



## STAFF-ON-CALL SOP

**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.

**MINISTRY PURPOSE:** To provide appropriate assistance to attendees in need of pastoral support.

### JOB DESCRIPTIONS

Staff on Call is under the umbrella of Care. The Care Department will ensure that Staff are trained in all areas needed for Staff on Call and have the necessary support and resources available to them. Care Resources will work with the Campus Care Director to ensure best practices and provide support for updated training. The Staff on Call Coordinator functions are primarily handled by the Campus Admin assistant; this includes the POC phone system, rotation, and scheduling.

#### STAFF-ON-CALL COORDINATOR

Reports to either the Campus Pastor or Associate Campus Pastor. This person is generally the Administrative Assistant to the Campus Pastor.

- To make changes to the rotation as requested by Pastors
- To send out emails Tuesday morning to staff
- To update 3CX (an automated phone system that links incoming calls to the respective pastor on call) on Tuesday mornings using this SOP: [☰ C3X Update Process SOP](#)

#### STAFF-ON-CALL

Reports to Campus Pastor or Associate Campus Pastor and/or a department head. However, for those campuses with a Care Director - the Staff on Call will consult and coordinate with Care as needed.

- To provide 24-hour coverage during the assigned week (covering after-hours and emergencies)
- To assist if the appropriate Campus Pastor and/or Care Director is not available during normal working hours - when on-call or emergency Pastoral needs.
- To check the Staff-on-Call rotation go to [staff.mybayside.church](http://staff.mybayside.church). This is the staff portal and there is a link on the main page.
- The Staff on Call may not take PTO during their on-call week.
- The Staff on call must be a Full-time salaried staff member or a volunteer who is a former elder, or pastor and meets the criteria of Pastor, licensed minister or functions in such a roll. This person may be a full time staff member that the Campus Pastor has determined is qualified to be Staff on Call.

#### DRESS & ATTIRE



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It is expected that the Staff on Call will be dressed appropriately when responding to pastor on-call visits. Appropriate dress includes collared shirts and pants and for women, this includes dresses and/or pants. Shorts, sweats, and t-shirts are not considered appropriate dress for this role.

### STAFF-ON-CALL RESPONSIBILITIES

- Return calls immediately or within a half hour (30 minutes). Additional follow-up as needed within 24 business hours or less.
- The Staff on Call must be within no more than 1 hour of the local area/county of your campus AND able to respond in a timely manner to the call. This is so that you are readily available to respond to an emergency Staff on call request.
- When a call comes in for assistance and the member or child falls under a particular ministry area, that ministry area Pastor or staff needs to be notified and that Pastor or staff, as able, would take action/provide for the Pastoral needs of the family.
- Handle and officiate Funeral or Memorial Service arrangements in coordination with the Campus Facilities Director/Coordinator.
  - If a church member has passed away, please immediately notify the campus Administrative Assistant in writing - via email so that they can update the Planning Center Online profile.
- Answer requests from members about personal visitations for prayer - whether for an individual, family, home or business.
- Fill out a Care Request form in PCO: (See the link) [Care Request](#) for situations that need to be shared with others or require some additional follow-up.
  - Examples include the death of a member/family member, hospital visitation, car accident, any sort of abuse or suicide call, etc.
  - Please make sure to include all relevant details: what you did for the person and your name (so that Care can follow-up with you if they have questions)
  - The Care Request form will generate a workflow in PCO for the Care Department to follow up on
  - There is a Planning Center People app available for your phone. We recommend that you have it installed in case you are not near your computer at the time of the call

### SWITCHING YOUR WEEK

It is the Staff-on-Call's responsibility to arrange for another Staff that is a part of the Staff- on call team to take on the full responsibility of this role in advance.

- Inform the Staff-on-Call Coordinator of the switch via email and the dates.
  - He or she will make the necessary adjustments on the Campus Staff-on-Call Rotation Sheet, and then email both you and the reassigned pastor to confirm the change.

### CRISIS COUNSELING

It is recommended that men talk with men and women with women, as there can be significant differences in viewpoints between spouses, especially when they are in conflict/crisis.



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\*Remember, you are hearing **one** viewpoint (Outcome bias - when one presents information favorable to him or her and creates a derogatory view of another).

### CONFIDENTIALITY

- We will honor the privacy and confidentiality of our members and staff. Please do not share information about a person with his or her family, friends, or other staff unless the person or staff member is assisting in the crisis, then only share what is relevant and necessary.
- Remember the importance of privacy - Information should not be shared without permission.
- If the person is a minor (under the age of 18) and it is a crisis or serious situation, share what is relevant and necessary with the parent/guardian.

