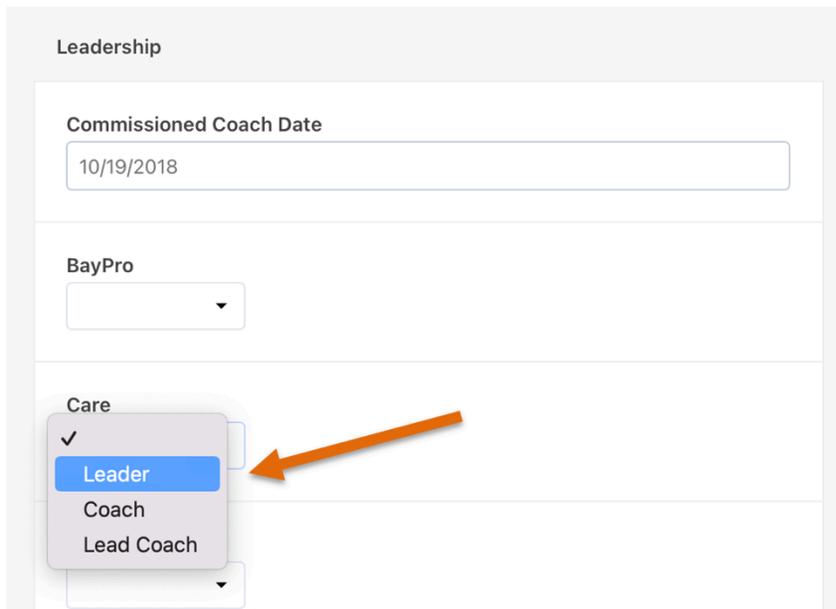
- c. Scroll down under Leadership to SYMBIS: Facilitator Training and enter the date training was completed (date of certificate from SYMBIS), then scroll to the bottom and click Save.

d. As in (a) above, select Leadership from the menu on the left side:



e. Select Edit answers at the upper right corner:

f. In the pop-up box, scroll down to Care under Leadership and select Leader from the list, then scroll to the bottom and click Save.





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2. The Campus Care Director/Coordinator will meet with the now Certified Couple and go over:
- Marriage Policy
 - What sessions will include (pages at the back of SYMBIS workbooks)
 - Documentation in files
 - Obtaining a Care Lanyard and Review Lanyard Policy
 - Who coaches are and communication with staff
 - How to express concerns
 - How to use workbooks
 - Implementing SYMBIS books and resources (share SYMBIS Facilitator Resources folder in Google Docs)

Care Request Steps:

Review of Request

PREMARITAL REQUESTS - SYMBIS:

1. If one member of the couple has submitted a Care Request Form, but not the other member, send the “SYMBIS: Fiance Care Request Form (CRF)” using the contact information provided.
2. Snooze for 1-3 days while waiting for CRF to come in. You will need to check the forms tab on their PCO profiles.
3. Once both members are in the workflow, make a phone call or text to quickly explain what to expect during onboarding.
4. Send both individuals the “SYMBIS Premarital Welcome” email template (either the 1 on 1 or Group) email. Edit the PCO email template to include your google appointment scheduler.
5. Update any notes on both cards and complete this step. (ie. updates on steps complete or what we are waiting for.)

Step 2

PREMARITAL REQUESTS - SYMBIS:

1. Confirm the couple has scheduled a premarital chat and send a “SYMBIS: Premarital Chat Confirmation” email template with any meeting location instructions.
2. Snooze until the premarital chat date.
3. Meet with the premarital couple to review the Marriage Policy, hear their story, and explain SYMBIS next steps.
 - a. When going over the Marriage Policy with the couple this conversation should be a life giving conversation that shares the heart of Marriage and Bayside. Our desire is to see the couple create a sacred covenant that we GET to be a part of. Based on this *it is not recommended that the Marriage Policy be sent to the couple prior to the conversation.*
4. At the conclusion of the premarital chat, include premarital chat notes and send the “SYMBIS Premarital Registration” template.
 - a. The SYMBIS premarital Registration Template can be located...
 - b. PCO, Registrations, Configuration, on the left side choose Discounts, Choose the appropriate discount codes for facilitators, open code and copy the code, back

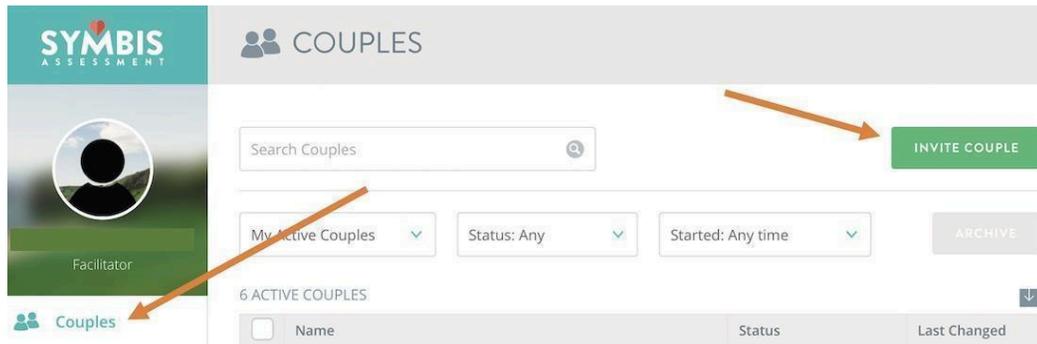
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out of that screen. When sending an email to facilitators to register, include this promo code for them to use.

- c. If a discount is being applied, notify the recipient by email, with the promo code to be entered, during the Planning Center registration process. Please note: there is one code for Staff and a separate code for Members.
 - d. The Campus Coordinator receives the completed registration email with the fee paid
5. Update any notes on both cards and complete this step. (What has been completed and what next steps are still needed.)

Step 3

1. Confirm that all three forms (Marriage Policy - if Bayside pastor is officiating, Care Consent and Honor Policy and SYMBIS Registration) have been received from both members of the couple; check forms tab in their PCO profile.
2. Once PCO SYMBIS registration is complete, send "SYMBIS Assessment Invitation".
 - a. This process is done on the SYMBIS Dashboard - (outline needed).
 - b.
3. Login to the SYMBIS dashboard, click on "Couples" at the left side of the screen, and then on the "Invite Couple" button.



4. Enter the couple's first and last names and email addresses used in the registration above - the bride should be entered as Person 1. Make sure the option is checked for "I will apply payment credit to the assessment and, if appropriate, change the Assigned To facilitator, then click the "Invite" button. SYMBIS will send the couple the individual links to complete their assessments.
5. Send both members of the couple the "SYMBIS Invite" email template.
- 6.

a. Update notes before snoozing.

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7. Snooze for 1-3 day increments while waiting for assessment confirmation, **This process can be reviewed on the SYMBIS Dashboard.** make sure to check the forms tab.
8. Create facilitator folders (to include CRF, SYMBIS report, premarital chat notes, and supporting documents) and coordinate pick-up with facilitators, and notify Bayside Pastor if they are officiating.
9. Schedule space for group or meeting.
10. Once assessments are complete, send **SYMBIS Facilitator Assignment** email template.
11. Update any notes on both cards and complete this step.

Step 4

1. Obtain SYMBIS class end dates from facilitators, update card, and snooze for 1 week before the end date.
2. Print SYMBIS certificates and coordinate delivery to facilitators.
3. Collect folders from facilitators and enter SYMBIS course completion date in both member profiles and notify Bayside Pastor if they are officiating.
4. Send **SYMBIS: Your Opinion Matters** email template with **survey link, "SYMBIS: Your Opinion Matters FORM"**.
5. Update any notes on both cards and complete this step.

Final Step

1. Snooze card to 3 weeks after the wedding date.
2. Send a **"SYMBIS: Wedding Congratulations"** email template.
3. Snooze for 6 months
4. Send **"SYMBIS: 6 month check-in email template"**
5. Optional Step: Snooze for 2 weeks before one year anniversary date. Review profile to check for engagement and call or send a card with more resources and next steps.
6. Update any notes on both cards and complete this step.

