

Volunteer Central






- Check-in
- Connect
- Grab a cup of coffee or snack

Team Leader

Your Team Leader _____

Contact information _____

Stay Connected

-  mybayside.church
-  Facebook/mybayside.church
-  Instagram/mybayside.church
-  YouTube/BaysideCommunityChurch
-  ChurchCenterApp/BaysideCommunityChurch

Welcome to the Team!

THANK YOU

for accepting the call that God
has placed on your heart to show
hospitality to others.

*Our hope and prayer are that as you serve on our
team that you would know God more, find family
in your relationship with others and live out your
God given purpose.*



Hospitality Fundamentals

We want to create welcoming environments where people want to come back to church so that they can know God, find family, live in freedom and discover their purpose!

1. We're always on time

👍 Be in position before guests arrive

2. We focus on our guests by minimizing distractions

Avoid distractions such as

✗ Looking at your phone

✗ Having food or drink in your hand

✗ Lengthy conversations that can wait

3. We NEVER point

👍 Instead, we personally escort guests

4. We always look for ways to go above and beyond so that guests, and our church family, want to come back

Dress Code

Our goal is to blend in and be "invisible".

👍 Dress like church staff

👍 Earpiece and radio

👍 Modest, comfortable and clean

👍 Comfortable shoes and clothing that you can run in

Please do not wear clothing or accessories that include

✗ Questionable content, images or text

✗ Political or controversial images or text

✗ Drugs or alcohol

✗ Profanity

Keeping our attire simple and distraction free helps us to draw attention to Jesus and away from our clothing.

Age Requirement

Due to the safety requirements and guidelines that must be followed, you must be at least 18 years of age to serve on Safety.

Connect Center

Our Connect Center is a great go-to. Anytime a guest asks a question that you're not sure how to answer, walk them to our Connect Center and introduce them to a Connect volunteer.

Emergencies

Most emergency situations can be responded to in one of two ways, Evacuate or Lockdown.

Emergency in the building = Evacuate

Emergency outside the building = Lockdown

Active shooter can be Evacuate, Lockdown or Both

Evacuation

Lockdown

Missing Child

Team Huddle

Our Team Huddles give us the opportunity to stay connected in community with our team.

Team Huddles include:

- Prayer
- Encouragement
- Communication
- Teamwork

Our Huddles are one of the most important things that we do as a team. Please make it a priority to attend.

Your Team Huddle begins promptly at _____

Please arrive to your Huddle

- On Time
- Checked-In
- Radio tested
& in hand
- Ready to Serve

Serve 1, Attend 1

As part of the Hospitality Team it is our heart and desire that you are able to be fully present when you serve as well as have the opportunity to attend a worship service.

You will be placed on a rotation schedule that allows you to do so!

You are a part of the _____ Team!

You will be scheduled to serve during the _____ service.

Please plan to attend the _____ service.

Notes

On your scheduled weekends to serve, you will receive an email Schedule Request. Please or

If you decline, we ask that you provide a brief reason.
You also have the option to use the Block Out Dates feature.

De-escalation

- Follow the 2 on 1 Rule
- Keep a calm and friendly disposition
- Maintain an open posture
- Stand at least 3 ft away and avoid touching
- Be mindful of body language, facial expressions and tone of voice
- Smile, introduce yourself and let them know you're a volunteer... "Hello! My name is Tom. I'm a volunteer here at Bayside."
- Ask their name and if there is anything you can do to help
- Use their name as you speak with them
- Ask helpful questions that would allow you to find a solution
- Avoid making accusatory statements such as...
"You need to calm down"
- Actively listen, take your time, and let the Holy Spirit guide your conversation
- Introduce them to a prayer team member or one of our Care Team if appropriate

Signs of Physical Aggression

- Invading your space
- A change in voice
- Using abusive language
- Clenching their jaw or fist

Kids & Middle School Environments

Safety Team members are not permitted to enter Bayside Kids or Middle School environments. Our Safety Team will be stationed and patrol the areas in front of these environments if assigned. In the event of a static lock-down or evacuation, Safety Team members are permitted to enter these environments to assist as needed.

eCare Activation

If eCare is called, our Safety Team is on standby. Do not assist unless eCare requests your help. Stay at a distance. Please, do not crowd or attract attention. Do not follow eCare into our Kids or Middle School environments.