### SUICIDE/SAFETY CONCERNS

If an individual has threatened to harm and/or kill themselves:

1. Keep the person on the phone and find someone to assist in making the 911 call while you remain on the phone with the person.
2. Verify the person's phone number (in case the call is dropped)
3. Ask "Where are you", "Are you with anyone" "if so "who?"
4. If the person says they plan to harm themselves or that they do not feel safe
  - **call 9-1-1 IMMEDIATELY**
  - Notify your immediate supervisor
  - If this is a minor - notify their parents of the safety issue.

### SUICIDE ASSESSMENT

Talking about wishing they were dead, or not wanting to live any longer.

- Do not leave the person alone.
- Assess for safety.

You can assess for safety by asking:

- Have you had thoughts of actually hurting yourself?
- Have you thought about how you might hurt yourself?
- Have you ever harmed yourself in the past?
- There is a difference between thinking about hurting yourself and hurting yourself. Do you think you might actually hurt yourself?

If the answer to any of these questions is yes:

- Tell your Coach/Adult Leader.
- Tell a Staff member or Pastor.
- Tell the parent (if it is a minor)



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### COMMUNITY RESOURCES

- 211- for community services
- Care Department - (941) 755-8600
- Abuse Hotline (children, disabled, or elderly) - (800) 96-ABUSE (22873)
- [Bayside Center for Behavioral Health](#) (Sarasota crisis stabilization unit) - (941) 917-7760
- [Centerstone](#) (Bradenton crisis stabilization unit) - (941) 782-4600
- Crisis Line - (800) 273-TALK (8255)
- Domestic violence (9-1-1):
  - [Hope Family Services](#) 24 hour Crisis Line (Bradenton) - (941) 755-6805
  - [SPARCC](#) (Sarasota) - (941) 365-1976
  - [The Spring of Tampa Bay](#) (813)247-7233 Crisis line
- Runaway Crisis Line - (800) RUN-AWAY (786-2929)
- Sheriff's Office:
  - Hardee County - (863) 773-4144
  - Manatee County - (941) 747-3011
  - Sarasota County - (941) 861-5800
  - Hillsborough County - (813)247-0455

### STAFF-ON-CALL TRAINING

- The training is to be conducted or designated by the Campus Pastor.
- In addition to the training, the trainee needs to have completed the Growth Track and have shadowed a Staff-on-Call for three (3) months prior to being added to the campus rotation. This can be modified by the Campus Pastor based on prior experience as a pastor.
- Update training with the Staff who serves on call is recommended on an annual basis at the Campus by the Care Director or by a Campus Pastor designee.
- The Initial Staff-on-Call training must include a discussion of the following:
  - Expectations as Staff-On-Call
  - Safety guidelines to include crisis intervention for adults and youth.
  - Review of Memorial SOP - in the event of a member's death.
  - Review of Hospital Visitation SOP - in the event of a Hospital Visitation is needed.
- Review of the Staff-On-Call Rotation and the responsibilities that go along with it.
- Understand that it is the Staff-On-Call's responsibility to ensure coverage is coordinated properly:
  - Pastoring members in crisis and keeping confidentiality
  - Availability & Accessibility
  - Via constant cell phone access
  - Prompt Responses (immediate or within 30 minutes)
  - Member Requests and/or Emergencies will include:
    - Hospitals
    - Memorials
    - Benevolence
    - Coordinate as appropriate with other pastors when a family has a child/youth or is specifically involved in a ministry area.



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- Supervisor/Leadership Notification of a serious situation.
- Appropriate Senior Staff or other staff as necessary immediately or within 24 hours.



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### **Addendum to Process in Pandemic/global situation:**

#### **PASTOR ON CALL GUIDELINES IN THE EVENT OF A SHELTER IN PLACE ORDER**

##### **PASTORS**

While we will continue to Care for our members with excellence- due to the nature of this virus and the Shelter in Place Order- we must work a bit differently. This requires us to be creative in how we reach into our community. This section was created to give you some guidelines on how best to Care for our members through the death of a loved one, a hospitalization, or a crisis situation.