Outline of Requests for Premarital

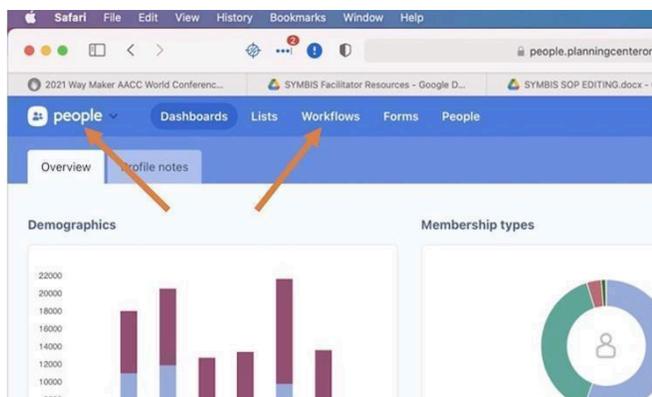
1. The SYMBIS Certified Leader/Coach or applicable Care Volunteer and/or Staff member may receive a call, email, or online Care Request from an individual seeking premarital guidance.
2. Make initial contact with the couple and get them both in PCO Workflow by:

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- a. This initial contact is ALWAYS about establishing a relationship. Building rapport and sharing that we are a Life-giving Church. Our heart is to find a “YES” for them. This process is for the people and the goal is to make it easy for them not us.
- b. Before you get started ask them both directly “is there anything that would interfere with or could prevent the 2 of you from meeting with us together?” ***It is critical that this is documented in the workflow.*
- c. Additionally in the initial onboarding process inquire about the status of their relationship. Ask how they are getting along with each other. Are they having any conflict? If so, inquire about the type of conflict. It is important that they know we are here for them, but can only do that with their honesty. ***document this in the workflow.*
- d. Explain to them the heart behind our email & digital onboarding process. Remember that a phone call goes a long way in communicating with people. Email is only part of the process. Let them know that you will be following up with the Care Request form to get them started.
- e. Have them each fill out the Care Request form found here:
<https://bayside.churchcenter.com/people/forms/158274>

OR

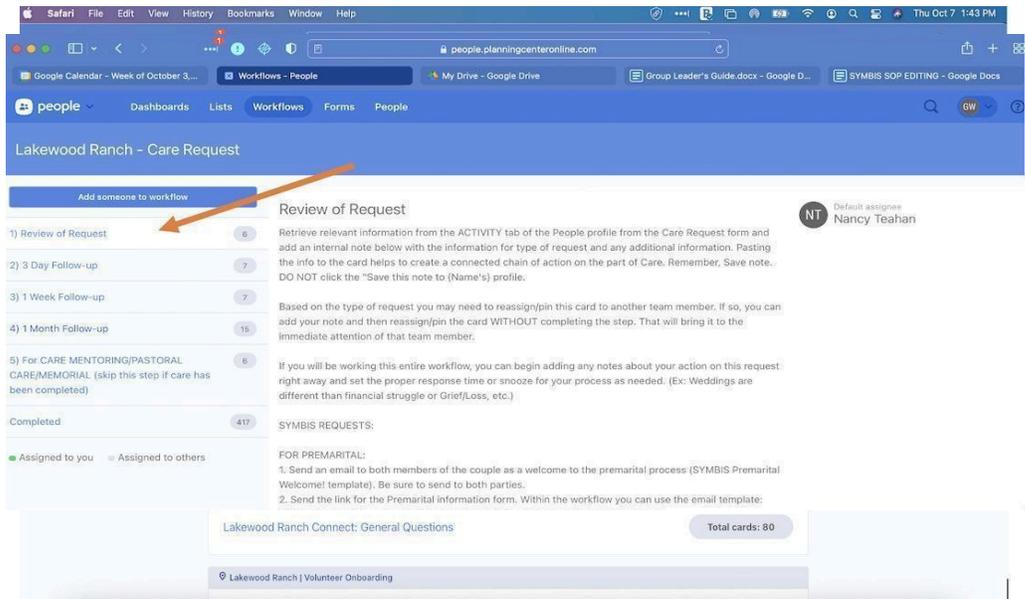
- f. If one member of the couple has already completed the Care Request, copy all details from the individual's profile into the Care Request workflow card.
 - i.



- ii. Login to PCO, select “People”, then “Workflows”:

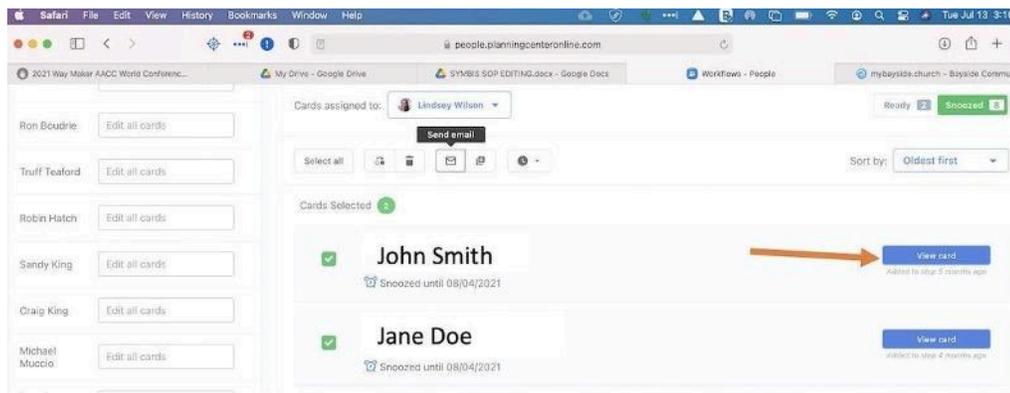

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- iii. Scroll down to and click on Lakewood Ranch - Care Request (or other campus, as appropriate)



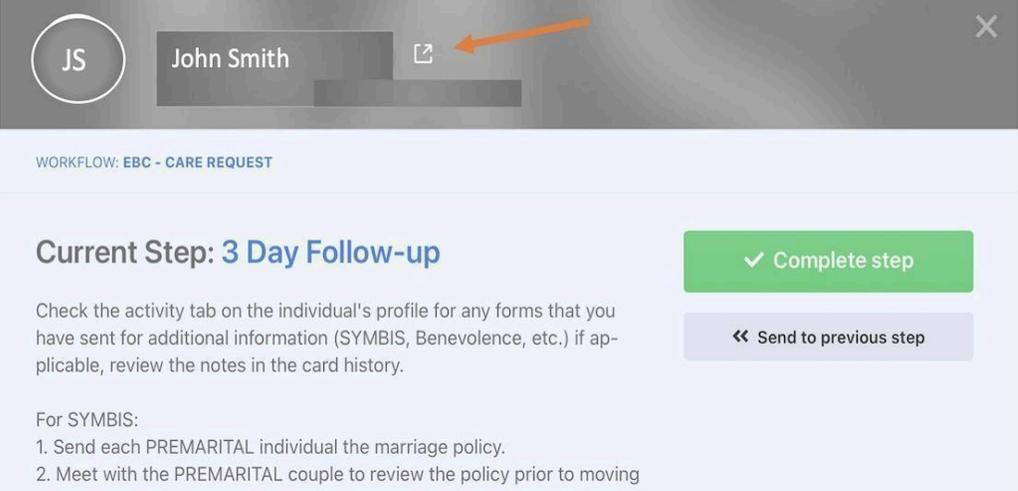
- iv. Click on Review of Request at the left side of the screen.

- v. Click on the "View card" button next to the name associated with the Care Request.



- vi. A pop-up will appear for the individual. Click on the icon to the right of the name to go to the profile.

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JS John Smith

WORKFLOW: EBC - CARE REQUEST

Current Step: 3 Day Follow-up

Check the activity tab on the individual's profile for any forms that you have sent for additional information (SYMBIS, Benevolence, etc.) if applicable, review the notes in the card history.

For SYMBIS:

1. Send each PREMARITAL individual the marriage policy.
2. Meet with the PREMARITAL couple to review the policy prior to moving

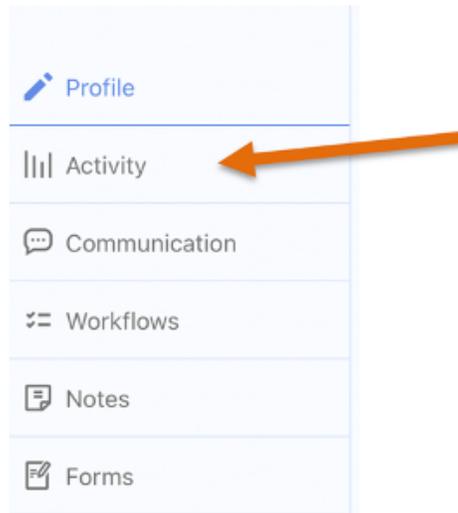
Complete step

Send to previous step

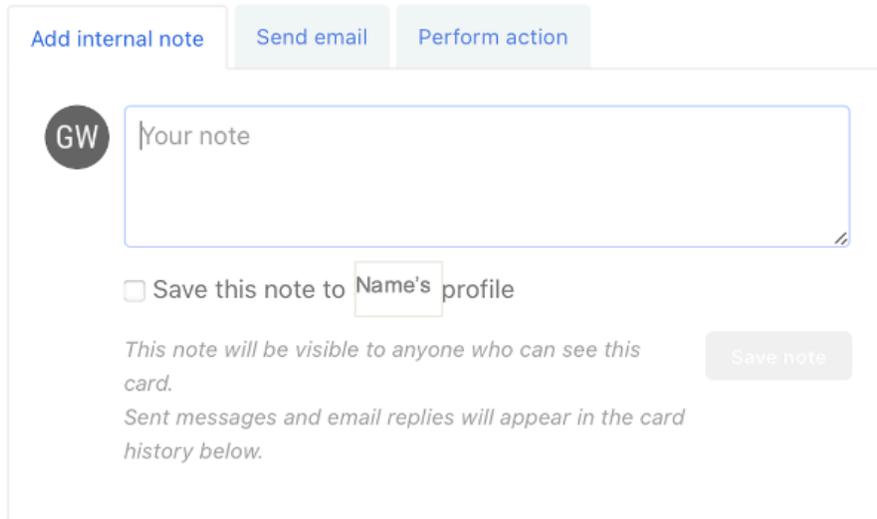
vii.

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- viii. Click on Activity on the left side of the screen.



