

# **Twin Rivers Worship Center**

## **OPERATIONS MANUAL**









# **Twin Rivers Worship Center**

## **INTRODUCTION**

## Why do so many call Twin Rivers “Home”?

There are many great churches in this country, but there is only one Twin Rivers. Many people ask the question, “What makes Twin Rivers unique or different from the other good churches?” There is certainly no way to give a simple answer because our church means many things to many different people. However, here are some of the comments we often hear from those who call our church home.

*“Our church has a beautiful blend of worship styles and has blended the time-honored songs with new songs wonderfully.”*

*“One of the things that makes our church so stable is that every generation is welcomed there and it brings a unique flavor to the atmosphere. The visibility of every generation makes our church feel safe and stable.”*

*“Twin Rivers is a balanced church. While we stay on the cutting edge, we have also stayed true to the foundations that made us strong and did not lose our uniqueness as we have progressed and grown.”*

*“Twin Rivers is a portrait of what I think a New Testament church really looks like. We have deacons, elders, bishops, worship, small groups, evangelism, missions, family ministries and other rich elements that are mentioned in the churches of the Bible.”*

Twin Rivers is home to over 120 vital and successful ministries, and we have a strong and healthy ministry-driven congregation. Our purpose to heal the hurts of our world by presenting the Gospel is lived out each day in the lives of our people and the ministries of our church. Ministry is literally going on every day at all hours of the day and night, and every night of the week there is a ministry group operating somewhere in our city.

*We are truly a church that never closes.*

No wonder so many people love Twin Rivers . . . and no wonder so many call our church “Home”!

***Pastor B***

Dr. Bryan Cutshall  
Senior Pastor

# **The Purpose of the Twin Rivers Operations Manual**

Every time I buy something new, they give me an owner's manual. There is no way I could ever memorize the manual, but having it gives me the assurance that I can look up details that I may need in order to maintain or repair my product. Occasionally, I lift the hood of my car to make sure everything is working properly. If I see something I don't understand, I get out my manual to inspect it more closely. My manual will show me the details of something I can only see from surface level.

This is the same reason we have compiled this comprehensive operations manual that describes the inner working details of our church. This manual allows us to look under the hood of this vehicle we call our church.

Like all other churches, we originally were a small community of faith. Our procedures and protocols were simple because there were only a few of us. As we grew, we kept adding on: we added ministries, we added policies, we added personnel and we added space. Soon we found ourselves writing guidelines to accommodate all of these blessings.

Now we are a huge ministry machine that never shuts down. We gain momentum on a daily basis from one ministry or another. There is always something going on and someone receiving ministry somewhere. It is not as easy as it once was to look under the hood. That's why we needed this owner's manual. It simply guides us through the mechanics of our operation.

The Twin Rivers Operations Manual is divided into sections that allow you to easily find what you need. It deals with policies and procedures that effect our everyday church life. It helps us to understand the flow of ministry protocols. It tells you who to see and how to get things done. It creates the overall paradigm that reveals the DNA of Twin Rivers.

We know that this manual will be helpful to the leadership of Twin Rivers as well as the many pastors who will use it as an x-ray to look inside of Twin Rivers and see the cogs, wheels, belts and levers that make it work. So roll up your sleeves and lift the hood.

***Pastor B***

Dr. Bryan Cutshall  
Senior Pastor









# **Twin Rivers Worship Center**

## **BOARDS AND LEADERSHIP**

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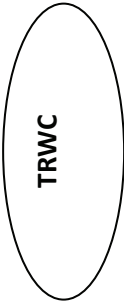
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Worship Team	Business Team	Operations Team	Family Ministry Team	Church Ministry Team
Music	Finance/Accounting	Systems Operations	Nursery/Preschool	Assimilation
Media	Business	Maintenance	Children	Hospitality
Drama	Income Streams	Events	Youth	Care
		Calendar	Small Groups	E & O
			C.E.	
			Sports	
			Sr. Adult Ministry	

## ***Section A.***

### **BOARD OF DIRECTORS**

#### **1.0 PURPOSE AND ORIGIN**

The Twin Rivers Worship Center Board of Directors convened for its first board meeting on Tuesday, September 11, 2007. The purpose of the Board of Directors is to oversee and implement the vision of Twin Rivers under the leadership of the Senior Pastor.

#### **2.0 BOARD CONSTITUENTS**

The Board of Directors is made up of the following:

1. Senior Pastor, Chairman
2. First Lady
3. All Church Administrators
  - A. Administrative Pastor
  - B. Director of operations
  - C. Business Administrator
4. Two Elders
5. Four Members-at-Large

The Administrative Assistant to the Senior Pastor will serve as the recording secretary. The Bookkeeper will also be present for the presentation of the Financial Report.

#### **2.1 Board Appointments and Terms**

The Elders and Members-at-Large who sit on the Board of Directors are all appointed by the Senior Pastor for a four-year term. All other members sit on the Board by virtue of their position on the TRWC Staff. The term begins in January and ends in December.

### **3.0 DUTIES AND RESPONSIBILITIES**

1. To oversee and implement the vision of Twin Rivers under the leadership of the Senior Pastor.
2. To oversee and monitor the finances of Twin Rivers and offer guidance in matters of budgeting, expenditures and financial planning.
3. To offer leadership where a committee or task force is needed.
4. To support the leadership of Twin Rivers.
5. To pray regularly for the guidance of the Holy Spirit at Twin Rivers.

### **4.0 STANDARD WORKING AGENDA**

1. Meal and Fellowship (6:30-7:00)
2. Prayer
3. Report from Administrator of Operations and Development
4. Report from Administrative Pastor
5. Report from Business Administrator
6. Vision Updates from the Senior Pastor
7. Financial Report
8. Special Requests
9. Special Items

### **5.0 CONFIDENTIALITY POLICY**

All Board Members must agree to and sign the following Confidentiality Policy:

“I agree that all matters discussed in the TRWC Board of Directors meeting will be held in the strictest confidence. Under no circumstances will I give out or copy any of the financial reports for another individual. Further, neither will I disclose any matters of discussion to anyone other than a Board Member, unless I am

instructed to do so by the Board of Directors.

If I breach this policy of confidentiality, I will consider my resignation tendered. If I were to use divisive tactics within the church body in an attempt to bring disharmony or subvert leadership authority, I understand that I will be immediately brought before the Board of Directors for disciplinary actions and may be asked to tender my resignation. If I am in disagreement with the leadership, I will speak in confidence to the Senior Pastor. If my grievance is with the Senior Pastor, I will bring the matter before at least two Administrators in a joint session.

I understand and agree to all items of this Confidentiality Agreement.”

## **6.0 BOARD MEETINGS**

The Twin Rivers Worship Center Board of Directors meeting will be held on the fourth Tuesday of each month. There will be no board meeting in the months of June and December. On occasion, when our meeting conflicts with the general church calendar, we may reschedule that month’s meeting to another time.

## **7.0 ANNUAL BUDGET**

The Business Administrator will oversee the departmental reviews for the annual budget. The process should begin in September of each year and conclude by the end of October. Each year, the November meeting will be dedicated to the review of the annual budget for the ensuing year. New budgets begin in January.

Any new staff positions and/or salary adjustments will also be considered in the November meeting for the ensuing year. No one has the authority to set or adjust staff salaries without prior approval of the Board of Directors. This includes all employees of Twin Rivers Worship Center.

All designated funds must be used for their intended purposes. No funds should be used outside of their designated areas without prior approval of the Board of Directors.

## **8.0 SPRING PROGRESS REPORT**

Each March, the Board of Directors will call a church-wide members meeting. During this meeting, they will go over the church financials from the previous year and report on the church’s current financial status. Time is allowed for

members of TRWC to ask questions and discuss the information.

## **9.0 MEMBERSHIP VOTING**

When an issue is brought forth to the members of TRWC for a vote, only those present are allowed to cast a vote. A simple majority is required for all votes.

## **10.0 MAJOR DISBURSEMENTS**

A major disbursement is any item that exceeds one-half of one percent of the gross receipts of the previous year. All major disbursements must be approved by the Board of Directors.

## **11.0 NEW STAFF SALARIES**

All new staff salaries must be approved by the Board of Directors. This includes all employees of Twin Rivers Worship Center and church-owned businesses. The salary approved by the Board of Directors is only the base salary. The Board will not decide upon the individuals for each position. The Board will approve the base salary and the interviews will be conducted and approved by the Senior Pastor and the Administrators.

## **12.0 COST OF LIVING RAISES**

Each employee of TRWC is automatically eligible for a 3% cost-of-living raise when the Board of Directors determines that funds are available.

## **13.0 ANNIVERSARY CELEBRATION AND STAFF APPRECIATION**

The annual event formerly known as Pastor Appreciation Day will officially be renamed "The Anniversary Celebration." This event will be handled by the Board of Directors. The Anniversary Celebration will take place on the last Sunday of September beginning in 2008.

All other staff-honoring events will take place at an Annual Appreciation Banquet for the staff to be sponsored by the Board of Directors. This banquet will be held in September of each year and will be organized by the Pastoral Care Committee.

## ***Section B.***

### **LEADERSHIP POLICIES**

#### **1.0 ANNIVERSARY CELEBRATIONS**

##### **1.1 Executive Branch**

The Senior Pastor and the First Lady will be celebrated on the third Sunday of October each year for their years served. This event will be planned by the Administrative and Management Staff of TRWC in conjunction with the Pastoral Care Committee.

The observance of this day should include celebration for years of service as it can be incorporated into a worship service. Events other than the normal worship service should take place over the celebration weekend. It will also be observed that the Pastor and First Lady will not be fulfilling their usual roles on that Sunday. The congregation will be included in this celebration by participating in the presentation and by bringing a love offering. The love offering from the congregation will offset the honorarium approved by the Board of Directors.

##### **1.2 Administrative Branch**

The Administrators at TRWC will be celebrated on the anniversary date of their hiring. They will automatically be given a honorarium for years of service equal to a \$250 bonus for each year served. This will be presented to them by the Board of Directors at the monthly Board meeting, during the month of their initial hiring date, as an anniversary celebration.

##### **1.3 Management Branch**

Each member of the management staff will be given an annual honorarium in the amount of \$100 for each year served at TRWC. This anniversary celebration will take place during the month of their initial hiring date. The honorarium will be presented in the Monthly Strategic Staff Meeting. The Pastoral Care Committee will notify key leaders in their department and ask them to host an appreciation meal function in their honor. This function should be financed by their departmental budget supplement.



The Management Branch of TRWC includes all full-time staff who serve over departments and report directly to one of the Administrators. Their titles vary from Pastor, Director, etc.

#### **1.4 Leadership Branch**

All support staff and half-time staff will be given an annual honorarium in the amount of \$50 for each year served. This honorarium will be presented by their immediate supervisor during the month of their initial hiring date as an anniversary celebration. The Pastoral Care Committee will email the entire staff to alert them of the years of service completed by this staff member. The employee should be taken to lunch with the others in their group who are also celebrating anniversaries in that month.

The supervisor may decide that a particular employee deserves an additional honorarium for exemplary service throughout that year. In this case, the additional funds are taken from their departmental budget.

#### **1.5 Part-Time and Stipend-Paid Staff**

Part-Time and Stipend-Paid Staff will be appreciated at the annual Christmas party with a Christmas bonus.

### **2.0 CHRISTMAS BONUSES**

In December, each member of the TRWC staff receives the annual Christmas bonus. Every year, during the morning services on the first Sunday in December, the Pastoral Care Committee shows a presentation to the church congregation, featuring pictures and comments, honoring the TRWC staff. Following the presentation, a love offering is received. The congregation is always notified in advance about the special offering. This love offering will be used to offset the annual Christmas Bonus approved by the Board of Directors.

## *Section C.*

### **MEETINGS**

#### **1.0 STAFF MEETINGS**

There are three types of staff meetings at TRWC.

#### **1.1 The Weekly Report**

Each week, the entire staff is required to attend this one-hour meeting with their appropriate Administrator in which each member shares updates, news, and other pertinent information about their group's projects and activities. Each staff member is required to adequately prepare for this discussion and bring a written report to the meeting. No employee should attend the weekly meeting without a written report. "Off the cuff" verbal reports are not accepted.

The Worship Team and the Operations Team meet with the Senior Pastor (separately).

The Business Team meets with the Business Administrator.

The Family Ministries Team and the Church Ministries Team meet with the Administrative Pastor (separately).

#### **1.2 Bi-Monthly Administrators Meeting**

Approximately twice a month the TRWC Administrators meet with the Senior Pastor to discuss pertinent issues, report on their respective areas, etc.

#### **1.3 Monthly Strategic Meeting**

All staff are required to attend the monthly strategic meeting, which is held on the fourth (4<sup>th</sup>) Wednesday of each month at 10 am. The Senior Pastor, Administrative Pastor and Business Administrator set the agenda for this meeting. Each employee should bring a calendar in order to plan for the following two months.

#### **1.4 Quarterly Review**

All staff are required to attend this quarterly meeting scheduled by the Senior Pastor to review the goals and vision of the church. The Senior Pastor may also use this meeting for training or book review discussions.

#### **1.5 Spring Training**

Each Spring the Senior Pastor schedules a day for staff training. All TRWC employees are required to attend.







