



Bayside Community Church

eCare Standard Operating Procedure

Hospitality Purpose:

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!

eCare will accomplish the purpose by:

- Carry the Bayside vision - Know God, Find Family, Live In Freedom and Discover Purpose
- Providing basic first aid/emergency care, emotional/spiritual support to any illness/injurious needs that present during Bayside services/events.
- Provide emergency care as detailed by the Florida's Good Samaritan Act (statute 768.13), in conjunction with Emergency Allergy Treatment Act (statutes 381.88, 381.885), and do not exceed (or act outside of these standards of care).

Required Job Descriptions:

Director of Hospitality – Reports to Campus Pastor

- Resources and oversees Coach
- Communicate special event activities to Coach
- Huddles and prays with the Coach

Coach – Reports to Director of Hospitality

- Vision casting, communication, ministry development
- Regular meetings with Team Leaders to oversee and provide support/resources
- Pray over the entire team and provide support wherever possible
- Provide for leadership/spiritual growth opportunities
- Quarterly inventory/stocking of DME and first aid supplies

Team Leader (TL) – Reports to Coach

- AED checks (45 minutes prior to service/event)
- Huddle and pray with Team 45 minutes before guests arrive
- Volunteer scheduling for coverage and communication with team
- Orientation of new members
- Respond to incidents and provide leadership/delegation where appropriate.
- Provide support, prayer, and encouragement for team.
- Communicate growth opportunities at BCC (My Bayside, My Place, My Foundation, My Freedom)
- Identify and raise up leaders on the team

eCare – Reports to TL

- Meet with your TL to huddle and pray 45 minutes before guests arrive.
- Respond to incidents and provide prayer support to those we serve.
- Remain stationed at post for the duration of service time.
- Communicate needs/opportunities to serve. ○ Attend regular meetings
- Participate in growth opportunities at BCC (My Bayside, My Place, My Foundation, My Freedom)

Ministry/Response Standards:

Arrival

1. Arrive 45 minutes prior to service, with your eCare shirt, earpiece, name tag, and meet with your eCare team and other Hospitality team members at a centralized location. In the huddle, eCare TLs should discuss any service specifics that are pertinent to the team's activities, opportunities, FYIs, prayer requests, etc.
2. Post huddle, the eCare TL will huddle with his/her team to discuss the following: zone assignment (if applicable), door coverage (if applicable), placement in the Auditorium during services, radio distribution, etc. Don your radio and ensure proper functioning.
3. TL (or other designated eCare volunteer) will check all AED's and note their functioning in log.
4. Remain at a centralized location and stay posted there for visibility until 5 minutes before service. ****It is very important that that this area is not left unattended during this time. In the case that an emergency occurs prior to service, this is where church leadership will come find you if eCare is activated.**
5. When you go into the Auditorium, grab your first responder bag and briefly inventory your supplies. Place bag under your seat for quick access.
6. TL will connect with Lead, Usher, and Lead Safety to relay eCare coverage information.
7. Be alert during the service to any potential emergency needs.
8. Provide a calm and relaxed demeanor to guests during the service and during an eCare activation.
9. Employ evidenced-based working knowledge in handling various age groups, cultural groups, and in various clinical presentations.

During an Activation

When activated, gather the first aid bag and proceed to the situation.

Assess and triage:

1. Wherever possible, ask the injured/ill for permission to provide care *prior* to providing intervention.
2. If the injured/ill is in the main auditorium (during services), quietly (and safely) remove the person from the auditorium via wheelchair or alternate means. Be mindful to avoid interrupting the service wherever possible and respond in a manner that does not draw attention to the situation. This allows the appropriate teams to provide care without interruption and in a safe and effective way.
3. If necessary (and feasible), connect with attending family/friend for information gathering purposes. If a minor is involved, the parent(s)/guardian(s) must be contacted.
4. If necessary, call 911 if the situation requires additional medical help. The Safety Team should be alerted and included in the response as whenever possible/necessary to assist with crowd control, to effectively route EMS into the building, and provide a safe environment for the eCare response.
5. If necessary, administer supportive care, including CPR/AED application, first aid, stabilization, etc. Be mindful that response to emergencies is produced under a minimalistic, non-invasive health care model. eCare team members should not operate outside of their scope of training and should not provide invasive measures unless told to do so by EMS dispatch.
6. If the response needs of the injured/ill exceed the amount of team members present, the eCare TL should communicate with Safety TL and ask for "Back Up" communication to be placed on the Main Screen during the sermon (where applicable). This is to be used sparingly and only when absolutely necessary.
7. Whenever possible, prayerful support should be provided to the injured/ill during and immediately after the event.
8. When feasible, collect pertinent information for incident reporting and follow-up.

After an Activation

1. Once the person is safe, improved, and/or transported out of the facility, complete incident documentation and submit to the the Hospitality Leader. ** If a minor was involved, an Bayside Kids Incident Report must be completed as well (by the Bayside Kids Staff).
2. Debriefing is a vital component to program improvement and learning. The Coach and/or TL will debrief with the team in person as well as via email communication for those not present during the event. When Safety (or other teams) are involved, debriefing will occur as a group (if possible) or via email communication.
3. The Director of Hospitality will debrief with BCC leadership as appropriate.

Departure

1. Remain in the Auditorium until the majority of the congregation has exited; then, post at at centralized location after service for visibility (usually 15-20 minutes after service), until the majority (90%) of the church body has left the building and/or until relief has arrived.
2. Report any supplies that may be needed for replenishment to the Team Leader or Coach. If necessary perform a debrief on any incidents that occurred during the service.
3. Return your radio, first responder bags, and report to the TL that you are leaving.
4. The TL for the shift is the last to exit the building.

Other Pertinent Information:

- eCare volunteers must wear an orange eCare shirt with white lettering on front and back.
- Must have successfully completed a background check and license verification.
- Must have successfully completed a Raptor background check.
- Must have medical/clinical/first responder experience and training.
- Must be able to lift/push/pull at least 50 lbs. and respond quickly/carefully/efficiently to emergency situations.
- Must follow Florida Statute 768.13 (Good Samaritan Act) in all emergency situations - http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0700-0799/0768/Sections/0768.13.html
- Must follow Florida Statute 381.88, 381.885 (Emergency Allergy Treatment Act) http://www.leg.state.fl.us/Statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=300-0399/0381/Sections/0381.88.html