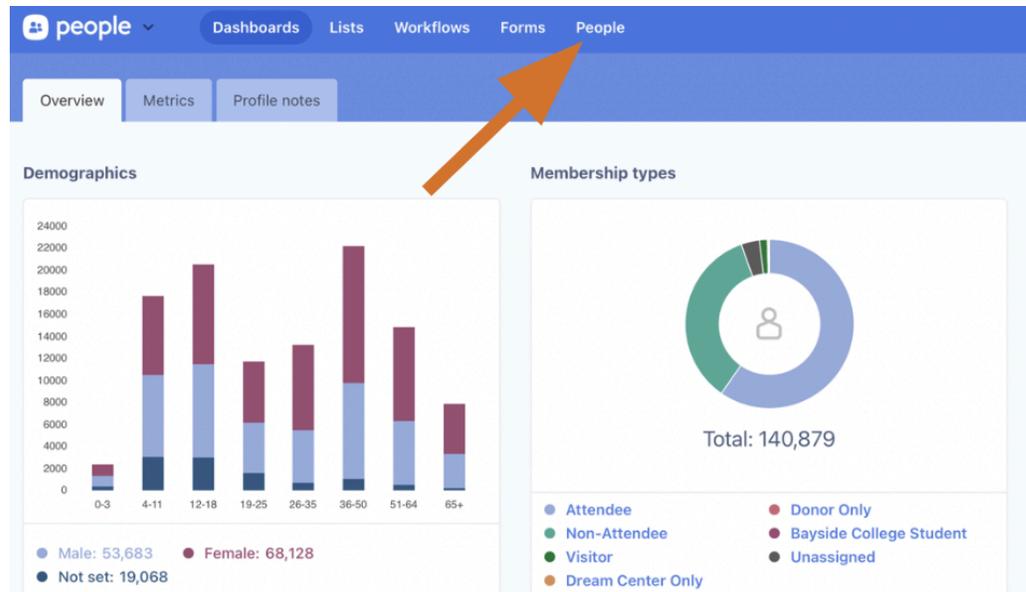
- ix. It may be necessary to scroll down to where the Care Request form information is displayed, then copy the information – highlight the information, use ctrl-C (Windows) or cmd-C (Mac) to copy.
- x. Paste the information to the workflow card – place the cursor in the note box and use Ctrl-V (Windows) or cmd-V (Mac) to paste the copied information, then save the note. Do not check the box “Save this note to *Name’s* profile.”

A screenshot of a workflow card interface. At the top are three tabs: 'Add internal note' (selected), 'Send email', and 'Perform action'. Below the tabs is a circular profile icon with the initials 'GW' and a large text input field containing the placeholder text 'Your note'. Underneath the input field is a checkbox labeled 'Save this note to Name's profile'. Below the checkbox is a warning message: 'This note will be visible to anyone who can see this card. Sent messages and email replies will appear in the card history below.' To the right of the warning is a 'Save note' button.

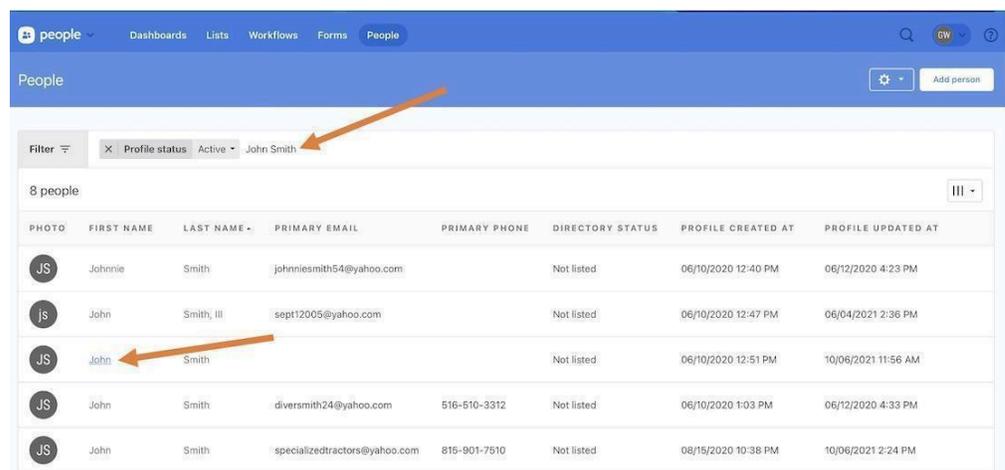
- xi. If the other member of the couple has already submitted a Care Request, repeat steps iv – viii above for the other member.


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- g. If the other member of the couple has not completed a Care Request but has an existing profile in PCO, the second member can be added to Workflow, as follows:
- i. From the PCO Dashboard select People from the top menu.



- ii. On the next screen, enter the name in the Search box, then select the correct person from the search results.



Filter: Profile status: Active | John Smith

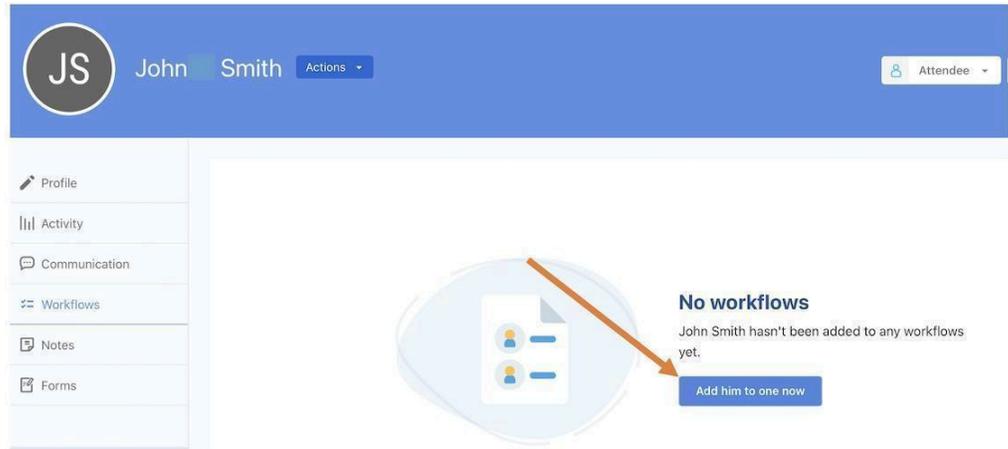
8 people

PHOTO	FIRST NAME	LAST NAME	PRIMARY EMAIL	PRIMARY PHONE	DIRECTORY STATUS	PROFILE CREATED AT	PROFILE UPDATED AT
	Johnnie	Smith	johnniesmith54@yahoo.com		Not listed	06/10/2020 12:40 PM	06/12/2020 4:23 PM
	John	Smith, III	sept12005@yahoo.com		Not listed	06/10/2020 12:47 PM	06/04/2021 2:36 PM
	John	Smith			Not listed	06/10/2020 12:51 PM	10/06/2021 11:56 AM
	John	Smith	diversmith24@yahoo.com	516-510-3312	Not listed	06/10/2020 1:03 PM	06/12/2020 4:33 PM
	John	Smith	specializedtractors@yahoo.com	815-901-7510	Not listed	08/15/2020 10:38 PM	10/06/2021 2:24 PM

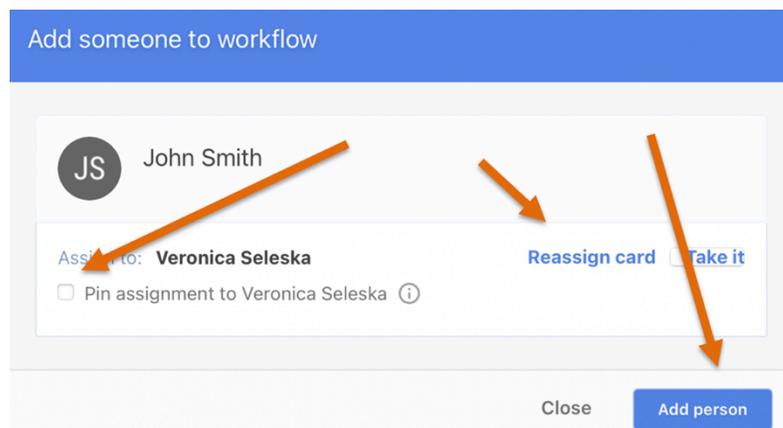
- iii. From the person's profile, click on Workflows on the left side of the screen.


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- iv. On the next screen, click on the button to add the person to a Workflow.