**Twin Rivers Worship Center**

**ARMORBEARERS**

## What Is an Armorbearer?

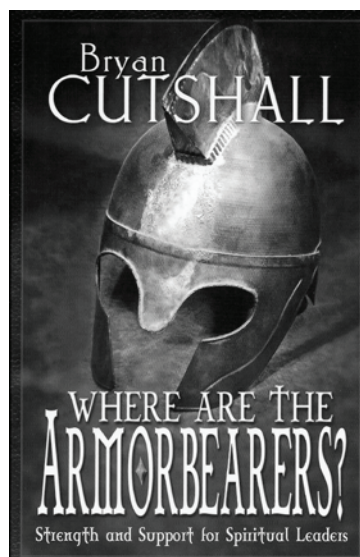
The word *armorbearer* appears 18 times in the New King James Version of the Bible. It comes from two Hebrew words: *nacah* (*naw-saw*), which means “to lift, bear up or carry,” and *kalah* (*kaw-law*), which means “to end, complete or finish.” Therefore, combines, *the definition of an armorbearer is one who lifts up and bears up the leader until the job is completed or finished.*

In recent years, statistics have revealed astounding numbers of pastors and leaders who have found themselves overworked, worn out and exasperated with the demands of running a church. Today, more than ever before, the role of the armorbearer is a vital necessity. They are encouragers, servants, prayer warriors . . . they are “the keepers of the flame.”

*Where Are the Armorbearers* is more than a book. It is a plea filled with positive images of what I think church and servanthood is all about. My prayer is that pastors will use this material as a training tool for their leaders. I am confident that if the armorbearers will take their appointed place in the Kingdom, we will become mightier and stronger than ever before. “One can chase a thousand, and two can put ten thousand to flight” (see Deuteronomy 32:30). I believe that second person in the equation is the armorbearer!

### *Pastor B*

Dr. Bryan Cutshall  
Senior Pastor









# **Twin Rivers Worship Center**

## **Employee Handbook**

This employee handbook serves as a guideline for individuals who have been hired by TRWC. This employee handbook does not constitute a contract or employment.

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## **ATTACHMENTS**

- A. Church Staff Orientation
- B. Employee Chart for Logging Vacation, Sick and Personal Days

# **TRWC Motto**

A Healing Ministry to a Hurting World



## **TRWC Mission Statement**

The purpose of Twin Rivers Worship Center is to heal the hurts of our world, by presenting the gospel in a way that non Christians and hurting people, become whole individuals who love God, themselves and their families, and are confident enough to go back into the world and heal others who are hurting or without God.

## **TRWC Vision Strategy**

- H — Heal the hurts of others through worship and the Word
- E — Evangelize
- A — Assimilate newcomers into the church
- L — Leadership through lay ministry development
- I — Intercessory prayer
- N — Networking with other ministries
- G — Giving back to God and others

## ***Section A.***

### **EMPLOYMENT**

*“Therefore...be steadfast, immovable, always abounding in the work of the Lord, knowing that your labor is not in vain in the Lord.”*  
*1 Corinthians 15:58 (NKJV)*

#### **1.0     HIRING**

While an administrator may initiate and supervise the interview process for their respective staffs, all employees of TRWC are hired at the discretion of the senior pastor. All salary packages are approved by the Board of Directors.

#### **2.0     PROCESS OF EMPLOYMENT**

When a supervisor desires to create and post a new position, a job description must be written for the projected position and sent with a letter of request to the appropriate administrator and the senior pastor for approval. If approved, then these documents are submitted to the Board of Directors for their approval of a salary package for the position.

If and when the budget for the new position has been approved by the Board of Directors, the interview process officially begins. The business administrator then begins to also compile a compensation profile for the new position.

Each applicant must submit a résumé to the staff member who posted the position. After the résumé is assessed, an interview will then be scheduled with the applicant in order to review the job description and to ask and answer any pertinent questions pertaining to the position. Once the interviews are completed and an applicant has been selected, the candidate’s résumé will be submitted to the Senior Pastor. Upon approval, a start date and orientation are scheduled.

#### **3.0     TYPES OF EMPLOYMENT**

TRWC offers four different types of employment, depending on the position and job responsibilities.

Full Time:       At least 35-40 hours per week

Half Time:	At least 25 hours per week
Part Time:	At least 15 hours per week
Stipend:	An agreed amount of time

#### **4.0 STAFF STRUCTURE**

All staff at TRWC falls under one of five categories. The categories are as follows:

##### **A. Worship Team**

1. Music
2. Media
3. Drama

##### **B. Business Team**

1. Finance / Accounting
2. Business
3. Income Streams

##### **C. Operations Team**

1. Systems Operations
2. Maintenance
3. Events
4. Calendar

##### **D. Family Ministry Team**

1. Nursery / Preschool
2. Children
3. Youth
4. Small Groups
5. Christian education
6. Sports
7. Senior Adult Ministry

##### **E. Church Ministry Team**

1. Assimilation
2. Hospitality
3. Care
4. Evangelism and Outreach

For a complete and detailed breakdown of the staff structure and church hierarchy, please see the Organizational Charts located in the TRWC Church Operations Manual under “Boards and Leadership.”

## **5.0 EMPLOYEE ORIENTATION**

Employee orientation takes place during the new staff member’s first week of employment. The orientation is usually conducted by an administrator, along with other staff they have chosen to help. Because the orientation is very extensive, it often encompasses most of the employee’s first week at TRWC.

The Church Staff Orientation Form (See Attachments for a sample) lists the many areas that are covered during orientation. The employee orientation can be broken down into three major categories:

1. Business Office Orientation—covers information about payroll, employee benefits, check requests, etc.
2. Supervisor’s Orientation—covers information about the employee’s job description, the TRWC Employee Handbook, etc.
3. Operations Orientation—covers things like security codes, keys, supplies, mail boxes, phone system, use of copy machine and postage machine, etc.

## **6.0 STAFF MEETINGS**

There are three types of staff meetings at TRWC.

### **6.1 The Weekly Report**

Each week, the entire staff is required to attend this one-hour meeting with their appropriate Administrator in which each member shares updates, news, and other pertinent information about their group’s projects and activities. Each staff member is required to adequately prepare for this discussion and bring a written report to the meeting. No employee should attend the weekly meeting without a written report. “Off the cuff” verbal reports are not accepted.

The Worship Team and the Operations Team meet with the Senior Pastor (separately).

The Business Team meets with the Business Administrator.

The Family Ministries Team and the Church Ministries Team meet with the Administrative Pastor (separately).

## **6.2 Monthly Strategic Meeting**

All staff are required to attend the monthly strategic meeting, which is held on the fourth (4<sup>th</sup>) Wednesday of each month at 10 am. The Senior Pastor, Administrative Pastor and Business Administrator set the agenda for this meeting. Each employee should bring a calendar in order to plan for the following two months.

## **6.3 Quarterly Review**

All staff are required to attend this quarterly meeting scheduled by the Senior Pastor to review the goals and vision of the church. The Senior Pastor may also use this meeting for training or book review discussions.

## **6.4 Spring Training**

Each Spring the Senior Pastor schedules a day for staff training. All TRWC employees are required to attend.

## ***Section B.***

### **WORKPLACE GUIDELINES**

*“Whatever you do, work at it with all your heart, as working for the Lord, not for men... It is the Lord Christ you are serving.”*

*Colossians 3:23,24 (NIV)*

*“Everyone must submit himself to the governing authorities...For he is God’s servant to do you good. ” Romans 13:1,4 (NIV)*

#### **1.0 GENERAL**

The purpose of these guidelines is to define TRWC's general workplace expectations. By keeping employees informed of these expectations, both the Church and the employees will be able to operate God's house in a more decent and orderly manner.

The workplace guidelines listed in this handbook must not be considered as exhaustive or all-inclusive.

#### **2.0 OFFICE HOURS AND ATTENDANCE**

Office hours are from 9 am until 4 pm, Monday-Thursday. The office is closed on Fridays. Sunday is the beginning of the work week at TRWC, and all Sunday services (including evening services, if applicable) are considered to be part of the mandatory working hours for all paid staff. If an employee will not be able to attend on Sunday, they will need to request vacation or personal time as they would for any other workday.

##### **2.1 Working After Hours**

Employees are not allowed to work in any of the church facilities past 10 pm. This includes the sanctuary, school, education facility, and offices. If an emergency or isolated incident arises which would cause an employee to remain or re-enter any of the church facilities after 10 pm, that employee must immediately notify the security guard on duty.

## **2.2 Lunch Breaks**

Lunch periods should be kept to one hour in length unless there is a work-related lunch meeting. Work-related business meetings should be kept to a two-hour maximum. When an employee plans to leave the office for lunch, they must notify the receptionist so that all phone calls and other business can be appropriately directed.

## **2.3 Working Offsite**

During regular working hours, employees may not work from home or another offsite location without the prior approval from their immediate supervisor.

## **2.4 Inclement Weather**

If inclement weather prevents one or more TRWC staff members from traveling to work, then employees work from home to the best of their abilities using their laptops and cell phones. All necessary calls for the TRWC phone operator and other staff are forwarded to their cell phone.

## **2.5 Tardiness and Absence**

Consistent attendance and punctuality are expected from all TRWC staff. Maintaining a consistent record of attendance reflects a staff member's personal integrity and such stewardship is essential for accountability of God's resources. Employees who are tardy or absent excessively or show a consistent pattern of absence, whether excused or unexcused, will be subject to disciplinary action, up to and including dismissal.

## **3.0 CHILDREN IN THE OFFICE**

In *extreme circumstances*, employees are sometimes allowed to bring children to the office during regular business hours. Approval to do so must always be obtained by the Administrative Pastor (for ministerial staff) or the Business Administrator (for operational staff). In such cases, it is important for the children to stay in the parent's work area and be mindful that it is an office environment. Other work areas are off limits without parental supervision.

## **4.0 CONFIDENTIALITY OF CHURCH INFORMATION**



During the course of employment at TRWC, an employee may have access on a regular basis to information of a highly sensitive and confidential nature. Employees of TRWC serve in a position of trust, and they have an obligation to the church and to those persons to whom the church ministers to see that the confidentiality of this information is strictly maintained and protected. Unauthorized use or disclosure, even if unintentional, compromises both the employee and the church and damages the confidence of others.

Therefore, it is essential for every member of the church office and pastoral staff to maintain confidentiality regarding church business. This pertains to any church records, transactions, correspondence, counseling, inter-office memoranda, as well as any conversations and negotiations involving business associates, members of TRWC or other friends and acquaintances of the church. This information must not in any way be made public, be discussed with other persons outside of the office or be shared with other church staff for whom it is not intended.

In short, any information an individual becomes aware of because of their employment at TRWC regarding the church, its members, or those ministered to, is considered confidential information. The employee may not disclose, duplicate, or use this information except as required in the performance of their job at TRWC. Failure to do so could result in disciplinary action.

Following are just a few helpful tips that TRWC employees can use in handling confidential information:

- Protect confidential papers by keeping them face down.
- Safeguard confidential documents by storing them in a locked file cabinet when not in use.
- Mark each confidential folder or envelope "CONFIDENTIAL."
- Shred confidential papers, notes and photocopies before they are thrown away in the trash.
- Use passwords to access personal and confidential files that are stored on personal computers.

The employee's obligation to preserve the confidentiality of information acquired during their time at TRWC continues even after the church no longer employs them. The employee may not disclose any information which they were not

permitted to disclose during their employment.

## **5.0 USE OF CHURCH COMPUTERS AND INTERNET ACCESS**

### **5.1 General Usage and Modifications**

Each department and/or work area has been issued a designated computer that may include a variety of hardware and software applications. Since the computers are the property of the church, please consult with the Business Administrator prior to any modifications (i.e., upgrading software, adding modems, etc.) Any modifications, including downloading games or other software from the Internet, are strictly prohibited without approval.

Upon leaving, or in the case of termination of employment, the computer shall remain the property of TRWC. Any exceptions must be approved by the Senior Pastor.

### **5.2 Computers Used for Personal Use**

During business hours, all employees must keep personal usage of their computer to a minimum. (i.e., attending to personal business, monitoring social networking sites, etc.).

#### **5.2.1 Use of Internet and Email**

The purpose of TRWC's network resources, including email and the Internet, is to support the overall mission and goals of this church. All email and Internet usage shall be limited to legitimate church business unless otherwise specifically authorized by an employees supervisor.

### **5.3 Blocking Sites with Inappropriate Content**

TRWC reserves the right to utilize software that makes it possible to identify and block access to Internet sites containing material deemed inappropriate.

### **5.4 Monitoring of Computer and Internet Use**

TRWC reserves the right to monitor and log onto any and all aspects of its

computer system including Internet sites visited by users, monitoring chat and newsgroups, monitoring file downloads, and all communications sent and received by users.

## **6.0 WORKPLACE BEHAVIOR**

### **6.1 Courtesy, Service and Respect**

Our primary responsibility at TRWC is to serve others and reflect the love and character of Jesus Christ. We have frequent opportunities to assist church members, attendees and other visitors, and it is important to be sensitive to their needs by being friendly, informative and willing to help in any way necessary. Patterns of rude behavior at TRWC will not be tolerated and can lead to dismissal.

All staff members are asked to make public relations a priority. It is vital that all members and attendees are treated with respect and understanding at all times, regardless of the situation. This means that staff members are asked to meet all situations prayerfully, calmly and courteously. It is important for all staff to maintain good relationships with the church congregation.

### **6.2 Relationships with Co-Workers**

Staff members are also expected to maintain good relationships with all other staff, elders and leaders of the church. They are expected to assist, encourage and edify their co-workers in an attitude of true cooperation.

### **6.3 TRWC Model of Friendliness**

As a church leader and primary care giver, staff members are expected to demonstrate the TRWC model of friendliness. As you model friendliness, you will teach others. Please internalize and personalize the following five points:

- I will show a *spirit of welcome*, enthusiasm and an expectation of good things in worship services.
- I will display a *convincing smile* that portrays joy, hospitality and warmth to those I see at church.
- I will extend a personal and *friendly handshake* that conveys openness,

respect and fellowship.

- I will *express appreciation and love* to first-time visitors, regardless of their race, gender, social status or economic status, and share a sincere invitation for them to return.
- I will convey a *caring attitude* to members and friends by talking to them, listening to them and supporting them in Christ-centered living.