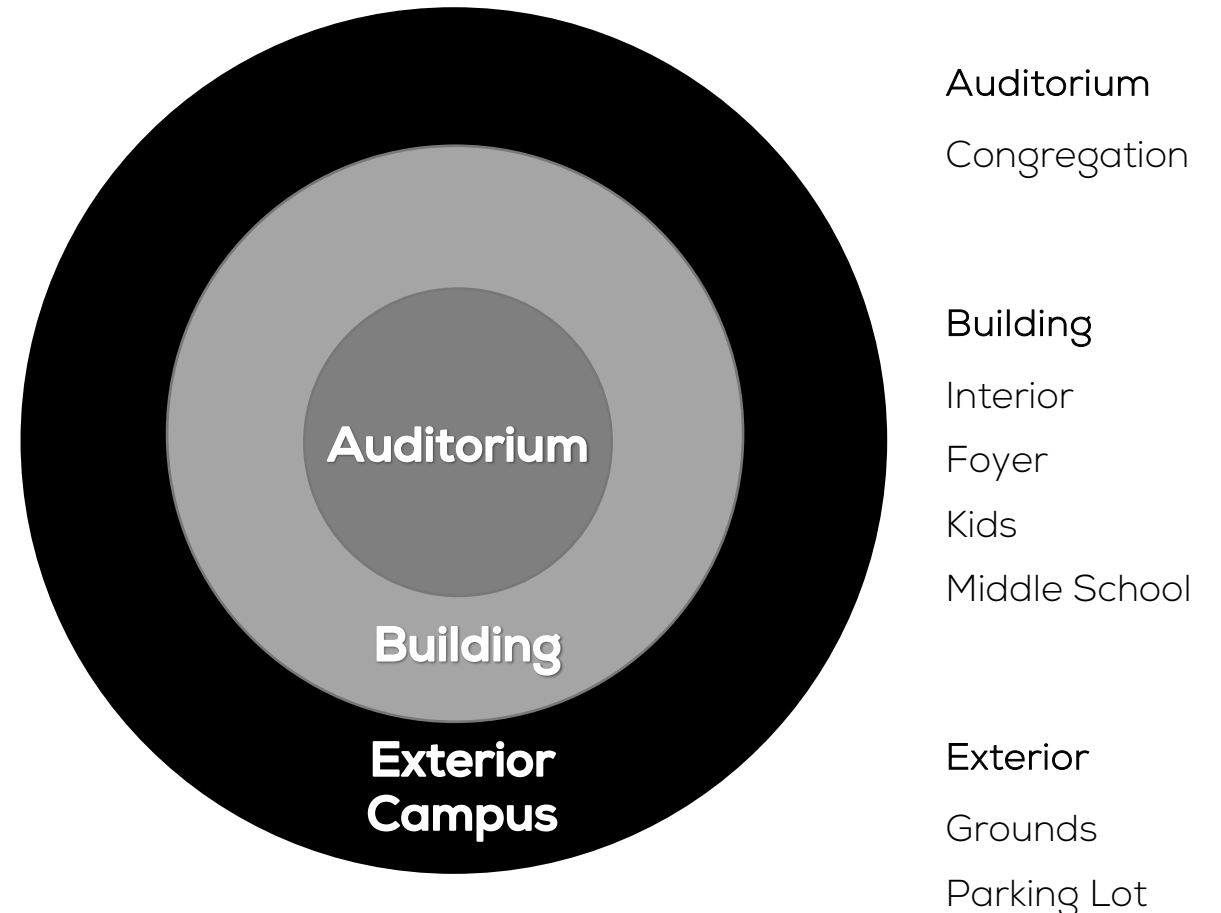
Law Enforcement

Never put yourself in harm's way. If a situation becomes heated to the point that physical contact is eminent or necessary, call our uniformed law enforcement immediately.

Notes _____

Concentric Circles / Zones

The Goal is always to diffuse any safety concern before it gets within the next Zone. Each Zone represents both a physical location and a group of people.



Safety Positions

AUDITORIUM

Team members who are strategically placed within the auditorium to be able to see guests, exits and quickly access the platform if needed

Auditorium positions include _____

ZONES

Team members who are strategically placed in zones or concentric circles outside of the auditorium to see and serve as a barrier into the building or auditorium

Zone positions include _____

BACKSTAGE

Team members who serve at the entry of a restricted area to ensure that no one has unauthorized access

Backstage positions include _____

SHADOWING

Team members who are assigned to cover and shadow an assigned pastor, speaker or special guest

2 on 1 Rule

Never address any safety situation alone.

The 2 on 1 rule provides

- Accountability
- Teamwork in decision making
- Helps to ensure our personal safety

No more than 2 people should respond to any non-immediate safety situation.

Engagement

Always contact your team leader before addressing or engaging any non-immediate safety concerns. Your team leader should always be called and a part of determining the appropriate action.

Offering Process

Safety Partnerships

Our Safety Team serves in partnership with our uniformed law enforcement, eCare and Parking Teams. You will be equipped with a radio that allows you to communicate with these teams if necessary.

Our Parking Team is located on Channel 3
Our Safety & eCare are located on Channel 2

Radio Etiquette

- ✓ Always test your radio to ensure that it's working properly
Make sure that you can hear and others can hear you
- ✓ Keep your radio line clear and free of chatter
- ✓ Only use your radio when necessary
- ✓ Bring the microphone to your mouth, press button, wait a full second, then speak
- ✓ Speak slowly and clearly
- ✓ Do not announce non-immediate concerns over the radio, call your team leader instead
- ✓ When calling eCare, address them 3 times before giving further info "eCare, eCare, eCare..."

Guidelines & Notes

Auditorium

Zones

Backstage

Shadowing

Notes

Safety Schedule

Our Safety Team is scheduled to serve before, during and after service.

It is important to stay in position at all scheduled times.

Before

Please be in your assigned position at _____

During

Please stay in your assigned position actively engaged and watching

After

Guest transition and departure

You may leave once a Team Leader or Hospitality Staff dismisses you

Upon dismissal, return your radio to the designated area and make sure that it's charging

Safety Best Practices

- ✓ Smile!
- ✓ Interact with guests
- ✓ Maintain positive body language
- ✓ Be approachable and engaging
- ✓ Be mindful of your words and tone during verbal interactions
- ✓ Look for ways to be helpful
- ✓ Treat others the way you want to be treated
- ✓ Pay attention to your senses
- ✓ Move around and survey your assigned area

Prayer

Prayer is our first line of defense and one of the most important things that we do as a Safety Team.

We encourage you to maintain an attitude of prayer as you serve.

- ✓ Pray for God's protection over our church
- ✓ Ask the Holy Spirit to lead you as you serve and in your interactions with others
- ✓ Ask the Holy Spirit to let you see anyone who intends to cause harm