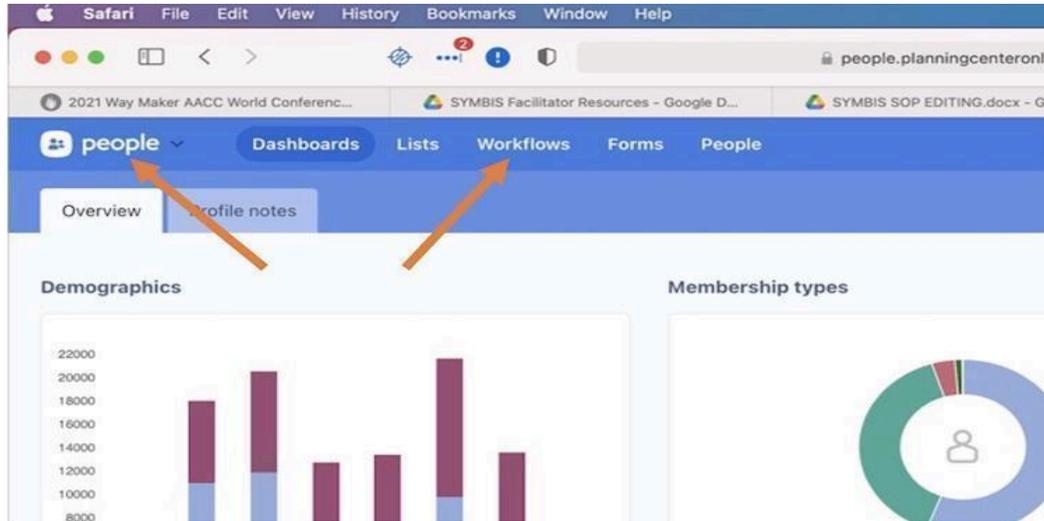
- v. If the correct Workflow is not indicated, click on the dropdown arrow to the right and make the appropriate selection. Click on the button to add to the Care Request Workflow. In the box that pops up, make the appropriate selections to assign the workflow card. Click on the button to add the person to the Workflow.
- h. If the second member of the couple has not completed a Care Request and does not have a



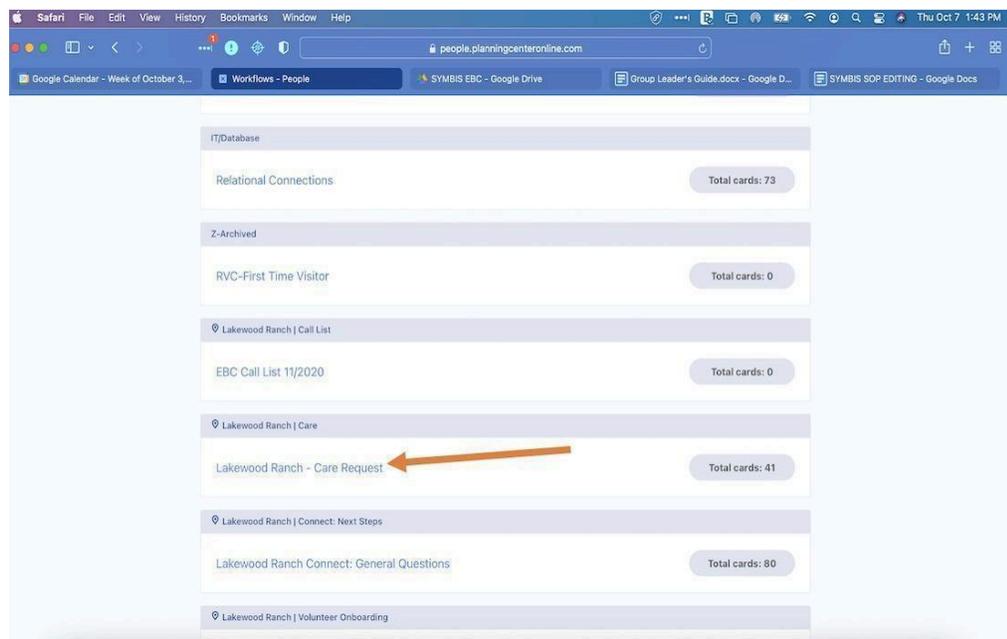
profile in PCO, use the Email Process (3.c. below) to send the SYMBIS Premarital Request for fiancé information template, to request that the fiancé complete a Care Request.

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- 3. Once both members have Care Request cards created, the process moves forward in PCO Workflows.
 - a. Log to PCO, select “People”, then “Workflows”:



- b. Scroll down to and click on Lakewood Ranch - Care Request (or other campus, as appropriate)
 - c. **Email Process**

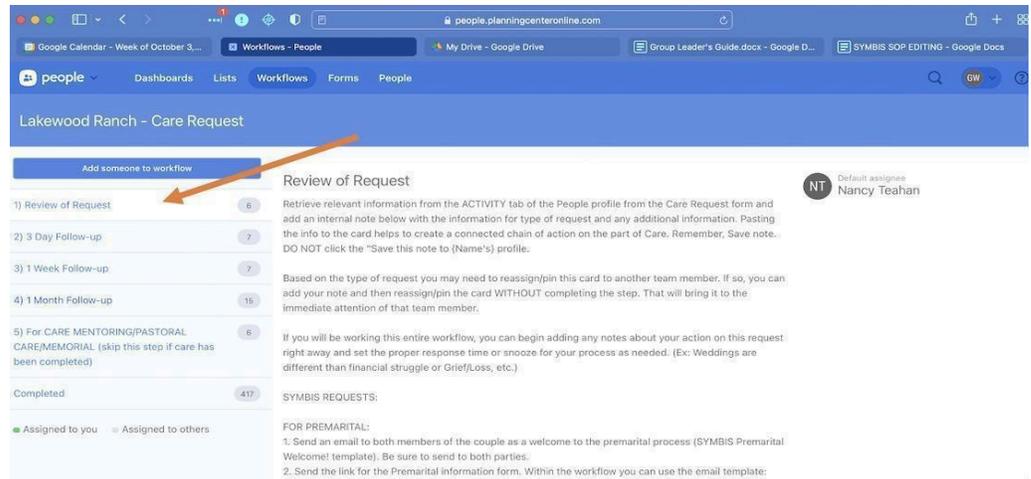




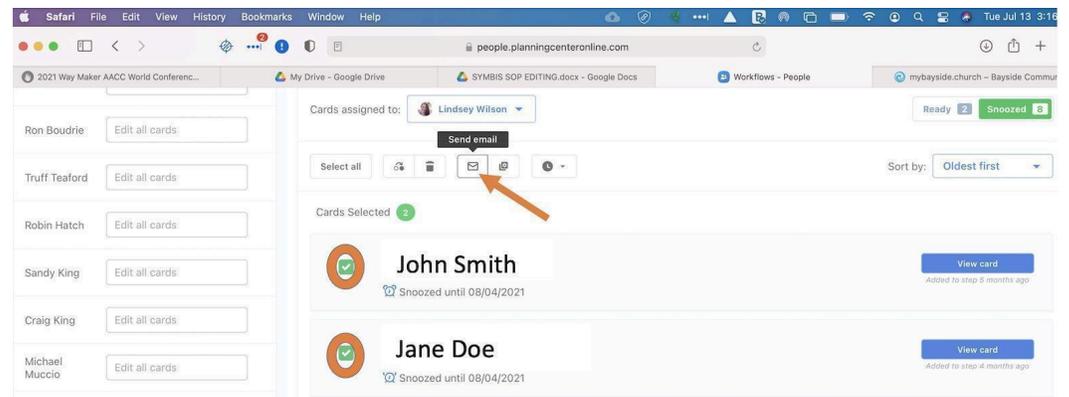
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- i. If not already selected, click on Review of Request at the left side of the screen. This is the first of the steps in the overall SYMBIS workflow. (For later steps in the process, select from the template list as appropriate.)

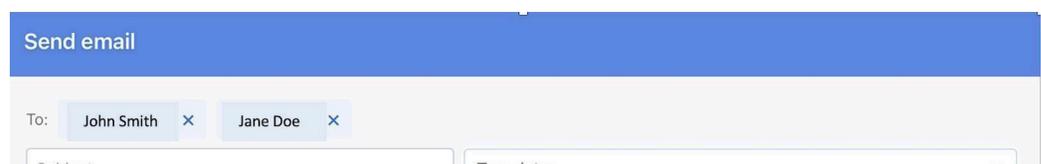


- ii. Scroll down to find the names of the couple, click next to the names (where the initials appear) to select them, then click on the email icon above the list of names.



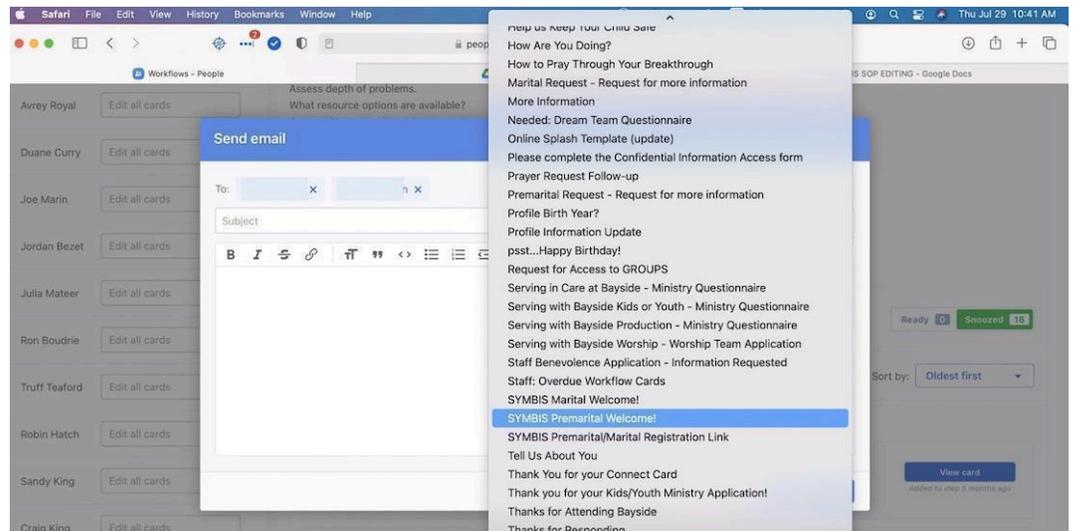
- iii. The “Send email” popup will appear, with the two selected names in the “To:” field, to be used in the next steps. Click on the arrow next to “Templates.”