## **7.0 PERSONAL APPEARANCE AND DRESS CODE**

We portray an image to those we are privileged to serve in God's church. Therefore we should always strive to present ourselves with professionalism and excellence.

Dress code for the office is business or business casual. Casual is unacceptable in the workplace unless the job or task merits casual attire. Good grooming habits are expected of all TRWC employees.

## **8.0 APPEARANCE OF WORKSPACE**

In like manner, we should also strive to maintain an atmosphere of professionalism and excellence at our workspaces. Work areas should be neat, clean, and orderly. No office should be used as a place of storage for longer than one week at a time.

## **9.0 PERSONAL PHONE CALLS**

Regardless of whether it is a church phone or a personal cell phone, all employees must keep personal phone calls and text messaging to a minimum.

## **10.0 POSSESSION OF WEAPONS AND FIREARMS**

TRWC prohibits the possession of any weapons or firearms by non-authorized personnel in the office, on church grounds or at any locations where any church activity is conducted. Only qualified personnel who have been authorized by TRWC are allowed to carry weapons.

Due to the seriousness of this offence, a zero tolerance approach is taken, and violation of this policy will result in immediate termination.

Any employee who suspects that an individual on church property possesses a weapon should immediately contact church security. Non-authorized personnel should make no effort to restrain anyone suspected of possessing a weapon.

## ***Section C.***

### **OFFICE PROCEDURES**

*"Let all things be done decently and in order."  
1 Corinthians 14:40 (NKJV)*

#### **1.0 KEY ISSUANCE**

Keys are issued to certain staff, ministry leaders and other authorized parties to access the TRWC facility at 10575 Tesson Ferry Road. Please see the Facilities and Operations section of the TRWC Church Operations Manual for specific guidelines, policies and procedures concerning key issuance.

#### **2.0 OFFICE EQUIPMENT AND SUPPLIES**

##### **2.1 Use of Copy Machine**

The copy machine is available to all staff and ministry leaders. The Business Office will issue each authorized user a departmental code (number), which they will enter prior to use.

The copy machine is not to be used for any personal business or promotions not directly related to the ministry of TRWC.

We encourage each employee to adhere to the following rules:

- If copier paper runs out during your time of use, please be mindful to refill the tray with appropriate size paper.
- Please be sure to keep all copier paper in its original package and storing space or in the copier itself. Because our copier paper cannot be used in our office printers, we do not want it left out where it can be confused for printer paper.
- Because this room is small, please try to keep the copier room as neat and tidy as possible.

## **2.2 Use and Ordering of Office Supplies**

Office supplies are stocked in designated areas for the needs of all staff members and ministry leaders. When the last of an item is taken, it is imperative to notify the Operations Office so that an order may be placed. Office supplies are normally ordered on the 1<sup>st</sup> and 3<sup>rd</sup> Monday of the month.

Each staff member and ministry leader is encouraged to plan ahead for ordering standard items such as ink cartridges and paper products. This will permit adequate time for the item(s) to be purchased in advance.

## **3.0 MINISTRY PURCHASES**

Any items deemed “normal ministry purchases,” which includes daily operational items and budgeted items, will be purchased using the check request system and with the approval of the respective administrator. Some staff are also authorized to use the church-approved credit cards. Any items outside of normal operational expenses must be approved by the senior pastor.

### **3.1 Check Requests**

All requests for checks need to be submitted to the Business Office by 4 pm on Monday in order to receive the check by 4 pm on that Wednesday. Checks will only be dispersed with the approval of the respective administrator.

### **3.2 Petty Cash Reimbursement**

As with any organization, there are times when an item needs to be purchased and there is not time to first issue a check. For purchases under \$150, if necessary, the employee may purchase the item and get reimbursed from the church’s petty cash fund.

The receipts for the purchased items, along with the purpose of the purchase and proper departmental identification, ***must*** accompany all requests for reimbursement.

Authorized staff members should avoid petty cash reimbursements whenever possible by using the church-approved credit cards.

### **3.3 Credit Card Usage**

All staff members issued a church credit card shall use it solely for ministry related expenses at TRWC according to the guidelines set forth by the Board of Directors. Each person shall reconcile their monthly statement in a timely manner by submitting the statement to the business office as soon as possible with the following attached: the appropriate receipts of the purchased items, explanatory notes detailing the purpose of the purchase(s), and proper departmental identification. Credit cards purchases of \$150 or more require pre-approval from the respective administrator.

Church-approved credit cards are never to be used for personal purchases. Use of these credit cards is a privilege, and it may be revoked by the respective supervisor if it is abused.

#### **4.0 MAIL AND POSTAGE**

Each employee is responsible to use the appropriate mailing codes provided by the business office when sending out their department mail. These separate mailing codes allow the Business Office to track the cost of postage for each individual department. Employees must be careful that only authorized individuals receive their mailing codes.

No personal mail should ever be sent using church postage.

#### **5.0 MAINTENANCE**

The Director of Facility Care is available to assist in the maintenance needs of the building. An employee who has a request concerning normal maintenance including repairs, interior cleaning, landscaping, etc. should fill out a facilities Work Order Request form and forward it to the Director of Operations, who will schedule the Director of Facility Care to address the need.

Please note that the form offers three options concerning time frame. You can mark “urgent,” “at first opportunity,” or you can fill in a specific date. It is imperative that a definite time frame is selected, so that proper attention can be given to your need.

Please see the Attachments for a sample of this chart.

#### **6.0 OFFICE TELEPHONE POLICIES AND PROCEDURES**



During regular working hours, it is critical that someone attends to the incoming phone calls at all times. The primary person assigned to receive incoming calls is the receptionist. Any person assigned to answer the telephone is not to run errands or leave their post of duty except for extreme emergencies. In the event that the main receptionist or their substitute is away from the phones, they will forward all calls to the Operations Director's desk.

When an employee plans to leave the office area for any reason, they must notify the receptionist so that all their phone calls and other business can be appropriately directed.

## **7.0 STAFF CELL PHONES AND REIMBURSEMENT**

Certain staff members may be eligible for cell phone reimbursement if their supervisor determines that they need to be available outside of normal working hours. Employees of TRWC do not automatically receive this privilege. It is only granted if their job requires it and with approval from their supervisor.

TRWC reimburses employees based on the following tiered system:

Full-time employees:	\$100 per month
Half-time employees:	\$75 per month
Part-time employees:	\$50 per month
Stipend Employees:	Determined as needed

TRWC uses an accountable reimbursement plan. Each eligible employee has the liberty to choose their own provider and cell phone package. The employee *must* submit a copy of their cell phone bill, verifying usage, to the Business Office no later than the 10<sup>th</sup> of each month. They shall then receive the designated monthly reimbursement by the 15<sup>th</sup> of the month. The employee is then responsible to pay the remainder of their cell phone bill. Employees should never have their cell phone bills mailed to the church, and they must never charge their bills to a church credit card.

Please note that employees who do not submit a monthly bill will still receive the reimbursement, however, this monthly amount will be added to their W-2 as taxable income.

All cell phone bill reimbursements are paid by TRWC from the general operating account. They are underwritten as a part of providing the tools and office supplies necessary for ministry. Any ministry subsidies that have paid for cell phone bills should be adjusted accordingly.

If a new cell phone is required, it is bought by TRWC and purchased by the office of the Business Administrator. This is especially important for those using their cell phones to access ACS data. The purchase of any phone upgrades, accessories or other related equipment must be approved by the respective administrator and be paid from individual department budgets. The employee also has the choice to pay for these additional upgrades, etc. as well as any other non-approved cell phone-related purchases.

In the case of resignation or termination of employment, any cell phones, accessories and other related equipment purchased by TRWC will remain the property of TRWC unless it is granted to the employee by the Senior Pastor as a part of their severance package.

Any exceptions to the above policies must be approved by the Senior Pastor. The cell phone usage of the Senior Pastor and Administrators are covered under a separate corporate plan.

## **8.0 OFFICE EVACUATION PLAN**

To be determined.

## **9.0 POLICIES FOR USE OF KITCHEN**

We encourage all staff to adhere to the following rules concerning the office kitchen:

- Please wash, dry and put away all of the dishes you use.
- Each Thursday, please take home or discard any unnecessary items in the refrigerator. If there are items that you would like to keep in the refrigerator until the following week, please store them neatly, allowing plenty of space for the refreshments that will be used on that Sunday.
- Please do not open any items that have specifically been stored in the refrigerator for Sundays.

## **10.0 CHANGES IN OFFICE POLICIES AND PROCEDURES**

Any changes to the current office policies and procedures or the introduction of new information will be communicated through a special memo or another form of notice. These changes will also be addressed at the Monthly Strategic Meeting.

## ***Section D.***

### **COMPENSATION AND BENEFITS**

*"Do not withhold good from those who deserve it, when it is in your power to act." Proverbs 3:27 (NIV)*

#### **1.0 PAYMENT OF WAGES**

All salaries are paid by direct deposit on the 15<sup>th</sup> and 30<sup>th</sup> of each month. Employees receive a printed check stub that reflects their gross pay and withholdings.

Each employee is automatically eligible for a 3% cost-of-living raise when the Board of Directors determines that funds are available.

W-2 forms are issued to every employee by January 31 of each year.

#### **1.1 Confidentiality of Salary and Wages**

Employee salary and wages are considered extremely confidential. Salary and wage information is not published for public disclosure here at TRWC, and we desire to protect the privacy of our staff members.

Employees must not seek information about a fellow worker's compensation. If such information is inadvertently related to an employee, he or she is not to discuss it. This information is considered church business and is therefore sensitive and confidential.

#### **1.2 Garnishment of Wages**

As required by law, TRWC is required to honor legal garnishments of employees' wages. TRWC will notify the applicable employee of any garnishment notice received by the church.

#### **2.0 HOLIDAYS**

The following are paid holidays for all full-time employees:

New Year's Day  
Good Friday  
Memorial Day  
Independence Day (3 Days Total)  
Labor Day  
Thanksgiving (3 Days Total — Wednesday through Friday)  
Christmas Week  
New Year's Eve  
Employee's Birthday

### **3.0 PERSONAL DAYS**

All full-time employees and staff members are granted a total of eight (8) days per calendar year for personal time. This does not include half-time, part-time, or temporary employees. Any time missed beyond these eight days will be deducted from the employee's payroll. Personal time must be taken in increments of at least one-half day at a time. Unused personal time will not be carried over to the next calendar year. No payment will be made for unused personal time upon termination of employment.

Each employee will be given a chart to document their personal and vacation time along with their supervisor's initials of approval. (Please see the Attachments for a sample of this chart.)

### **3.1 CONDITIONS FOR USE OF PERSONAL DAYS**

Full-time staff members may use personal days for the following reasons:

- Sickness
- Death in the family.
- Attendance at training programs, meetings or conventions.
- Additional time needed for active training as a member of the National Guard or organized reserve of any branch of the United States Armed Forces. (Please see below for complete policy concerning time off for military training.)
- Time needed to serve as a witness in a court case.

- Additional time needed to serve on jury duty. (Please see below for complete policy concerning time off for jury duty.)
- Important personal business. Such leave must be approved by the respective supervisor and limited to one day per calendar year.
- Serious illness of immediate family members. Such leave must be limited and approved by the respective supervisor and the senior pastor.
- Engaging in other ministry not related to TRWC. These engagements must be pre-approved by the respective supervisor.

#### **4.0 JURY DUTY**

Employees who are subpoenaed to serve as jurors in the Courts of the United States in Missouri and Illinois will receive their regular pay for each workday actually served on jury duty. For purposes of this policy, a workday with pay is equivalent to an employee's regularly scheduled work hours per day multiplied by their regular hourly rate of pay. An employee serving jury duty will receive their regular pay for a maximum of five days per calendar year. If an employee serves beyond five workdays, their only compensation will be the normal juror's pay received from the court. They also have the option for taking personal or vacation time for any days served beyond the first five days.

#### **5.0 MILITARY TRAINING**

Employees who are required, as members of the National Guard or any other reserve unit of the United States Armed Forces, to attend a training period not exceeding two weeks will be granted the necessary time off and will be paid the difference in the amount they receive from the government for this training (less travel allowance) and their regular wages for that period.

These employees must present a statement from the commanding officer as to the length of training and the amount of compensation (less travel allowance) received for the period of training.

If the training period lasts longer than two weeks, the employee has the option of using personal or vacation time or simply taking additional time off without pay. All additional time must be approved in advance by the employee's supervisor.

If there is an active call-up of staff members who are reservists or National Guard members, the Administrators of TRWC will be available to assist the staff

members and their families with the requirements and options available. Employees returning from active military service are entitled to reinstatement and other required rights in accordance with federal and state law.

## **6.0 EXTENDED ILLNESS**

In the event of extended illness or physical disability, an employee or staff member will be given due and appropriate consideration by the senior pastor and direct supervisor.

## **7.0 MATERNITY LEAVE**

A full-time employee who is an expectant mother is granted maternity leave with pay for a total of six (6) weeks. A full-time employee who is a father of a new-born baby is granted a two-week paternal leave with pay. Ministerial employees who leave for either of these reasons are responsible for finding others to cover their program responsibilities during this time.

## **8.0 VACATION**

Permanent, full-time employees are eligible to use vacation time after one year of service. Vacation days are calculated from their date of hire. The accrual of vacation days based on years of service is as follows:

<b>Years of Service Completed</b>	<b>Days of Vacation</b>
1 year	5 days per year
2 years	10 days per year
4 years	15 days per year
10 years	20 days per year

All requests for vacation must be submitted in writing or via email to the employees respective supervisor. Each employee will be given a chart to document their personal and vacation time along with their supervisor's initials of approval. (Please see Attachments for a sample of this chart.)

Unused vacation days do not roll over to the next year, and TRWC does not pay the employee for any unused days at the end of the year.