##### **FUNERAL OR MEMORIAL GUIDELINES**

In the event that it is a death of a member, we will comply with Federal guidelines and work with the local Funeral home directors to coordinate a funeral. There may be additional guidelines from the State of Florida that are not included in the link below. Therefore it is critical that we work closely with the Funeral Homes to ensure we are in compliance during this time. See the link included below for Federal recommendations regarding visitation/funeral/memorials:

<https://www.nfda.org/covid-19/visitations-funerals>

##### **DEATH OF A MEMBER AND FUNERAL HOMES**

We will continue to follow our practice of caring for people with excellence, but we must adhere to the CDC guidelines as well as the State mandates. In the event of a death, please find out if the family has already selected a funeral home. If so, contact that funeral home and begin to coordinate alongside that director. If not, we encourage you to assess the best fit for the family. We have an excellent working relationship with Robert Toale & Sons Funeral Home and we encourage you to become familiar with their services. The Care team is available to assist you should you need help navigating this process. There are several other funeral homes in all 4 of the counties that we have worked alongside. They too will adhere to the mandated guidelines.

##### **FUNERAL / MEMORIAL / CELEBRATION OF LIFE GUIDELINES**

We will continue to receive communications from our members regarding the death of a member(s). We can offer a regular memorial to the family to be held at a later date. Or we can honor our members and provide a **basic service**- if the family is requesting that the service be done immediately. **A basic service** means- less than 10 people and immediate family only. We must ensure that the 6-foot social distancing requirement is complied with. Therefore, in planning a service we must closely monitor the guidelines and work closely with the Care Director at your campus as well as the Funeral Directors.

##### **USE OF BAYSIDE COMMUNITY CHURCH**

In the event of a shelter-in-place order this will not be an option due to Federal and State restrictions. We recommend working with the Funeral Home director for a small private gathering. A second option may include a gathering at the family residence. If this option is selected it must be carefully vetted to ensure your health safety is considered as well as the members of the family- this is not our first recommendation



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at this time. If the family is willing to proceed with the small gathering (less than 10), please be sure to advise them of the CDC guidance, such as: encouraging those who are ill and or at-risk (e.g., elderly or immune-compromised) should be encouraged to stay home. Ensure that they are aware of the 6 ft social distancing guidelines and most importantly that you are adhering to the guideline.

### FUNERAL / MEMORIAL ARRANGEMENTS

It is important to know your options regarding how to assist a family with planning a memorial/ funeral during A pandemic. Our first step is to contact the family by phone. We will continue to offer our support, pray with them, let them know that we will be there for them. There are a variety of options that we can use to gather information for the

#### FUNERAL / MEMORIAL:

- Phone
- Zoom
- Google Meet
- FaceTime
- Email - for sending information and gathering information.

Email is impersonal, but may be helpful to send the documents to the family as you discuss with them the steps in planning a basic service.

**Pastor/Staff Safety - when doing a home visit:** Please take personal precautions when responding to a family in need:

Assess the situation prior to responding to the home. Ask if anyone in the home is sick or has been sick in the past 14 days. If you have been sick or anyone in your home is sick, it is not recommended that you respond to the family home. Ask if anyone has been diagnosed with Covid-19 virus or is quarantined. Make prior arrangements to ensure you have a mask and that you wear a mask during your visit. Refrain from handshaking and hugging. Make sure that you maintain 6 ft distance at all times.

If someone is sick the meeting must be virtual or by phone. Keep hand sanitizer in your vehicle at all times and use it often, do not touch your face, wash your hands frequently.

### CARING FOR A FAMILY

#### Meal Train:

We are not offering a traditional meal train at this time. If people want to set up a meal train where people select to send restaurant delivery to the hurting family that is an option, but due to the nature of this virus we are not asking people to cook for other families.



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### **Praying for the family in the midst of a loss/crisis:**

We believe that Prayer is the foundation of who we are and that the Lord hears our prayers. During this time, we do not always need to physically go to the person to pray. We can pray over the phone right away. We must assess the safety of the situation and ensure that health and well-being is first and foremost. Once this is verified/assessed then as necessary we can respond. It is important that we maximize our time and resources with the visits to the family. If you determine that a physical visit is required then make sure that all safety requirements are met.

### **When responding to a home/face-to-face contact:**

- Contact your leadership- advise them of the situation and review your action plan.
- Consult with the Care Director to determine if additional action/or assistance is necessary.
- If a death of a member, consult with a Care Director to discuss/determine if we are covering the memorial. If so, the pastor that is identified to cover the service will work with the Funeral home to ensure compliance with CDC funeral guidelines.

### **Hospital visitations:**

Before conducting a hospital visitation, check with the hospital to see what restrictions are in place. We can pray with the family and loved ones of the person in the hospital and we can pray with the member who is in the hospital by phone. IF you determine that an in-person visit to the family in their home is necessary to care for the family- then the above "Pastor/Staff Safety" guidelines are recommended for your protection.

*Please check back for additional updates during a Pandemic or other natural disaster/emergencies.*