Updated 6/26/25 VC



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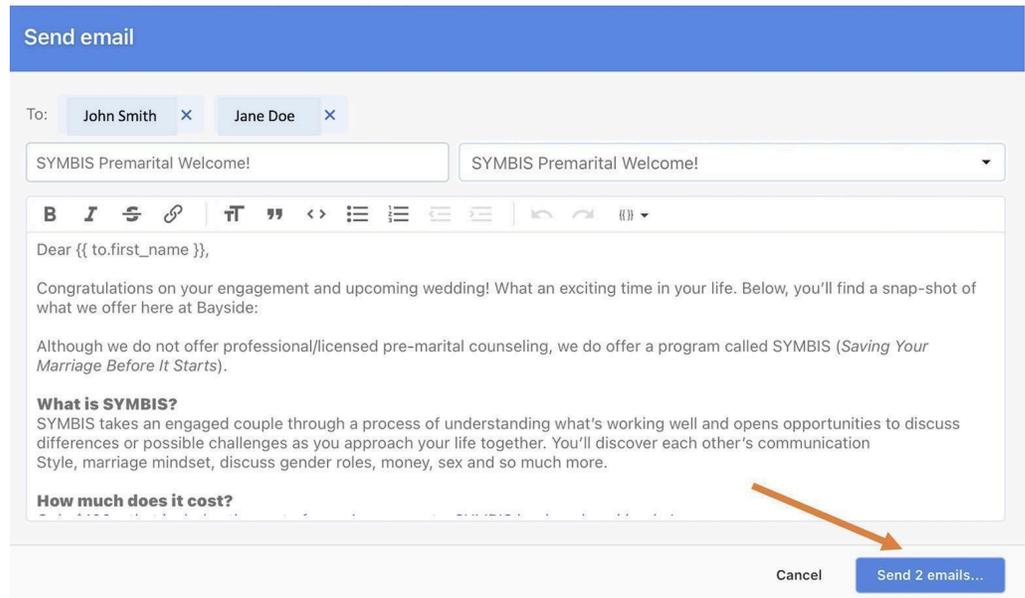
- iv. Scroll down the list and select the “SYMBIS Groups Premarital Welcome!” template, which includes a description of the program, costs, and benefits.



Insert new screenshot when Group template has been added

- v. Click on “Send 2 emails.” There will be one final popup asking you to confirm to send the emails.


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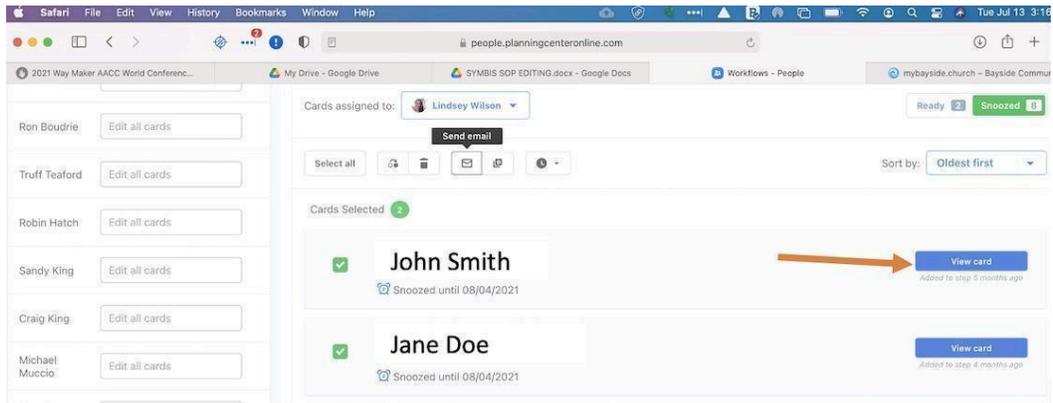


- vi. Following the same process as Steps A-B, select the email template: Premarital Request - Request for more information. (NOTE: The names will remain selected in the list.)
- d. Once the emails are sent, this step of the PCO workflow is complete. With the two names still selected, click on the Complete Step Icon (✓). The couple will then appear in the “3 Day Follow-up” list in PCO, the second step in the overall SYMBIS process.
- e. To confirm that requested forms have been completed, from the “3 Day Follow-up” Workflow list,



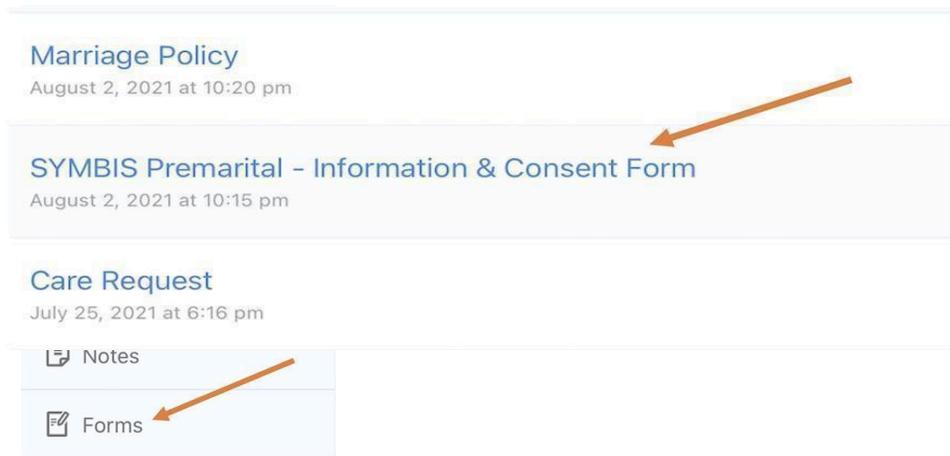
click on the “View card” button next to one of the names.


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- f. A pop-up will appear for the individual. Click on the icon to the right of the name to go to the profile.

- g. Click on “Forms” at the left side of the profile screen.



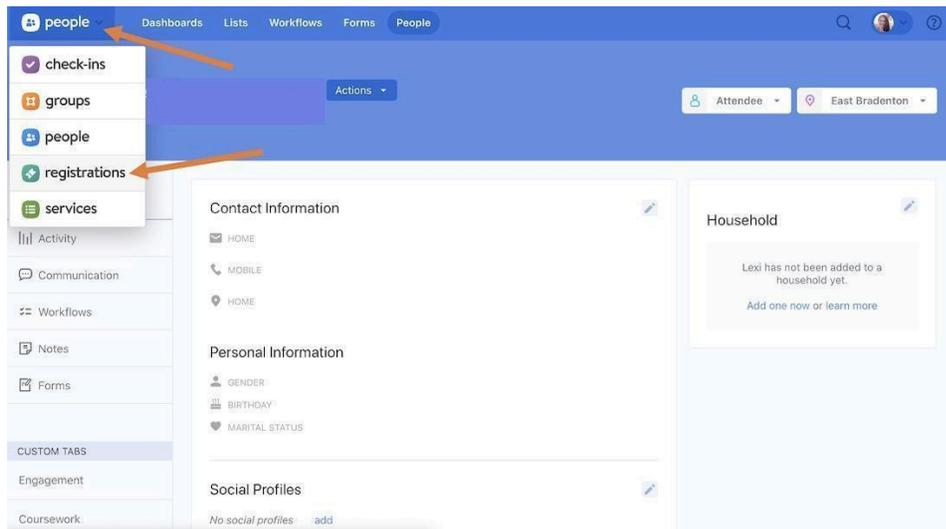
- h. If completed, the SYMBIS Premarital - Information and Consent Form will appear in the list - click on it to determine if the information submitted is complete.
- i. Note that completion of the Information Form automatically generates emails to the couple explaining the Marriage Policy and asks them to agree. If they have done so, it also appears in the list, as above. If not, this will require follow-up in step 4 below.
- j. Follow steps e - h above for the other member.