There is no limit to the number of vacation days an employee may use at once as long as they receive approval from their supervisor. However, when planning an entire week of vacation, employees are asked not to miss two Sundays in a row. Please refer to the chart below for acceptable ways of planning week-long vacations.

Example 1: An employee can leave at the end of one work week and return for the following Sunday's services.

Example 2: An employee can leave immediately after the Sunday services and return for work on Monday of the following week.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday <b>Example 1</b> Leave on vacation	Saturday
Sunday <b>Example 2</b> Leave after services	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday <b>Example 1</b> Return for Sunday
Sunday	Monday <b>Example 2</b> Return to work	Tuesday	Wednesday	Thursday	Friday	Saturday

## 9.0 INSURANCE BENEFITS

### 9.1 Medical Insurance

Medical Insurance is provided for all full-time employees, and TRWC pays 100% of the insurance premium. New staff members should enroll in the insurance program through the business administrator within thirty (30) days of employment. Although insurance coverage is initiated once the insurance carrier processes the application, is not effective until thirty (30) days after the employee's start date.

Effective August 1, 2009, these employees are also offered the option of purchasing dependent coverage for their families at TRWC's cost. All charges for this dependent coverage are deducted from their paycheck. Employees should

contact the business office for quotes on coverage premiums.

## **9.2 Dental Insurance**

Dental insurance is available for all full-time employees at 100% of the cost, which is deducted from their paychecks. Staff members should enroll in the insurance program through the Business Administrator. Employees are also offered the option of purchasing dependent coverage for their families at TRWC's cost. All charges for this dependent coverage are also deducted from their paychecks. Employees should contact the business office for quotes on coverage premiums and to enroll. Coverage does not begin until it is approved by our dental carrier.

## **10.0 403b RETIREMENT PLAN**

TRWC pays 3% of each full-time employee's salary toward their retirement plan. Employees may also select to have additional funds deducted from their pay and contributed to the plan. TRWC will match up to 1½% of these additional funds for a total TRWC contribution of 4 1/2%. Enrollment forms for are available in the business office, and each employee must complete the enrollment forms and return them to the business office to be processed. The 403b program officially becomes effective once the Church of God Benefits Board assigns an account number for the employee.

## **11.0 STAFF INCENTIVE PROGRAM**

### **11.1 Extra Mile Vouchers**

This benefit is for full-time employees only. When staff members witness another employee going the extra mile with a member of the congregation or staff, they can fill out an Extra Mile Voucher and turn it in to the senior pastor. These vouchers should only be submitted for tasks that fall outside of the employee's regular responsibilities as listed on their job description. When an employee receives ten (10) Extra Mile Vouchers submitted by their peers, they will receive a \$250 bonus in their next paycheck.

## **12.0 ANNIVERSARY CELEBRATIONS**



## **12.1 Management Branch**

Each member of the management staff will be given an annual honorarium in the amount of \$100 for each year served at TRWC. This anniversary celebration will take place during the month of their initial hiring date. The honorarium will be presented in the Monthly Strategic Staff Meeting. The Pastoral Care Committee will notify key leaders in their department and ask them to host an appreciation meal function in their honor. This function should be financed by their departmental budget supplement.

The Management Branch of TRWC includes all full-time staff who serve over departments and report directly to one of the Administrators. Their titles vary from Pastor, Director, etc.

## **12.2 Leadership Branch**

All support staff and half-time staff will be given an annual honorarium in the amount of \$50 for each year served. This honorarium will be presented by their immediate supervisor during the month of their initial hiring date as an anniversary celebration. The Pastoral Care Committee will email the entire staff to alert them of the years of service completed by this staff member. The employee should be taken to lunch with the others in their group who are also celebrating anniversaries in that month.

The supervisor may decide that a particular employee deserves an additional honorarium for exemplary service throughout that year. In this case, the additional funds are taken from their departmental budget.

## **12.3 Part-Time and Stipend-Paid Staff**

Part-Time and Stipend-Paid Staff will be appreciated at the annual Christmas party with a Christmas bonus.

## **13.0 CHRISTMAS BONUSES**

In December, each member of the TRWC staff receives the annual Christmas bonus. Every year, during the morning services on the first Sunday in December, the Pastoral Care Committee shows a presentation to the church congregation, featuring pictures and comments, honoring the TRWC staff. Following the presentation, a love offering is received. The congregation is always notified in advance about the special offering. This love offering will be used to offset the

annual Christmas Bonus approved by the Board of Directors.

#### **14.0 TRAINING AND LEADERSHIP**

In order to provide effective leadership and service, it is necessary to become acquainted with the total ministry of TRWC and not just one's own assigned responsibilities.

Therefore, TRWC will pay all of the expenses for each employee to attend one seminar of their choice per year. Expenses include transportation, hotel, meals, and seminar costs. All seminar requests must be pre-approved by the employee's immediate supervisor. The employee must submit in writing by letter or via email a full breakdown of all costs. This should be submitted to the supervisor and a copy should be sent to the senior pastor and business administrator.

TRWC only pays the expenses and seminar costs for the employee. Unfortunately, family expenses are unable to be covered by the training seminar budgets.

## ***Section E.***

### **PERFORMANCE STANDARDS**

*"His Master replied, 'Well done, good and faithful servant! You have been faithful with a few things; I will put you in charge of many things.'"*  
*Matthew 25:21 (NIV)*

#### **1.0 PERFORMANCE EVALUATIONS**

Employees receive their first written performance evaluation after approximately one (1) year of service and then approximately every year thereafter. The evaluations are performed by their immediate supervisor. If an employee reports to more than one supervisor, then both supervisors shall be involved in the review process.

Each staff member is evaluated using the Staff Performance Evaluation form. This form allows the supervisor to evaluate and score the employee's job performance based on eighteen separate criteria in which the employee can score Excellent, Good, Fair or Poor. The final score heavily dictates whether the employee will receive a monetary raise and, if so, what amount they will receive.

The purpose of the performance evaluation is to inform the employee how well they are doing and set goals for the forthcoming year. Factors taken into consideration include length of time in the position and the performance requirements for the position. Each evaluation elaborates on the employee's areas of strength as well as areas that need improvement. All evaluations are reviewed and approved by the senior pastor before being shared with the employee.

#### **2.0 DISCIPLINE**

Each employee and staff member has the responsibility to contribute to the efficiency and effectiveness of the church's day-to-day operations. When directions and guidelines are ignored or abused, the individual will be subject to discipline in the form of verbal correction (reprimand), short-term probation, or dismissal from staff. The type of discipline depends upon the severity and frequency of the offense. This is not referring to innocent mistakes or human weaknesses, but it refers to apparent, intentional, ongoing, consistent disregard for authority and/or lack of diligence to faithful service.

### **3.0 CESSATION OF EMPLOYMENT**

#### **3.1 Resignation**

Employees must submit their resignation in writing to the senior pastor at least two weeks in advance.

#### **3.2 Termination**

There are several reasons why employees may be terminated:

- Excessive Absenteeism
- Improper or Unacceptable Conduct
- Unacceptable Job Performance
- Adverse Economic Conditions (TRWC not having the funds to retain someone's services)
- Excessive Moral Failure

After consultation between an employee and supervisor, where the issues of concern have been specifically addressed, the employee can be terminated with proper notification, either with or without pay. Severance pay is not to exceed the equivalent of two weeks' salary. Any exceptions to this policy must be approved by the senior pastor and the Board of Directors.

# CHURCH STAFF ORIENTATION

*Before the new employee's first day on the job, decide who will be responsible for each part of the orientation. The orientation can be done by an administrator, or by as many people as deemed necessary. This type of extensive orientation should take place during the first week of employment and scheduled with ample time to allow for discussion and breaks. In most cases, it will take the first full week to complete.*

Presenter's Name/Title	Initial upon completion	Areas/Topics of Orientation
		Review and explain the Church Motto
		Review and explain the Church Mission or Purpose Statement
		Review and explain the Church Vision Strategies or Core Values
		Departmental Budgets
		Pastoral Care Ministries
		Deacons and Elders Ministry
		Review Job Description
		Review Staff Meetings and Staff Training
		Review Staff Incentive Program
		Review other required meetings
		Review Church Members Handbook
		Review Employee's Handbook
		Review Staff Evaluation Policy and Procedure

Presenter's Name/Title	Initial upon completion	Areas/Topics of Orientation
		Review Office Hours
		Review the Church Assimilation process
		Review the Church Leadership Development process
		Fundraising Policies
		Security and Lock-Up Procedures (Employee will receive a key to the building and a security code for the alarm system.)
		Review all other Policies and Procedures for this position.
		“Doing Ministry as a Team” Speech
		Review the church calendar
		Provide instruction for operation of office equipment and define office protocol
		Review vacation, personal days and absenteeism policies
		Meet with and introduce all individuals who will be working with the new staff member.
		Review the Church Organizational Chart
		Building Walk-Through
		Business Office Orientation <ul style="list-style-type: none"> <li>a. W-2 Form</li> <li>b. Taxes</li> <li>c. Wages and payment method</li> </ul>

<b>Presenter's Name/Title</b>	<b>Initial upon completion</b>	<b>Areas/Topics of Orientation</b>
		<b>d. Business Office policy and procedures</b>
		Unwritten rules and/or expectations
		Dress Code Policy
		Issue desktop or laptop computer <b>a. Review e-mail system and assign an e-mail address</b>
		Employee devotion schedule, if applicable
		Issue employee cell phone, if applicable

Questions:

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\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisors Signature

\_\_\_\_\_  
Date

**Employee Chart for logging Vacation and Personal Days**

<b>Dates</b>	<b>Vacation ____ days</b>	<b>Personal <u>8</u> days</b>	<b>Supervisor's Initials</b>

*Please submit all requests in writing/e-mail to the appropriate supervisor*







# **Twin Rivers Worship Center**

## **Facilities and Operations**

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- A. Work Order Request
- B. Weekly Walk Through For Maintenance
- C. Weekly Walk Through For Set Up
- D. Event Worksheet
- E. Cleaning Checklists
- F. Key Issuance
- G. Non-Member Wedding Fees
- H. Member Wedding Fees
- I. Request for Wedding Reservation Form
- J. Reception Request Form
- K. Rehearsal Dinner reservation Form
- L. Florist Wedding Agreement

## *Section A.*

### **GENERAL POLICIES**

#### **1.0 LOST AND FOUND**

Any lost items found on the premises of TRWC should be brought to the Lost and Found kiosk drawer located in the church lobby. Any items considered to have significant value—such as wallets, phones, jewelry, credit cards, etc—should be brought and kept in the church office until it can be returned to its owner.

#### **2.0 PLACEMENT OF POSTERS AND ADVERTISEMENTS**

No adverting or placement of posters or flyers is allowed on the church grounds or in any of the facilities of TRWC unless it is for a ministry-related event. Approval for all such advertising must go through the Director of Operations (D-Ops.)

## ***Section B.***

### **MAINTENANCE AND CARE OF FACILITIES**

#### **1.0 REQUESTS FOR MAINTENANCE, REPAIRS AND REMODELING**

##### **1.1 Maintenance and Repairs**

The Facility Director is available to assist in the maintenance needs of the building. A staff member who has a request concerning normal maintenance including repairs, interior cleaning, landscaping, etc. should fill out a facilities Work Order Request form and forward it to the D-Ops, who will schedule the Facility Director to address the need. (Please see the Attachments for a sample.)

“Repairs” include maintenance, repair or replacement of existing equipment in existing buildings and property.

Please note that the form offers three options concerning time frame. You can mark “urgent,” “at first opportunity,” or you can fill in a specific date. It is imperative that a definite time frame is selected, so that proper attention can be given to the need.

- Repairs and/or maintenance of buildings or property costing *less than \$500* can be authorized by the D-Ops and will subsequently be communicated to the church Administrators.
- Repairs and/or maintenance of buildings or property costing *more than \$500* requires the approval of the church Administrators as well as the Senior Pastor.

##### **1.2 Renovations and Remodeling**

All renovations and remodeling at TRWC must be approved by the church Administrators and Senior Pastor according to the following procedures:

1. A written proposal is first reviewed by the D-Ops.
2. If the D-Ops deems that the renovation is warranted, the D-Ops then send it to the Facility Director to secure three bids.



3. The proposal and bids are then submitted at the Administrators Meeting for discussion and action.
4. If the D-Ops deems the renovation is not warranted, then the proposal is sent to the Administrators Meeting for discussion and action.

If a ministry leader has a request for a renovation, they should first bring their request to their respective Administrator. If that Administrator believes it is warranted or worthy of further discussion, they will bring this request directly to the D-Ops or to the Administrator Staff Meeting.

“Renovations” include building or tearing down walls, installation of equipment or furniture in a given space, or other alteration of existing buildings or property.

## **2.0 INTERIOR MAINTENANCE**

Each week, the Facilities Director inspects the facilities for any maintenance needs and fills out the “Weekly Walk Through for Maintenance” form. This form is turned into the D-Ops as a record of what maintenance, if any, is necessary. Please see Attachments for a sample.

### **2.1 Specific Maintenance Prior to Special Events**

Prior to special events such as Christmas, Easter, etc, the Facilities Director is responsible to look over the foyer, bathrooms and sanctuary and do touch up painting where necessary.

## **3.0 EXTERIOR MAINTENANCE**

*Painting* for the outside of the building is taken care of on an as-needed basis. The exterior of the building is painted approximately once every three or four years. An outside contractor is used.

*Roof repairs* are made on an as-needed basis. An outside contractor is used.

## **4.0 HOUSEKEEPING**

TRWC employs one full-time custodian and one part-time custodian.

### **4.1 General Housekeeping Duties**

Each week, the custodians are responsible to inspect the facilities and fill out the “Weekly Walk Through For Set Up” form. This form, submitted to the D-Ops, reports on each individual room of the facilities, informing whether it is currently set up correctly or if requires attention before the next event. Please see Attachments for a sample.

#### **4.11 Special Cleaning for Carpets and Floors**

Once per quarter, the Facilities Director has the carpets professionally cleaned and the tile areas waxed and buffed.

The Facilities Director also has the foyer carpet professionally cleaned before special events such as Christmas, Easter, etc.

#### **4.2 Specific Housekeeping Prior to Sunday Services**

The part-time custodian is responsible to monitor the church calendar of events for activities taking place on the days just prior to Sunday. When activities have taken place on Thursday evening, Friday or Saturday, the custodian comes on Saturday evening to perform touch-up cleaning before the service on Sunday. The following cleaning is performed:

- Clean and vacuum the foyer
- Clean first-floor bathrooms
- Empty all trash cans in the foyer and first-floor bathrooms

#### **4.3 Specific Housekeeping Prior to Special Events**

For special events such as Christmas, Easter, etc, additional spot-checks and extra cleaning are performed, especially if these events do not fall on normal church days.

The Facilities Director also has the foyer carpet professionally cleaned before special events such as Christmas, Easter, etc.

#### **4.31 Wakes and Funerals**

If a wake and/or funeral is held in the TRWC sanctuary, the custodians will at the very least conduct touch-up cleaning prior to the event. Following are procedures based on the specific day of the funeral:

## 1. Sunday

If a wake or funeral is held on a Sunday after services, the custodians will pick up all paper and trash, vacuum (if necessary), and clear off all seats (Bibles, etc that are left from service are usually placed under the seats or brought to the office.) **Please note that Sunday funerals are only allowed for TRWC Elders, Deacons, TRWC Staff, or any of their spouses.**

## 2. Monday-Friday

If a wake or funeral is held on one of these days, the custodians will perform their normal cleaning routine prior to the event. They will not wait for the normal cleaning day.

### 4.4 Housekeeping for KidzStreet

The paid custodians for TRWC are not responsible for any housekeeping associated with KidzStreet Daycare and Learning Center. Kidzstreet uses an independent cleaning company, which is paid for out of their own specific budget.

## 5.0 GROUNDS

The Facility Director is responsible for overseeing the care and maintenance of the church grounds, including but not restricted to the following:

- A. Lawns — Lawn and field mowing; trimming and edging; fertilizer application; insect and rodent control; leaf raking and removal; watering

A church volunteer is responsible for all grass mowing.

- B. Planters, Trees, Shrubs — Weed removal or control; annual plantings; trimming, pruning; insect and rodent control; fertilizer application; general flower bed maintenance; watering

An outside contractor (a member of TRWC) is hired to come approximately twice a year to prune all of the trees and bushes, replace dead trees and shrubs and add new mulch. His first visit is regularly scheduled the week prior to Easter.

Flowers are not planted on any scheduled basis. Occasionally, volunteers will plant flowers on the church grounds. All follow-up care is performed by the

Facilities Director.

- C. Roads, Parking Lots, Walkways — Street sweeping, cleaning; painting of traffic, parking, and safety striping; sign maintenance; curb maintenance; snow removal

An outside contractor is hired for all snow removal. They come when one inch or more of snow has fallen.

All sealing and striping of the parking lot is taken care of by an outside contractor. The Facility Director gets several bids before hiring.

- D. Miscellaneous, Site Work — Litter collecting; trash collection and disposal; painting fences, small buildings; exterior lighting maintenance; cleaning out storm drains; dumpster and dumpster site cleaning

An outside contractor is used for replacement and maintenance of all parking lot lights.

## **5.1 Specific Duties Prior to Special Events**

Facility Director spot-checks the grounds and maintenances all necessary areas.

Prior to Easter Sunday, a contractor is hired to take care of the following:

- Prune trees or shrubs
- Add new mulch
- Replace dead trees or shrubs
- Cut down and/or pull weeds

## **6.0 SYSTEMS**

The Facility Director oversees the maintenance of the church systems, which has been contracted out as follows:

1. Heating and Cooling—Rhymes Heating and Cooling are under contract to service and maintain the thirteen heating and cooling units three times per year and as needed.
2. Fire Extinguishers—Central Fire and Safety is under contract to come twice a year to check the pressure of the fire extinguishers and re-tag them.
3. Kitchen Equipment—Kaemmerlin is under contract to service the walk-in

cooler, the dishwashing machine and all major kitchen appliances twice a year and as needed.

## **7.0 INSPECTING FACILITIES FOR SUNDAY SERVICES**

On Saturday evenings/Sunday mornings, the Facilities Director does a quick inspection of the facilities and grounds to make sure it is ready for Sunday services. The following areas should be checked:

- In rainy weather, check the water level of the creek. When the creek overflows, then the parking lot floods.
- Check the building for power outages and/or damage during or after a storm.
- Check the grounds and building on a regular bases.

## **8.0 NIGHT EMERGENCIES**

For all night emergencies, the alarm company has been given the following numbers to call. They have been instructed to start with the first number and then work their way down the list if no one is available.

1. Facility Director home phone number
2. Facility Director cell phone
3. Phone number of a TRWC Elder and his wife

## **9.0 CHURCH VEHICLE**

TRWC owns one vehicle, which is used full time by the Facilities Director. All regular maintenance and repairs needed for the vehicle are taken care of by the Facilities Director and paid for by TRWC. The Facilities Director submits the invoices for all expenses to the Business Office and is reimbursed for all costs. Only approved staff members are permitted to use the church-owned vehicle.

## *Section C.*

### **GUIDELINES FOR SPECIAL USE OF FACILITIES**

#### **1.0 RESERVATIONS**

In order to reserve any of the facilities at TRWC, a Reservation Form must be completed and returned to the church office at least two (2) weeks before the event. Reservations are accepted up to one year in advance.

#### **1.1 Reservations for Non-TRWC Members**

The following guidelines govern reservations being made by those who are not members of TRWC:

- When reviewing applications for reserving the facilities, preference will be given to church-sponsored or church-related activities.
- A refundable deposit of \$200-\$500 is required.

A cleaning fee of up to \$150 may be deducted from this deposit if the church custodian is required to restore the facility back to its normal condition.

- If it becomes necessary, TRWC may cancel a reservation.
- Sound and/or video equipment is available for a fee. For more information, please contact the TRWC Operations Office at 314-729-0704.

#### **1.2 Reservations for TRWC Members**

The following guidelines govern reservations being made by members of TRWC:

- A refundable deposit of \$150 is required.

If the church custodian is required to restore the facility back to its normal condition, a cleaning fee of up to \$150 may be deducted from the deposit or charged to the TRWC ministry, group or individual.

- Sound and/or video equipment is available for a fee. For more information,

please contact the TRWC Operations Office at 314-729-0704.

## **2.0 EVENT WORKSHEET**

Based on the size and scope of the event, the Director of Operations will give the responsible party a copy of the Event/Venue Worksheet. This worksheet contains an extensive checklist of information, responsibilities and things to consider concerning their event. This worksheet is also used in house by the Director of Operations as a checklist for that particular event. Please see Attachments for a sample.

## **3.0 BUILDING ACCESS AND SECURITY**

### **3.1 Key Issuance**

- A. You will need to obtain a key, a security code to arm and disarm the security system, and instructions from the Operations Office. Please call to schedule an appointment: 314-729-0704, Monday - Thursday, 9 am - 4 pm.
- B. The person receiving the key and security code will be required to read and sign the Key Issuance form, which gives specific instructions and guidelines regarding the key, code and use of facilities.
- C. You must return the key to the church office on the first business day after the event.

### **3.2 Policies for Securing the Building**

- A. The person who signs for the key is responsible to lock and secure the building and also set the alarm. They must make sure the facilities are completely vacant before doing so. If another group is still in the building, please let them know you are leaving, and they will be responsible for securing the facilities when they leave.
- B. The front doors are to remain locked at all times, except during major church events. Doors are never to be left opened and unmanned for latecomers.
- C. An adult must be in attendance at all times.
- D. Please contact one of the following people if:

1. You are unable to properly lock the doors or activate the alarm.
2. You cannot secure the facilities due to some sort of breakage that has occurred.
3. Breakage has occurred that cannot be left until the next business day.

John Clark, Facility Director — 314-605-1236

Sue Wicks, Director of Operations — 314-313-5969

Tony Verde, Elder — 314-775-9089

- E. If you are unable to disarm or arm the security system, or if the alarm sounds, please call Interface Security at 636-947-4400. The code word is **WEBSTER**.
- F. If you smell smoke or see any indication of fire, **please call 911 for the Fire Department**.
- G. If you notice any unruly or suspicious persons on the premises or if there is any indication of a break-in, **please call 911 for the police**.

### 3.3 All-Night Activities

A security guard is required to be on duty for all-night activities. This applies to both church-related and non-church-related events.

- A fee will be charged for security and arrangements can be made through the Operations Office.
- The security guard must be a member of the TRWC Security Team. The use of any person not on this team must be approved by the Administrative Board.

## 4.0 BUILDING CARE

The person named on the reservation form will be responsible for returning the used area to its original condition. Following are the building care requirements:

- A. All furniture, tables, chairs or other items must be returned to their original placement or positions as shown on the schematic diagram located in each area.
- B. All floors must be swept, mopped or vacuumed. Brooms, mops and vacuums will be provided.



- C. **If food is involved**, all trash must be taken to the **DUMPSTER**. Trash bags are located in the 2<sup>nd</sup> Floor closet next to the restrooms, in the Banquet Center kitchenette, and also in Holy Grounds Café.
- D. All leftover food must either be taken home or placed in a trash bag and brought to the **DUMPSTER**. Please make sure all trash bags are tied shut. Please do not drag the trash bags through the foyer and hallways—please use a trash can on rollers.
- E. No other supplies will be provided except for trash bags, brooms, mops and vacuums.

A comprehensive cleaning checklist will be given to all parties using the Banquet Center or Holy Grounds Café. This checklist will need to be signed and returned to the Director of Operations after the event. Please see Attachments for these lists.

#### **4.1 Damages**

Any costs due to damages of the facilities and/or equipment will be the responsibility of the group or individual who has signed for the reservation and the key.

### **5.0 THE CATERED TABLE**

#### **5.1 Policies**

- All trash cans emptied after your event
- Please return anything you use where it belongs.
- All tables in “Holy Grounds” must be wiped down with sanitizing solution and returned where you found them.
- Dishwasher and Pot Sinks emptied and wiped down leaving no garbage in them
- All pots, pans and utensils cleaned and returned where they were found
- Please sweep the kitchen floor.
- Please mop the kitchen floor.
- Please use the checklist provided.

#### **5.2 Procedures**

- Reserving the Kitchen in “Holy Grounds” must be reserved through Mario Hernandez. Mario can be reached at cateredtable@trwc.com or 314-750-5126.
- Please put on the church calendar through the Operations Office.
- Holy Grounds Café is reserved through the Operations Office.
- Holy Grounds Café and use of the kitchen are on a first come, first serve basis.
- If Walk-in Refrigeration or Freezer is needed, prior notification is requested so they can be unlocked in advance.
- The Kitchen must be left clean and in the order as you found it.

## **6.0 POLICIES FOR CHILD ABUSE**

All outside groups requesting use of church facilities must also have and adhere to child abuse policies. If the organization has such policies in place, TRWC will review the adequacy of such policies. If the organization does not have such policies for their organization, the outside group will be furnished a copy of TRWC’s Child Abuse policies for them to follow. They will be required to sign a written assurance that they will follow these policies while on church property. The Director of Operations will work directly with the leader of the outside group to ensure that these policies are in place before the event occurs.

## **7.0 USE OF SOUND/MEDIA**

If the sound system or any other church media is desired, please notify the D-Ops. The D-Ops will contact the Media Director and ask if one of his crew can perform these services for that day, time and event. If they can, the fee is usually \$100-\$150. This fee obviously varies depending on the requested media.

## **8.0 ADDITIONAL NEEDS**

Each area is equipped with tables and chairs. Any additional needs should be requested using the Reservation Form.

## **9.0 GENERAL POLICIES**

- A. The TRWC facilities are not to be used for parties or events that include “sales for personal gain.” Unless otherwise approved by the church for charity purposes, such events like Tupperware parties, Party Lite events and Pampered Chef events are prohibited.
- B. The following are strictly prohibited, and the violation of this policy will

result in the immediate termination of the activity:

- 1. Smoking**
- 2. Gambling**
- 3. Drinking of alcoholic beverages**
- 4. Possession of intoxicants, illegal drugs or chemicals**
- 5. Possession of any weapons**

## **10.0 EVACUATION PROCEDURES FOR EMERGENCIES**

In case of fire, earthquakes or other emergencies, emergency procedures including existing instructions (if necessary) are posted in every section of the facilities. Please make yourself familiar with these emergency strategies prior to use of the facilities.

## **11.0 OCCUPANCY LOAD**

The following have been established by law as the as the maximum number of people allowed in these facilities at any one time:

**A. Main church sanctuary:** 1,200 people

**B. Nursery and Preschool area:** 66 children

(This does not include workers. The maximum is 66 children and the necessary workers needed to care for them.)

## ***Section D.***

### **ADDITIONAL GUIDELINES FOR REGULAR USE OF FACILITIES**

The following guidelines pertain specifically to the regular usage of the facilities by the staff and ministries of TRWC.

#### **1.0 AFTER HOURS ENTRY INTO FACILITIES**

TRWC facilities are open Monday through Thursday from 9 am to 4 pm. A member of the facilities staff will be available to assist other staff and church members who require access during normal hours.

#### **2.0 OUTDOOR MINISTRY FUNDRAISERS ON CHURCH PREMISES**

All fundraisers held outdoors on the church premises must adhere to the following guidelines:

- A. Fundraisers must be approved by Ministry Liaison
- B. Reservations must be made through the Operations Office
- C. Reservations for outdoor fundraisers are held on a first come, first served basis
- D. Each ministry department is only allowed to hold one outdoor fundraiser per year on the church premises.
- E. The outdoor fundraiser must not interfere with the flow of the congregation entering or exiting the parking lot and/or building.