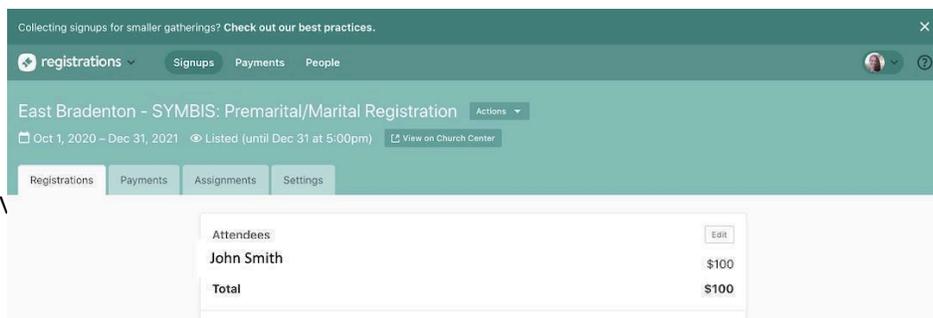
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4. Arrange to meet with the couple to review the Marriage Policy prior to moving forward - see the Pre-marriage Meeting section below.
5. Once the couple understands and agrees with the policy, use the Email Process (3.c. above) to send the “Care Consent and Release of Information” email template. This completes this step in the workflow, so with the names still selected, click on the “Complete step” icon (see step 3.d. above), which will move them to the “1 Week Follow-up” step.
6. From the “1 Week Follow-up” list, use the process outlined in steps G-J above to verify that the Consent for Pastoral Care, Care Release of Information, and Honor Policy forms have been submitted by both members of the couple.
7. When the Premarital Information Form has been evaluated and approved for SYMBIS mentoring, use the Email Process to send the “SYMBIS Premarital/Marital Registration Link” template to both parties. Before sending the emails, edit the template to leave only the appropriate campus link (one link should remain, not multiples).
8. Confirm the Bayside registration has been completed:
 - a. Access the profile of one of the members (either one can complete the registration), either through a People search or through the workflow as described above. Click on the People button at the upper left corner of the screen, then on Registrations. If it does not appear under this individual, repeat for the other member.
 - b. Confirm that registration has been paid. If so, scroll down and make note of the email addresses



provided for both members, then proceed to Step 9

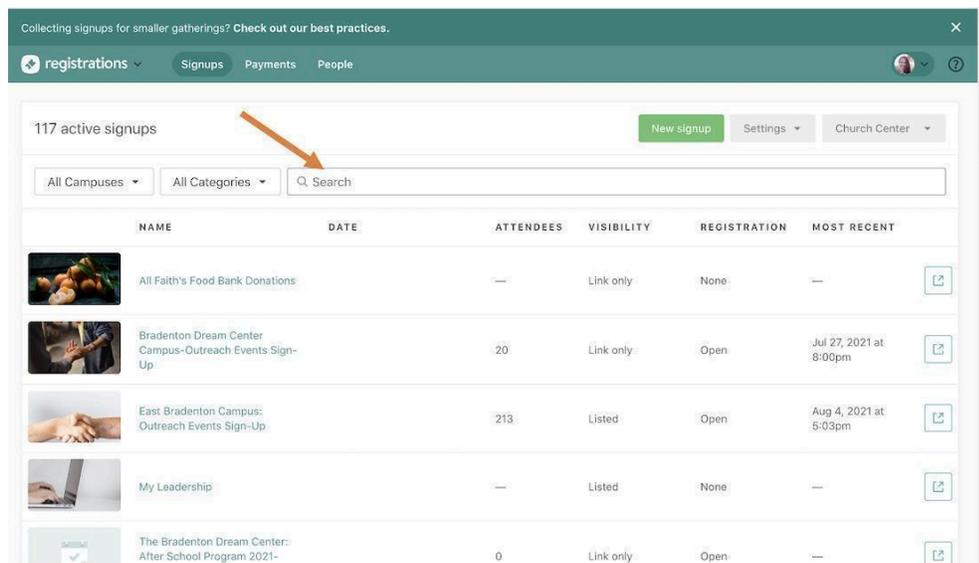


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- c. If the payment was not found, but the party states the registration was done, there may be duplicate profiles for the individual. In this case, start from the PCO Dashboard and click on People then on Registrations.
- d. If the person has been determined to be in need of a scholarship of the SYMBIS registration fee see the attached video. Additionally, IF the couple is a staff member, see the attached video with the process and codes for how to discount the fee for staff.

[Registration Discount Video Instructions](#)

- e. Enter SYMBIS in the Search box to narrow down the list of registration types.

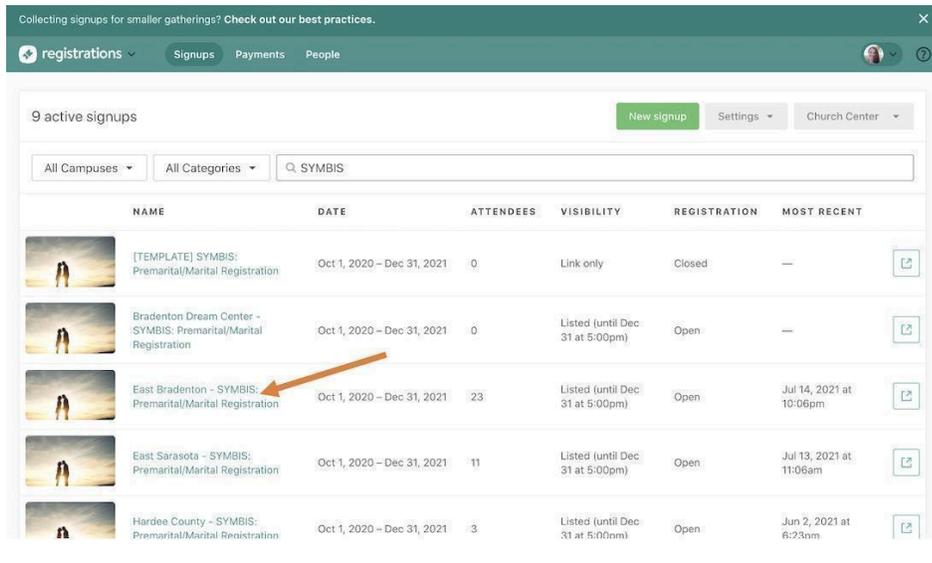




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f. Locate the appropriate campus from the list and click on it.



Collecting signups for smaller gatherings? Check out our best practices.

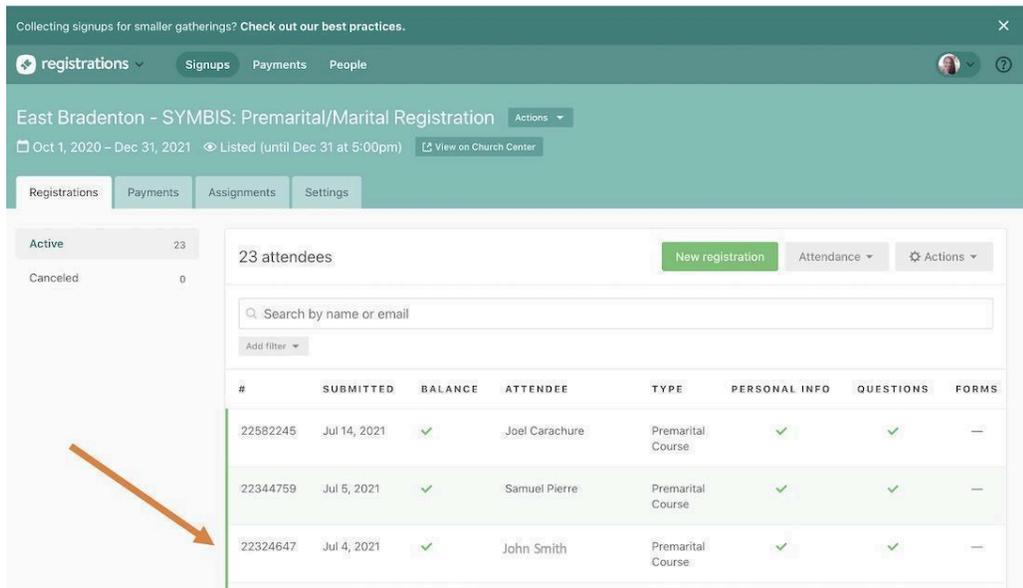
registrations Signups Payments People

9 active signups New signup Settings Church Center

All Campuses All Categories

NAME	DATE	ATTENDEES	VISIBILITY	REGISTRATION	MOST RECENT
[TEMPLATE] SYMBIS: Premarital/Marital Registration	Oct 1, 2020 – Dec 31, 2021	0	Link only	Closed	—
Bradenton Dream Center - SYMBIS: Premarital/Marital Registration	Oct 1, 2020 – Dec 31, 2021	0	Listed (until Dec 31 at 5:00pm)	Open	—
East Bradenton - SYMBIS: Premarital/Marital Registration	Oct 1, 2020 – Dec 31, 2021	23	Listed (until Dec 31 at 5:00pm)	Open	Jul 14, 2021 at 10:06pm
East Sarasota - SYMBIS: Premarital/Marital Registration	Oct 1, 2020 – Dec 31, 2021	11	Listed (until Dec 31 at 5:00pm)	Open	Jul 13, 2021 at 11:06am
Hardee County - SYMBIS: Premarital/Marital Registration	Oct 1, 2020 – Dec 31, 2021	3	Listed (until Dec 31 at 5:00pm)	Open	Jun 2, 2021 at 6:23am

g. From the list of registrations, click anywhere on the line with the correct name.