#### **3.0 KIOSK RESERVATION GUIDELINES**

- A. Kiosks are to be used for the following:
  - 1. To advertise special events, speakers, classes, etc.
  - 2. A place to sign up for ministry events and classes
  - 3. A place to acquire tickets for special ministry events

- B. Kiosks are to be used for TRWC ministry-related functions only.
- C. Kiosks must be reserved through the Operations Office
- D. Reservations for kiosks are held on a first come, first served basis.
- E. Kiosks may only be placed in the foyer of the church in the areas specified by the Operations Office. Kiosks may not occupy the foyer on more than two Sundays in a given month.
- F. Kiosks must be attended at all times.
- G. All signage for the kiosks must be approved through the Operations Office. Signage is subject to the following rules:
  - 1. Signage must be consistent in design and overall appearance
  - 2. It must not be larger than 8 ½ x 11 inches.
  - 3. All signage must be placed in a stand-up plastic holder

#### **4.0 BUILDING CARE FOR NORMAL CHURCH FUNCTIONS**

For all regular TRWC classes and activities such as Family Night classes on Wednesdays, classes and meetings on other weeknights, etc, the responsible ministry/party is required to return all furniture to its original positions, clean up all food and trash, and bring the trash the dumpster. If food or other trash is not involved, they do not need to take out the trash.

#### **5.0 ADDITIONAL SET UP FOR SPECIAL CHURCH EVENTS**

When large crowds are anticipated for special occasions like Christmas and Easter or for a guest speaker like Perry Stone, the Facilities Director takes the one or more of the following measures according to how many people are expected:

- Set up additional seats in the sanctuary the day prior and as needed throughout the event.
- Set up and prepare the Energy room as an overflow room the day prior or as needed throughout the event.
- Set up and prepare the Banquet Center as an overflow room the day prior or as needed throughout the event. Please note that the Banquet Center cannot be used on Sunday mornings.

## *Section E.*

### **WEDDINGS AND RECEPTIONS**

*Date Revised: July 4, 2009*

#### **1.0 GENERAL NOTICE**

Your wedding is a sacred occasion, and it will be most meaningful to you, your families and your friends when there is careful planning. For this reason, the following statements will govern your plans for your wedding at Twin Rivers Worship Center in St. Louis, Missouri. We sincerely believe this policy to be the most suitable and practical for all concerned. **There are, therefore, no exceptions to these provisions.** Please read them fully.

#### **2.0 CRITERIA FOR WEDDINGS AT TRWC**

The bride or the groom—or a parent or guardian of either the bride or the groom—must be a faithful member of Twin Rivers Worship Center for at least six months at the time the wedding is scheduled.

Both the bride and the groom must also be of legal age for marriage as determined by the State of Missouri.

#### **3.0 SETTING THE DATE AND TIME**

Careful planning is necessary for all weddings. You will want to plan as early as possible so that the use of church facilities can be arranged without conflict.

##### **A. Notify Your Elder**

You will want to notify your elder of your intentions to marry as soon as possible. They will be a key part of making sure everything goes smoothly and proceeds as it should.

##### **B. Contact the Church Secretary**

The date of the wedding must be cleared with the church secretary as far in advance as possible. **You will want to contact her immediately at 314-729-0704.**

##### **C. Request for Wedding Reservation Form**

Once the wedding date has been tentatively scheduled, **the Wedding Coordinator will forward you these wedding procedures and guidelines, along with the “Request for Wedding Reservation” form and other pertinent forms.**

**Please note that the date of your wedding is not secured until the initial Request for Wedding Reservation form has been filled out and returned to the Wedding Coordinator, along with an initial deposit of \$150.**

Both the bride and groom are required to sign the form, agreeing that they will comply with the rules of usage. Reservations for the building will be considered firm when the form has been filled out and it has been returned to the Wedding Hostess along with the deposit. She will then start the process of arranging your wedding.

This initial form must be filled out within two weeks of the time you received it. All other forms must be filled out as soon as possible. Forms include:

1. Request for Wedding Reservation Form
2. Wedding Fees
3. Reception request Form
4. Rehearsal Dinner reservation Form
5. Florist Wedding Agreement

#### D. Initial Deposit

A deposit of \$150 is required before a wedding date can be secured. Please see “Deposits and Fees” below for more details regarding costs and payment.

#### E. Non-Wedding Days

Because of the difficulties in securing adequate help, rehearsals or weddings will normally not be scheduled on the following days: New Year’s Day, Good Friday, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, during the week of the Missouri State Convention or when another TRWC church-wide event is on the schedule.

#### F. Wedding Times

Friday weddings must begin no later than 7 pm, and the facilities will need to be cleaned and vacated no later than 11 pm. Saturday weddings must begin no later than 2 pm. However, if the reception is not being held on church premises, then it may start as late as 4 pm. Facilities will need to be cleaned and vacated no later than 7 pm on Saturdays. Weddings cannot be scheduled on any Sunday.

#### **4.0 WEDDING COORDINATOR/HOSTESS RESPONSIBILITIES**

Following are the main responsibilities of the Wedding Hostess:

- To meet with the bride and groom in order to become familiar with the details of their wedding plans.
- To answer any questions about the provisions of this policy.
- To provide information about the mandatory premarital class provided by the church.
- To be available to let the bride and groom into the church in order to set up and decorate for the rehearsal dinner.
- To be available during the rehearsal to answer questions and offer any necessary advice.
- To be available to take out and put away all wedding decorations belonging to TRWC and to assist in arranging the decorations.
- To be available on the day of the wedding to make sure the ceremony runs as smoothly as possible. The time for the arrival of the wedding hostess will be predetermined with the bridal couple. The Wedding Hostess will normally cue individuals of their time to enter the sanctuary.

#### **5.0 OFFICIATING MINISTERS**

The Pastoral Staff of TRWC and the Elders holding ministerial licenses perform all wedding ceremonies. If the bride and groom desire to use another officiating minister instead of or in addition to the ministers at TRWC, they must request approval. A written request of approval must be submitted to the Senior Pastor via the Wedding Hostess. Other officiating ministers should not be contacted until approval is granted.

#### **6.0 COUNSELING**

Pre-marital counseling at TRWC is required for all weddings. Your elder or wedding hostess will notify and inform you about the premarital classes. You will be required to attend four special classes over a four-week period.

This class includes a Compatibility Test, which will be given and graded by the



class instructors. If this test reveals any further need for counseling, the officiating minister for your wedding will be notified.

## **7.0 MUSIC**

**You will need to discuss all music with the Wedding Coordinator/Wedding Hostess and/or Minister of Music.**

In order to help ensure a beautiful wedding and also maintain high musical standards, final approval of the music intended for use during the ceremony will be given by the Wedding Coordinator or Wedding Hostess. Songs with questionable or suggestive lyrics will not be permitted. The hostess will be happy to assist you in choosing appropriate Christian love songs for your wedding ceremony and reception.

Please keep in mind that a wedding is a service of the church, and the music should keep with the reverence that is observed upon entering the house of God.

### **7.1 Use of Instruments**

Because we have a large financial investment in our musical instruments, the organist and/or pianist must be one of the regular organists/pianists of Twin Rivers Worship Center. Any exceptions to this rule must be approved by the Minister of Music.

It is your responsibility to make sure the singing soloists performing in the wedding contact the organist/pianist to rehearse for your wedding.

## **8.0 WEDDING PARTY APPAREL**

Again, please keep in mind that your wedding is a service of the church, and the apparel worn by the wedding party should be modest and appropriate for the sacredness of the ceremony. Bare shoulders (i.e., strapless dresses) are acceptable in the sanctuary as long as the neckline is not low and revealing. There should be no question that your wish is to glorify God through your ceremony.

## **9.0 PHOTOGRAPHY**

When a reception held at TRWC is to follow the ceremony, we ask that you or your parents consult with the photographer and instruct him to do everything possible to expedite the taking of photographs after the ceremony. This will help

to not delay the reception or unnecessarily consume the time of the participants or guests. We suggest that as many photographs as possible be taken prior to the actual wedding.

## **10.0 DECORATIONS**

We ask that you adhere to the following guidelines concerning decorations:

### **A. Avoid Damage**

Be certain that the decorations you use will not damage the floors, carpets, walls, furniture or other parts of the facilities in any way. Nails or screws must not be driven into any part of the building or furnishings. Adhesive materials such as tape or tacky putty must not be attached to painted surfaces.

### **B. Use of Candles**

You are responsible to protect the carpeting from damage that could be caused by ***all*** types of candles. Please use plastic wrap, plastic clothes or whatever else is necessary to protect the carpeting from candle wax, even if you are using dripless candles or another brand that doesn't seem to present any problems.

### **C. Use and Removal of Decorations**

The family of the bride and groom and/or the florist contracted by the bride and groom are responsible for all decorating and will be required to remove all decorations from the church immediately following the wedding ceremony. The family/florist will be held responsible for any damage caused by decorations.

### **D. Aisle Runner**

If you use an aisle runner, it should be 100 feet long in order to span the entire center aisle.

### **E. Heat and Air Conditioning**

Heating or air conditioning will be turned on at a reasonable time before any scheduled event, definitely not exceeding four hours in advance. Florists should note this and not bring flowers too early.

### **F. Platform Furniture**

The pulpit and other chairs and furniture may be removed from the platform.

All furniture must be returned to its proper place immediately following the use of the sanctuary.

Musical instruments are not allowed to be removed from the platform or rearranged in any way.

#### G. Church Clean Up

All facilities must be left clean after removal of flowers, candles, and other decorations. The church custodian will clean the sanctuary after the wedding. However, if additional help is required by the church to help restore the facilities to their normal conditions, then the amount will be deducted from the deposit.

### 11.0 REHEARSAL

The Wedding Coordinator, Wedding Hostess, Pastor or Elder will provide the instructions and information necessary to conduct the rehearsal smoothly and efficiently.

**At this point in time, only the bride and groom should make any changes in the wedding procedures.**

The organist, pianist, and soloist(s) should be present to “walk through” the ceremony. Other than the processional and recessional, special music will not be presented during the rehearsal itself. Arrangements for music rehearsal should be handled by the musicians.

### 12.0 RECEPTION

We ask that you adhere to the following guidelines concerning the reception:

#### A. Banquet Center

All wedding receptions at TRWC will be held in the Banquet Center. The Banquet Center seats approximately 180 guests.

#### B. Chairs

The sanctuary chairs are not available for receptions or special occasions. **They are not to be removed from the sanctuary for any reason.**

#### C. Catering and Beverages

If an outside caterer is employed, the caterer must clear all arrangements with the Wedding Hostess. All bottled beverages must be taken to the kitchen and given to the Wedding Hostess for approval.

**Alcoholic beverages are not permitted to be served.**

**Food and beverages must be kept in appropriate areas. Absolutely no food or drinks are allowed in the sanctuary or foyer areas.**

#### D. Set Up and Clean Up

The families of the bride and groom are responsible for setting up the tables and chairs for the reception. They are also responsible for assisting the church custodian in putting them away. All tables should be cleared, wiped down and stored on the appropriate cart. The **custodian** will direct the family as to where the tables and chairs need to be placed after the function.

All food and beverage items should be removed from the kitchen and banquet center area immediately after the reception. All trash should be placed in the trash cans.

For a fee, the custodian will clean the floor, take out the trash, and set up the chairs for Children's Church on Sunday.

### 13.0 DEPOSITS AND FEES

#### A. Initial Deposit for Sanctuary

An initial deposit **check** of \$150 is required to secure and confirm the date for the wedding and proceed with the wedding plans. This deposit should be given to the Wedding Hostess. If no damages occur, the full deposit amount will be returned to the bride and groom within fourteen (14) days after the wedding.

Please make all checks payable to Twin Rivers Worship Center.

#### B. Banquet Hall Deposit for Reception

A deposit of \$150 is required to secure the use of the Banquet Hall. This will be fully refunded if no damage occurs.

Please note that the family is responsible to clean off all tables and chairs, remove all left-over food and beverages, and place all trash in the trash cans. And, as referenced above, they are also responsible to help put the tables and chairs away. The custodian is responsible for the remainder of the cleaning.

#### C. Holy Grounds Café Deposit for Rehearsal Dinner

A deposit of \$75 is required for the use of Holy Ground Café. This will be fully refunded if no damage occurs. There will also be a \$35 Fee for Non-Members for usage of the Café.

Please note that the family is responsible to clean off all tables and chairs, remove all left over food and beverages, and place all trash in the trash cans. The custodian is responsible for the remainder of the cleaning.

#### D. Member Vs. Non-Member Fees

There are separate wedding fees for members and non-members of TRWC. The bride, the groom, or one of their parents or guardians must be a faithful member/attendee of TRWC for six months in order for the wedding couple to be eligible for the member rate. Membership/attendance will be verified through the Business Office.

Please see your form marked “Wedding Fees” for a full breakdown of fees for various services.

#### E. Payment of Fees

All fees must be paid at least one week prior to the date of the wedding. Fees for usage of the building, deposits and rental of accessories should be given to the Wedding Coordinator/Hostess. **All fees should be paid directly to the individuals offering the services within the church body. These individuals must be paid in cash—not checks or any other forms of payment.** Your wedding hostess will assist you in coordinating the payment process.

Other individuals outside of the church who are hired by the wedding party must be paid directly by the bridal couple. It is then understood that Twin Rivers is in no way responsible for any legal obligations that may arise from the hiring of such persons.

### 14.0 CUSTODIAL SERVICES

You will note on the Wedding Fees form that the payment of a custodian is required as follows:

- \$150 for the use of the Sanctuary
- \$150 for the use of the Banquet Hall

- \$75 for the use of Holy Grounds Café

**Please note:** For the use of Holy Grounds Café for a rehearsal dinner, the family has the option of fully cleaning this area themselves (instead of the custodian). This would entail additional duties of taking out the trash and fully vacuuming the café. If the family signs and agrees to this arrangement, then the \$75 custodial fee will be waved.

Our custodian is available for cleaning purposes only. Please do not communicate directly with the custodian. Any and all change in the duties of our custodian must come directly from the TRWC Director of Operations Office.

## **15.0 LIGHTS AND SOUND**

House lights and amplification are included as a normal requirement. An audio technician will be on duty for the rehearsal and the wedding for a fee. (Please see the “Wedding Fees” form for specific costs.) If sound is required for the reception, additional fees will apply.

## **16.0 OTHER AVAILABLE SERVICES AND EQUIPMENT**

Please check with the Wedding Coordinator or your Wedding Hostess for a complete list of other equipment and services that may be available for your wedding and reception.

## **17.0 ADDITIONAL POLICIES**

### **A. Smoking**

**Smoking is not permitted anywhere in or on the church premises.**

### **B. Alcohol Policy**

**Alcohol is not permitted anywhere in or on the church premises.**

No wedding or rehearsal will be conducted if any member of the wedding party is under the influence of alcohol.

### **C. Use of Rice or Birdseed**

Birdseed may be thrown *outside* the church building. We prefer that rice not be used at all.

#### D. Minister's Attire

If the officiating minister is requested to wear formal attire (i.e., a tuxedo), then the bridal couple is expected to pay the expense.

#### E. Communion

If you plan to serve Communion during the wedding ceremony, it will be your responsibility to provide all of the necessary supplies and containers. Only white grape juice is permitted to be used for communion.

#### F. Video Recorders

Video recorders are permitted during the ceremony, however those operating the video recorders must be discreet and avoid interfering with the ceremony or the professional photographer. Individuals recording the wedding on video are not allowed on the platform during the ceremony.

#### G. Flower Petals

Only silk flower petals may be thrown in the aisles of the sanctuary.

### 18.0 OBTAINING A MISSOURI MARRIAGE LISCENCE

**Your marriage license must be in the hands of the officiating minister no later than the time of the rehearsal.**

#### 18.1 Locations to Apply for a Marriage License

There are three locations in the St. Louis area where you can apply for your marriage license:

St. Louis City Hall	St. Louis County Courthouse
12 <sup>th</sup> and Tucker	41 South Central
St. Louis, MO 63102	Clayton, MO 63105
314-622-3257	314-889-2180

Jefferson County Courthouse Recorder's Office  
Hillsboro, MO 63050  
636-942-4300

#### 18.2 Policies for Obtaining a Marriage License

- Regardless of where you apply, the license is good anywhere in the state of Missouri. Both parties must be present to apply for and receive the marriage license.
- Proof of age is required to secure a marriage license. Age can be demonstrated by showing a driver's license, birth certificate, baptismal certificate, military identification or a Selective Service card. If either of you is under the age of 18, the under-aged individual must have the signed consent of one of their parents to be granted a marriage license.
- There is a three day waiting period after you apply for the license. Your marriage license is then good for 30 days from the date of issuance, **not from the date of application.**
- There are no blood tests or physical examination requirements in the State of Missouri.
- If you have been married before, you must provide to the Marriage License Bureau the date you previous marriage ended, whether by death or divorce.

## 19.0 USE OF PRAYER CHAPEL

On certain occasions, for smaller wedding parties, TRWC allows bridal couples to marry in the Prayer Chapel. All such requests must be approved by the Director of Operations. In these cases, the normal guidelines, deposits and fees do not apply. Depending on the specific circumstances, the Director of Operations will notify you of any pertaining costs.





DATE: \_\_\_\_\_

## WORK ORDER REQUEST

### DESCRIPTION OF WORK AND/OR REPAIR NEEDED:

*(BE SPECIFIC. ATTACH A DRAWING ON THE REVERSE SIDE IF NECESSARY)*

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LOCATION OF REQUESTED WORK: *(BE SPECIFIC, PLEASE)*

STATUS FOR COMPLETION: ☐ URGENT  
*(PLEASE CHECK ONE)* ☐ AS TIME ALLOWS  
☐ SPECIFIC DATE \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_  
SIGNATURE OF PERSON COMPLETING THIS FORM

\_\_\_\_\_  
SIGNATURE OF PERSON COMPLETING THE REQUESTED WORK

Weekly Walk Through Report of Maintenance Needs

Date: \_\_\_\_\_

<b>Second Floor:</b>	<b>Maintenance Needs:</b>
Banquet Center	
BC Kitchenette	
Main Kitchen	
Holy Grounds Café	
Rm 201	
Rm 202	
Rm 203	
Rm 204	
Rm 205	
Rm 206	
Rm 207	
Hallway	
Back Hallway	
Side Hallway to office	
Ladies Room	
Mens Room	
<b>First Floor:</b>	
Sanctuary	
Youth Center	
Foyer	
Rm 107	
Rm 108	
Ladies Room	
Mens Room	
Resource Center	
Book Store	
Hallway	
Dock Area	
Hallway to office	
Office entry area	
Office reception area	

Please turn in by noon on Monday

Signed: \_\_\_\_\_

Weekly Walk Through Report of Maintenance Needs

Date: \_\_\_\_\_

	<b>KidStreet Day Care and Learning Center</b>
<b>Inside entry door</b>	
<b>Reception area</b>	
<b>Hallway</b>	
<b>Kitchen</b>	
<b>Eating and play area</b>	
<b>Back bathrooms</b>	
<b>Back doors (2)</b>	

Please turn in by noon on Monday

Signed: \_\_\_\_\_

Weekly Walk Through Report of Room Set Up

Date: \_\_\_\_\_

First Floor:	Room Set Up Properly?
Sanctuary	
Ladies Room	
Men's Room	
Foyer	
Rm 107	
Rm 108	
Youth Center	
Back Hallway	
Second Floor	
Banquet Center	
BC Kitchenette	
Rm 201	
Rm 202	
Rm 203	
Rm 204	
Rm 205	
Rm 206	
Rm 207	
Hallway	
Ladies Room	
Men's Room	
Holy Grounds Café	
Main Kitchen	

Please turn in by noon each Monday

Signed: \_\_\_\_\_

# Event/Venue Worksheet

Event: \*

Date:

Time:

\*Will require a complete written description

Request date:

Approval date:

Event contact person:

Phone:

Email:

Venue: TRWC

Contact person: Sue Wicks, 314.729.0704 swicks@trwc.com

1. Advertisement

a. Flyer

i. Design approval

ii. Printing

1. In house

2. Out sourced

iii. Outside Distribution

iv. In house Distribution

1. May request a kiosk in the foyer for distributing the flyer, sign up or to sell tickets through the Operations Office

2. Kiosk will be for two consecutive Sundays and Wednesdays

b. Church Bulletin

i. Request and information to our Assimilation Office

ii. Information must be received two weeks before the date requested to be in the bulletin

2. Tickets, if applicable

a. Design approval

b. Pre Sales

i. Deadline

ii. May request a kiosk in the foyer for two consecutive Sundays and Wednesdays through the Operations Office

c. Outside Sales

d. Selling tickets at the door

i. Table

e. Collecting tickets at the door

i. Table

3. Guest Speaker/Singers/Group

a. Rider

b. Travel Arrangements

c. Travel Expenses

d. Lodging and Meal Expenses

e. Fee Required (If none, office must have in writing)

f. Honorariums

g. Music

i. CD's

ii. Bringing Own Band

iii. Bringing Own Instruments

iv. TRWC Instruments

1. Used by TRWC only

2. Not to be moved

4. Electrical Outlets
5. Type of Microphone Requested
6. Sound
  - a. TRWC Trained Personnel
  - b. Fee
7. Total number of tables in the foyer
8. Greenroom
9. Video Equipment
  - a. TRWC Trained Personnel
  - b. Fee
10. Lighting
11. Security
  - a. Fee unless is a total TRWC event
12. Hospitality
  - a. Fee unless is a total TRWC event
13. Open Building
  - a. Time
14. Lock Up and Secure Building
  - a. Building to be vacated and secured by 11:00pm
15. Sanctuary Fees
  - a. Refundable deposit of \$450.00
    - i. Event date not secured until deposit received
  - b. Sound \$150.00 (Check made out to tech)
  - c. Video \$150.00 (Check made out to tech)
  - d. Cleaning 150.00 (Check made out to custodian)
16. Other Fees
  - a. Security
  - b. Hospitality

## TRWC Cleaning Checklist

**Please initial as each task is completed. Please sign the form and place in Sue Wicks mailbox in the copy room. After review of space used, deposit will be returned.**

	<b>Banquet Center</b>	<b>Initial</b>
	<b>Extra tables and chairs are in the closet to the right of the</b>	
	<b>kitchenette</b>	
<b>1</b>	Clear tables	
<b>2</b>	Wipe off tables	
<b>3</b>	Empty all trash cans	
<b>4</b>	Take all trash, in the rolling cans, all the way through the dock to the dumpster	
<b>5</b>	Replace trash can liner (Liners are in the kitchenette)	
<b>6</b>	Sweep the floor (Broom is in the kitchenette)	
<b>7</b>	Mop the floor as needed (Mop is in the kitchenette)	
	Mop bucket of water with cleanser (Cleanser is under the sink-1/8 cup to gallon of water-use very	
	little cleanser to keep the wax looking good)	
	Rinse mop often	
	Please check for streaks, smears & stickiness	
<b>8</b>	Take all leftover food and drinks home	
<b>9</b>	Leave room as was set up	
	6 round tables with chairs out	
	1 long table along the wall by the closet where the chairs go	
	Kidz Planet Chairs between curtain and stage	
	<b>Signature of responsible person:</b>	
	<b>B. C. Kitchenette</b>	
<b>1</b>	Clean stove top and oven (If you used it)	
<b>2</b>	Wipe out microwave (If you used it)	
<b>3</b>	Clean counter tops	
<b>4</b>	Clean counter top of the window	
<b>5</b>	Empty all trash using the cans with rollers	
<b>6</b>	Replace trash can liners (In a drawer in the kitchenette)	
<b>7</b>	Sweep Floor	
<b>8</b>	Mop Floor	
<b>9</b>	Take all leftover drinks and food home	
	<b>Signature of responsible person:</b>	

## TRWC Cleaning Checklist

Please initial as each task is completed. Please sign the form and place in Sue Wicks mailbox in the copy room. After review of space used, deposit will be returned.

	Holy Grounds Café- <b>Limited Availability</b>	Initial
	<b>Please do not move tables &amp; chairs in or out of the cafe</b>	
1	Clear off tables and counter tops	
2	Wipe down countertops and tables with sanitizer (Under Counter)	
3	Take home all leftover drinks and food	
4	Take trash, using the cans with rollers, all the way out to the dumpster*	
5	Replace trash can liners	
6	Put tables and chairs back in place	
7	Vacuum-(Blue Orick is in the closet by the 2nd Fl. Bathrooms)	
8	Sweep (Broom is in the main kitchen)	
9	Mop (Mop is in the main kitchen)	
	*You may use the dumbwaiter. Please do not leave trash in the	
	dumbwaiter.	
	<b>Signature of responsible person:</b>	
	<b>Main 2nd floor Kitchen-<b>Limited Availability</b></b>	
1	Take all leftover drinks and food home unless is authorized by Mario	
2	If used TRWC items, please wash and put away where they belong	
3	If used TRWC equipment, please clean	
4	Empty diswasher and pot sinks, wipe down, leaving no garbage in them	
5	Clean all counter tops with sanitizer	
6	Take all trash, using the cans with rollers, all the way to the dumpster*	
7	Replace trash can liners (in bottem of each can, also in drawer)	
8	Sweep the floor (Broom is in the main kitchen)	
9	Mop the floor (Mop is in the main kitchen)	
	*You may use the dumbwaiter. Please do not leave any trash in the	
	dumbwaiter.	
	<b>Signature of responsible person:</b>	



## Key Issuance

Listed below you will find the guidelines for staff, ministry leaders and others using the facility, for accepting a key to Twin Rivers Worship Center.

This key will permit access to the TRWC facility at 10575 Tesson Ferry Rd.

Please read before signing.

1. I understand that this is a master key system and should not be duplicated
2. I will receive a personal identification number that will allow me to arm/disarm the facility entering and exiting
3. I agree not to loan my key nor my P. I. N. card to anyone, for any reason
4. If either the key or P. I. N. card is lost, I will contact the Operations Office immediately
5. By accepting this key, I agree to be responsible to turn off all lights, arm the alarm system, and lock all exterior doors
6. If there is another authorized key holder in the building when my event is completed, I will communicate with the remaining event leader that I am leaving. (This will let the last group in the building know they should do a walk through and secure the facility).

By signing below, I agree to follow the guidelines noted above:

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Date

---

Printed Name

---

Signature

Key: \_\_\_\_\_ P. I. N.: \_\_\_\_\_

June, 2009

## WEDDING FEES: NON-MEMBER

Room	Fees *	Date Paid	Initials	Notes
Sanctuary	\$200.00			
Custodian	\$150.00			Sanc/Foyer/Bathrooms
Deposit	\$150.00*			Secures date/refundable
Rehearsal Dinner-Café	\$35.00			
Custodian	\$75.00			Trash/vacuuming only
Deposit	\$75.00*			Secures date/refundable if clean
Banquet Center	\$150.00			
Custodian	\$150.00			Trash/floor/bathrooms/assist with
				furniture
Deposit	\$150.00*			Secures date/refundable if no damage
TRWC Accessories	\$50.00			
Assist (Custodian)	\$50.00			Assist: Set Up/Tear Down Accessories
Total Due				
Individual Fees	Fees	Date Paid	Initials	Notes
Wedding Hostess	\$175.00			
Minister	\$115.00			Give to Wedding Coordinator/Hostess
Organist				Sets own fee
Pianist				Sets own fee
Soloist				Sets own fee
Audio/Video Tech	\$150.00			Sanctuary only
Power Point	\$100.00			20 pictures is max
Total Due				

**\* All fees are due two full weeks before day of the wedding**

**\*DEPOSITS SECURE THE DATE**

I have read and understand this wedding policy and agree to follow it. I/we further agree not to hold Twin Rivers Worship Center liable for any bodily injury or property damage resulting from the use of the church or our activities on the premises of Twin Rivers Worship Center.