Collecting signups for smaller gatherings? Check out our best practices.

registrations Signups Payments People

East Bradenton - SYMBIS: Premarital/Marital Registration Actions

Oct 1, 2020 – Dec 31, 2021 Listed (until Dec 31 at 5:00pm) View on Church Center

Registrations Payments Assignments Settings

Active 23
Canceled 0

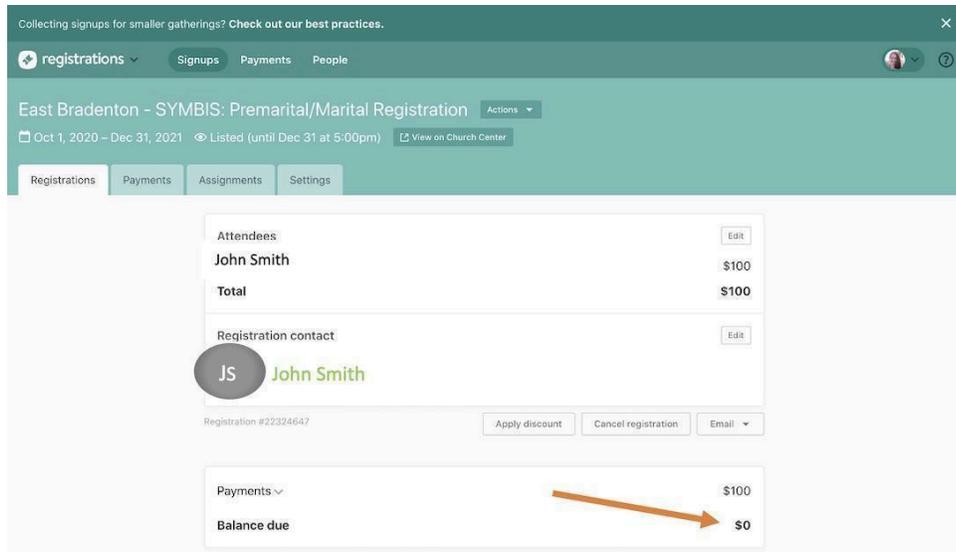
23 attendees New registration Attendance Actions

Add filter

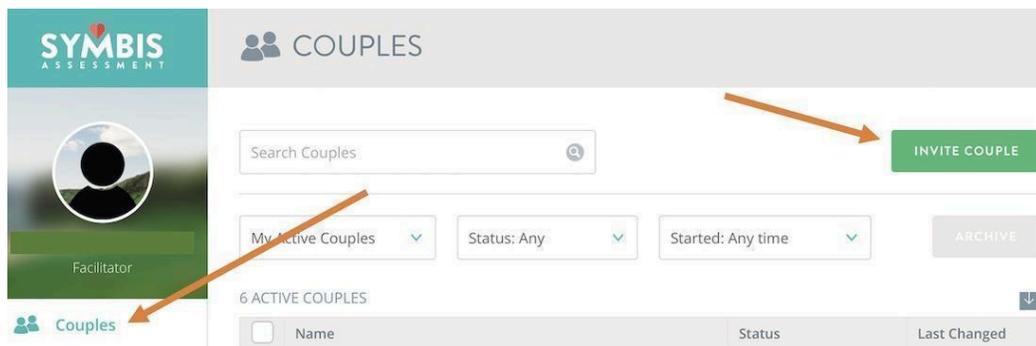
#	SUBMITTED	BALANCE	ATTENDEE	TYPE	PERSONAL INFO	QUESTIONS	FORMS
22582245	Jul 14, 2021	✓	Joel Carachure	Premarital Course	✓	✓	—
22344759	Jul 5, 2021	✓	Samuel Pierre	Premarital Course	✓	✓	—
22324647	Jul 4, 2021	✓	John Smith	Premarital Course	✓	✓	—

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- h. Confirm that registration has been paid, scroll down, make note of the email addresses provided for both members, and proceed to Step 9.

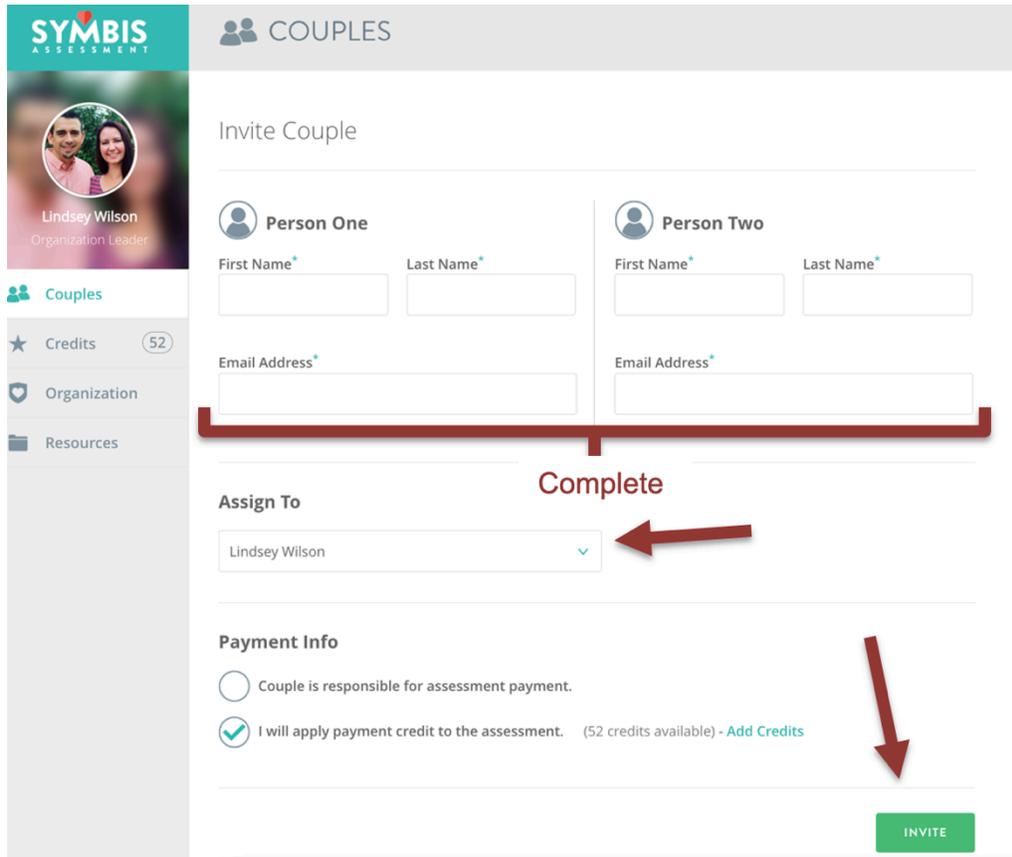


- 9. Send the links for SYMBIS assessments:
 - a. Login to the SYMBIS dashboard, click on "Couples" at the left side of the screen, and then on the "Invite Couple" button.




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- b. Enter the couple's first and last names and email addresses used in the registration above - the bride should be entered as Person 1. Make sure the option is checked for "I will apply payment credit to the assessment and, if appropriate, change the Assigned To facilitator, then click the "Invite" button. SYMBIS will send the couple the individual links to complete their assessments.



SYMBIS ASSESSMENT COUPLES

Invite Couple

Person One First Name* Last Name* Email Address*

Person Two First Name* Last Name* Email Address*

Assign To Lindsey Wilson **Complete**

Payment Info

Couple is responsible for assessment payment.

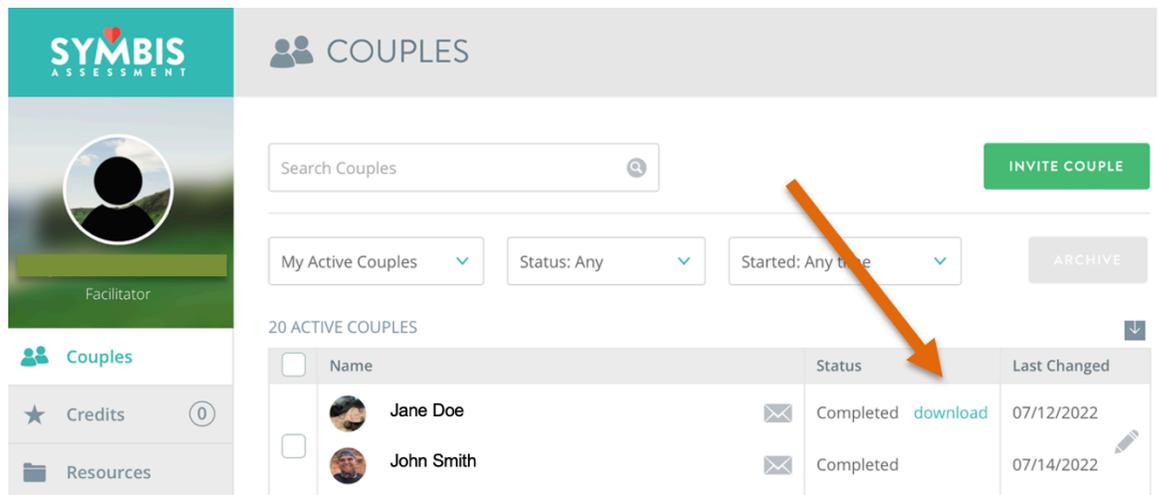
I will apply payment credit to the assessment. (52 credits available) - [Add Credits](#)

INVITE

- c. Send both members of the couple the "SYMBIS Invite" email template.
10. When the SYMBIS assessment has been completed the SYMBIS Certified Leader/Coach or applicable Staff member will ask the couple about schedule availability for session planning and advise them that a facilitator couple will be assigned to them as soon as possible (every effort should be made to complete within 2 weeks).


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11. The SYMBIS Certified Leader/Coach or applicable Staff member will then:
 - a. Contact the appropriate SYMBIS facilitator couple and provide them the PCO SYMBIS Premarital Information Form for both members of the couple so they can make initial contact.
 - b. Update PCO workflows for both members of the couple by clicking the “Complete step” button in the 1 Week Follow-up workflow, moving the couple to the “1 Month Follow-up” step.
12. Print 2 copies of the report from the SYMBIS website:
 - a. Login to the SYMBIS dashboard and click download for the selected couple. Open the downloaded file and print 2 copies in full color.



13. The SYMBIS Campus Coordinator will create a file to be provided to the SYMBIS facilitator couple leading the group. The SYMBIS file should contain the following:
 - a. SYMBIS Premarital - Information and Consent Form for both individuals
 - b. Fully updated New Couple Checklist PCO
 - c. 2 copies of the SYMBIS Assessment Report for the couple
 - d. Copy of the SYMBIS Biblical Guide
 - e. Copy of the 5 Session Schedule Model from the SYMBIS Training Manual
 - f. Page for writing notes during meetings and summary sheet for officiant
 - g. If printed evaluation form is used:
 - i. SYMBIS Evaluation form
 - ii. Prepaid envelope addressed to Bayside Community Church SYMBIS Campus Coordinator (to mail completed evaluation form)

Outline of How to Purchase a Couple’s SYMBIS Assessment

1. All credits are purchased by Care Resourcing directly from SYMBIS in Bulk and distributed to the campuses as needed.

2. Care Resourcing notifies SYMBIS via email to the SYMBIS Coordinator the number of credits needed by campus. The SYMBIS Coordinator updates the system and places credits on the SYMBIS Campus Coordinators' dashboard.

3. **Step-by-step process for Assessment purchase:**

- Once all steps for the participant couple have been completed; coordinator will log into their campus's SYMBIS dashboard.
- Tell about the link- to be sent that day - this is the Bayside registration link listed above & the couple pays the SYMBIS fee through this link. (links for campuses on pg 7)
- PCO, Registrations, Configuration, on the left side choose Discounts, Set up options for discount. If it is already set up, choose the 100% off discount for facilitators, open code and copy the code, back out of that screen. When sending an email to facilitators to register, include this promo code for them to use.
- IF a discount is to be applied - notify the recipient via email - to enter the promo code that will need to be entered when completing the PCO registration process. Please note: there is a code for Staff and a code for Members.
- The Campus Coordinator receives the completed registration email with the fee paid
- The coordinator opens the SYMBIS dashboard, click "invite couple" and fill out the form. Verify "I will apply payment credit to the assessment" and click "invite". This will send assessment links to the couple.
- The coordinator will receive an email when the assessment is completed by the couple titled "SYMBIS assessment report is ready" with the name of the couple.
- Send an email to the premarital couple that the assessment is received and the facilitator couple will be in touch.
- The coordinator prints 2 copies of the completed assessment- give 1 to the facilitator couple and 1 copy for the premarital couple at the conclusion of the premarital support.
- Create the folder and include the items listed above -under printed material.
- Assign a facilitator couple.

One-on-One SYMBIS Facilitated Sessions

Scheduling a SYMBIS Session

The SYMBIS Certified Leader/Coach or applicable Staff member (as available) will assist as needed in reserving a Care Room/Conference room/meeting space (or other appropriate designated meeting space based on Campus space availability) and notify the SYMBIS facilitator couple.

The SYMBIS Facilitator Couple or appropriate Staff member should confirm the scheduled appointment by contacting the premarital couple 24 to 48 hours before the upcoming session and ask them to arrive 5 to 10 minutes prior to the appointment.

OUTLINE OF SYMBIS SESSIONS



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Pre-marriage Meeting: This meeting sets the stage and expectations of our Why. We -Bayside Community Church- hold the sanctity of Marriage in very high esteem and in this meeting, it is imperative that we make this clear. It is critical that we represent Christ and all that Marriage means to Him with the utmost importance. This is the first meeting with the couple by the Care Staff/SYMBIS Campus Coordinator or Officiating Pastor (**see bullet 2). During this meeting, we will:

- Welcome the couple and start by Praying for the couple- this is a face-to-face meeting.
- **Review information sheets with the couple, determine if SYMBIS is right for the couple and if the couple is in agreement/can abide by the Marriage policy/sign off on the policy. ****If being married by a Bayside Pastor, this meeting is to be done by the pastor to include the review and signing of the policy prior to the SYMBIS sessions.****
- Inform the couple that SYMBIS sessions are not a set number of sessions but are based on their specific needs. Usually a minimum of 6-8 sessions but could be more.
- All documents are returned to the SYMBIS Campus Coordinator for the registration process.

FIRST SYMBIS FACILITATOR MEETING WITH A COUPLE

- This is the first SYMBIS facilitator session to begin SYMBIS premarital service.
- The SYMBIS facilitator couple should arrive 15 minutes early, introduce themselves, and spend a few minutes getting to know the members.
 - Open with Prayer
 - Review the members' forms and gather additional details, if needed. Develop rapport
 - Begin to Review the assessment on page one (remember couple receives a copy of the full report at the end of the SYMBIS process).
 - The facilitator couple will discuss the SYMBIS book and talk with the couple about the importance of having a conversation about expectations of marriage and what their goals are, learning skills about lifelong love, and how to have a healthy marriage.
 - Towards the end of the meeting, schedule the next session and contact the SYMBIS Campus Coordinator
 - Ask the couple what they saw as a takeaway from today's meeting.
 - At the end of the meeting, ask the couple how you can pray for them and conclude with prayer.
 - Document/write a brief session summary in the SYMBIS file and store it in the designated cabinet.
 - Update SYMBIS Campus Coordinator if meeting date changes/cancels.

FACILITATOR COUPLES WILL

- meet with the premarital couple for necessary premarital support. The state of Florida requires a minimum of 4 hours for premarital. However, we are held to a higher standard and expect to ensure that we have provided a strong foundation according to what God desires marriage to be.



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According to SYMBIS, it takes an average of 7 hours to truly go through this curriculum with the couple.

MIDDLE SYMBIS FACILITATOR SESSIONS

- Open with Prayer.
- Spend a few minutes asking about the couple's week and provide the opportunity for each to freely discuss their thoughts about the previous session.
- Ask how they have applied or what they discussed about the premarital assessment over the past week. Review the SYMBIS book as appropriate.
 - "What has God shown you both in this process to date?"
 - "What has improved in your relationship?"
- Work through the assessment with the couple focusing on the areas where the assessment indicates focus is needed and highlighting the areas that are strong.
- Encourage the couple to identify the Scripture on which their marriage is founded.

FOLLOW-UP OFFICIATING PASTOR MEETING

This meeting is critical to the health and well-being of the couple. We (Bayside Community Church) have an investment in the couple and need to ensure that the couple knows that we are in communication about how they are progressing in their preparation for marriage:

- When the SYMBIS facilitator couple is almost done with the premarital couple the pastor meets with the premarital couple to review their progress to date and highlight areas where the couple may need additional work/support and celebrate their strengths. The SYMBIS Campus Coordinator is responsible for getting information to the Pastor and making sure the meeting is conducted and included in the file.
- **If the couple is not being married by a Bayside pastor this meeting may not be necessary.** Please evaluate the need to provide a completion summary/certificate to the officiating pastor.

SPECIAL CIRCUMSTANCES

- If the couple identifies domestic violence, addiction, and/or abuse please consult immediately with the SYMBIS Campus Coordinator for the next steps regarding how to proceed.
- Additionally, if either person may need additional assistance to include professional counseling, ask him or her for permission to speak with the SYMBIS Leader/Coach or applicable Staff member.
 - If the person **agrees**, let him or her know that the SYMBIS Leader/Coach or applicable Staff member will provide professional counseling referrals as necessary.

FINAL SYMBIS MEETING

- ****Prior to this meeting, complete the brief SYMBIS written summary to be given to the Campus Coordinator for the Officiating Pastor meeting (If being married by a Bayside Pastor).**



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- SYMBIS facilitator will hold the final session, facilitators need to review goals with the couple and prayerfully give recommendations to the couple for “Next steps”. The next steps include marriage small group, growth track, support small groups, Freedom, serving, etc.
- Encourage the couple to identify a Marriage mentor couple prior to completing SYMBIS. If being married by a Bayside Pastor, inform the couple that they will be contacted by the officiating pastor for the ceremony details.
- Prior to this meeting (at least 1 week prior), the SYMBIS facilitator couple will contact the SYMBIS Campus coordinator to obtain the certificate of completion to give to the couple at the last session.
- At the end of the session, give the couple their premarital/marriage certificates, an evaluation form, and a prepaid envelope (if a printed evaluation form is used); express gratitude for the opportunity to serve them.
- Complete the final summary in the SYMBIS file and return the completed file to the SYMBIS Campus Coordinator within 3 business days.
- Campus Care Director/Coordinator updates PCO indicating SYMBIS completed.

SYMBIS VIDEO GROUP SESSIONS

The Campus SYMBIS Coordinator will determine the scheduling of SYMBIS and SYMBIS_2 groups for the year in accordance with the Bayside calendar for small group semesters.

The Campus SYMBIS Coordinator will coordinate with the campus Facilities team to reserve appropriate meeting spaces needed for the