X

X

Signature of Bride and Groom

Signature of Wedding Coordinator

Please sign and return within two weeks after receiving along with the deposit to secure the date.

Return to Mrs. Sue Ponzar at 6062 Oakville Terrace, St. Louis, MO 63129

## Wedding Fees: Member

Room	Fees *	Date Paid	Initials	Notes
Sanctuary	No charge			
Custodian	\$150.00			Sanc/Foyer/Bathrooms
Deposit	\$150.00*			Secures date/refundable
Rehearsal Dinner-Café	No charge			
Custodian	\$75.00			Trash/vacuuming only *
Deposit	\$75.00*			Secures date/refundable if clean
Banquet Center	No charge			
Custodian	\$150.00			Trash/floor/bathrooms/assist with
				furniture
Deposit	\$150.00*			Secures date/refundable if no damage
TRWC Accessories	\$50.00			
Assist (Custodian)	\$50.00			Assist: Set Up/Tear Down Accessories
Total Due				
Individual Fees	Fees	Date Paid	Initials	Notes
Wedding Hostess	\$175.00			
Minister	\$100.00			Give to Wedding Coordinator/Hostess
Organist				Sets own fee
Pianist				Sets own fee
Soloist				Sets own fee
Audio/Video Tech	\$150.00			Sanctuary only
Power Point	\$100.00			20 pictures is max
Total Due				

\* All fees are due two full weeks before day of the wedding

\*DEPOSITS SECURE THE DATE

\*If responsible person chooses to also vacuum, mop the tile area, take trash out to the dumpster, this may be waived.

I have read and understand this wedding policy and agree to follow it. I/we further agree not to hold Twin Rivers Worship Center liable for any bodily injury or property damage resulting from the use of the church or our activities on the premises of Twin Rivers Worship Center.

X

X

Signature of Bride and Groom

Signature of Wedding Coordinator

Please sign and return within two weeks after receiving along with the deposit to secure the date.

Return to Mrs. Sue Ponzar at 6062 Oakville Terrace, St. Louis, MO 63129

## Request for Wedding Reservation Form

Bride: \_\_\_\_\_ Groom: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

Cell: \_\_\_\_\_ Cell: \_\_\_\_\_

Member of TRWC? \_\_\_\_\_ Date of Request: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Wedding Date: \_\_\_\_\_ \* Time of ceremony: \_\_\_\_\_

Officiating Minister: \_\_\_\_\_

Florist: \_\_\_\_\_

Caterer, if reception at TRWC: \_\_\_\_\_

We have read and understand the wedding policy and agree to follow it. We further agree not to hold Twin Rivers Worship Center liable for any bodily injury or property damage resulting from the use of the church or our activities on the premises of Twin Rivers Worship Center.

\_\_\_\_\_  
Bride's Signature

\_\_\_\_\_  
Groom's Signature

\_\_\_\_\_  
Date

Please fill out and return to:

Mrs. Sue Ponzar  
Wedding Coordinator  
6062 Oakville Terrace  
St. Louis, MO 63129

\*Date is not secured until deposit and all forms are completed and returned to the Wedding Coordinator within two weeks of having received the forms.

June, 2009

## Reception Request Form

Bride: \_\_\_\_\_ Groom: \_\_\_\_\_

Wedding Date: \_\_\_\_\_ Time: \_\_\_\_\_ Week Day: \_\_\_\_\_

### Facilities requested:

Café \_\_\_\_\_ Banquet Center \_\_\_\_\_ Main Kitchen \_\_\_\_\_

Caterer: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Wedding cake provided by: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Seating for how many people? \_\_\_\_\_ Tables Required? \_\_\_\_\_

### SPECIAL INSTRUCTIONS:

Coffee, tea, food items, cups, plates, forks, spoons, paper goods, table coverings, decorations are not provided by Twin Rivers Worship Center.

Sound, video, equipment are to be operated only by trained staff of Twin Rivers Worship Center. If you require sound or video for your reception, there will an extra fee of \$150.00.

Please fill out and return to:

Mrs. Sue Ponzar  
Wedding Coordinator  
6062 Oakville Terrace  
St. Louis, MO 63129

## Rehearsal Dinner Reservation Form

Bride: \_\_\_\_\_ Groom: \_\_\_\_\_

Wedding Date: \_\_\_\_\_ Time: \_\_\_\_\_ Week Day: \_\_\_\_\_

Rehearsal Date: \_\_\_\_\_ Time: \_\_\_\_\_ Week Day: \_\_\_\_\_

### Facilities requested:

Café \_\_\_\_\_ Banquet Center \_\_\_\_\_ Main Kitchen \_\_\_\_\_

Caterer: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Seating for how many people? \_\_\_\_\_ Tables Required? \_\_\_\_\_

### SPECIAL INSTRUCTIONS:

Coffee, tea, food items, cups, plates, forks, spoons, paper goods, table coverings, decorations are not provided by Twin Rivers Worship Center.

Sound, video, equipment are to be operated only by trained staff of Twin Rivers Worship Center. If you require sound or video for your reception, there will an extra fee of \$150.00.

Please fill out and return to:

Mrs. Sue Ponzar  
Wedding Coordinator  
6062 Oakville Terrace  
St. Louis, MO 63129

June, 2009

## Florist Wedding Agreement

We agree to comply with the rules of the Twin Rivers Worship Center Wedding Policy, as stated below,  
regarding the flowers and decorations for the wedding of \_\_\_\_\_ and  
\_\_\_\_\_ on \_\_\_\_\_.

\_\_\_\_\_  
Signature of Florist Representative

\_\_\_\_\_  
Date

### I. DECORATIONS

- a. Be certain that decorations which are used will not damage floors, carpets, walls or furniture. Nails or screws must not be driven into any part of the building or furnishings.
- b. Adhesive materials such as tape or tacky putty are not to be attached to painted surfaces. Carpet must be protected from damage caused by all types of candles, including drip less candles. Use plastic wrap, plastic cloths, etc.
- c. The family or the florist engaged by the bride is responsible for all decorating and will be required to remove all decorations from the church immediately following the wedding ceremony. The florist is responsible for any damage caused by decorations.
- d. If you use an aisle runner, it should be 100' long in order to span the entire center aisle.
- e. Air-conditioning or heating will be turned on only at a reasonable time before any scheduled event, in any case, not more than four hours in advance. Florists should note this and not bring flowers too early.
- f. Only silk flower petals to be dropped on the carpet.

Please return when you have secured your florist.

Mrs. Sue Ponzar  
Wedding Coordinator  
6062 Oakville Terrace  
St. Louis, MO 63129

June, 2009









**Twin Rivers Worship Center**

**Business and Finance**

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## **ATTACHMENTS**

- A. Check Request Form

## ***Section A.***

### **BUSINESS OFFICE RESPONSIBILITIES**

#### **1.0 DUTIES**

Following is a breakdown of the general duties of the Business Office at TRWC:

##### **A. Payroll**

1. Payroll—Direct deposit
2. Payroll—State and Federal taxes
3. Payroll—Maintain Records per IRS Guidelines
4. Payroll Forms—Church of God (COG) Benefits: Paying 3% into employees retirement accounts

##### **B. Counting of Money**

1. Deposits prepared, data entry via ACS
2. Weekly Reports—Administrative Team
3. Monthly Reports—Board of Directors, etc.
4. Monthly Reports to each ministry department (Master copy to Administrative Pastor)
5. Credit card giving is processed, reported and data is entered
6. Online giving report for each quarter

##### **C. Recording and Payment of Bills through QuickBooks**

1. Enter , pay, and maintain records for all bills received by TRWC.
2. Prepare Clerk's Reports for the COG General Headquarters and Missouri State offices.

##### **D. Check Request—Processing**

1. Turned in on Monday by 4 pm.
2. Processed and returned by 4 pm on Wednesday
3. Maintain records of all processed requests

E. End of Month Processing

1. Reconcile bank accounts and enter into QuickBooks.
2. Reconcile credit cards, code, and enter into QuickBooks.
3. Review Monthly transactions with independent CPA. Prepare reports for Administrators and Board of Directors.

F. Income Streams—Oversight and Bookkeeping

1. KidzStreet Daycare and Learning Center #1—Processing Payroll, purchasing and handling accounts receivable
2. Balance and prepare Monthly Reports for the KidzStreet Director, the TRWC Administrators and the Board of Directors.

G. Maintain Records / Operational Record Keeping

1. Health Insurance
2. Dental Insurance
3. Supplemental Insurance
4. Building Insurance and claims
5. Workman's Comp. Insurance
6. Liability Insurance
7. Earthquake Insurance
8. Human Resources issues—all issues, including disciplinary action, rewards, incentives, etc., are documented. (The Business Office currently conducts duties of an HR Department as well.)

H. Budget Reports: Weekly, Monthly, Ministry-wide, Departments, Administrative Team

I. Computer, servers, software, ACS, QuickBooks, hardware, troubleshooting, printers, etc.

J. “Imagine” Building Campaign: land purchase, building, loans, meetings, preparation of needs, contracts, civil engineering, developers

1. Goals
  - A. TRWC Business Group
  - B. \$1 million goal for endowment

## ***Section B.***

### **DISBURSEMENTS AND EXPENDITURES**

#### **1.0 PAYMENT OF WAGES**

All salaries are paid by direct deposit on the 15<sup>th</sup> and 30<sup>th</sup> of each month. Employees receive a printed check stub that reflects their gross pay and withholdings.

Each employee is automatically eligible for a 3% cost-of-living raise when the Board of Directors determines that funds are available.

#### **1.1 New Staff Salaries**

All new staff salaries must be approved by the Board of Directors. This includes all employees of Twin Rivers Worship Center and church-owned businesses. The salary approved by the Board of Directors is only the base salary. The Board will not decide upon the individuals for each position. Once the Board has approved the base salary, the interviews will be conducted and approved by the Senior Pastor and the Administrators.

#### **2.0 403b RETIREMENT PLAN**

TRWC pays 3% of each full-time employee's salary toward their retirement plan. Employees may also select to have additional funds deducted from their pay and contributed to the plan. TRWC will match up to 1½ % of these additional funds for a total TRWC contribution of 4 ½ %. Enrollment forms are available in the business office, and each employee must complete the enrollment forms and return them to the business office to be processed. The 403b program officially becomes effective once the Church of God Benefits Board assigns an account number for the employee.

#### **3.0 DISBURSEMENT POLICIES**



### **3.1 Major Disbursements**

A major disbursement is any item that exceeds one-half of one percent of the gross receipts of the previous year. All major disbursements must be approved by the Board of Directors.

### **3.2 Minor Disbursements**

A minor disbursement is any item that does not exceed one-half of one percent of the gross receipts of the previous year. Minor disbursements can be approved by the Senior Pastor.

### **3.3 Normal Business Disbursements**

Any items deemed as normal business disbursements or “normal ministry purchases,” which include daily operational items and budgeted items, can be disbursed at the discretion of the appropriate Administrator. Any items outside of normal operation expenses must be approved by the Senior Pastor.

### **3.4 Bidding Policy**

Any expenditure exceeding \$5,000 must have a minimum of three bids in written format from individual vendors or sub-contractors. No verbal bids will be accepted. Each bid must include a contractual agreement between the vendor and TRWC and must be signed and dated by all responsible parties.

### **3.5 Designated Funds**

All designated funds must be used for their intended purposes. No funds should be used outside of their designated areas without prior approval of the Board of Directors.

### **3.6 Church-Owned Businesses**

All church-owned businesses must comply with the following policy:

- A. All disbursements will be handled through the accounting system of TRWC.
- B. Daily operational expenses will be disbursed at the discretion of the

manager/director of each business.

C. Payroll will be handled through the TRWC Business Office.

D. All additional expenses exceeding one-half of one percent of the gross receipts of the previous year must be pre-approved by the Business Administrator of TRWC and under the advisement of the Senior Pastor.

## **4.0 MINISTRY PURCHASES**

Any items deemed “normal ministry purchases,” which includes daily operational items and budgeted items, will be purchased using the check request system and with the approval of the respective administrator. Some staff are also authorized to use the church-approved credit cards. Any items outside of normal operational expenses must be approved by the senior pastor.

### **4.1 Check Requests**

All requests for checks need to be submitted to the Business Office by 4 pm on Monday in order to receive the check by 4 pm on that Wednesday. Checks will only be dispersed with the approval of the respective administrator.

Please see Attachments for a sample of the Check Request Form.

Any request for more than \$500 requires the initials of the Senior Pastor or the Administrative Pastor.

### **4.2 Petty Cash Reimbursement**

As with any organization, there are times when an item needs to be purchased and there is not time to first issue a check. For purchases under \$150, if necessary, the employee may purchase the item and get reimbursed from the church’s petty cash fund.

For reimbursement, the employee should see the Assistant to the Business Administrator and fill out a Petty Cash Reimbursement Form. The receipts for the purchased items, along with the purpose of the purchase and proper departmental identification, *must* accompany all requests for reimbursement.

Authorized staff members should avoid petty cash reimbursements whenever possible by using the church-approved credit cards.

### 4.3 Credit Card Usage

The following guidelines apply to all TRWC Staff who carry a TRWC credit card:

- A. Statements must be reconciled by the 30<sup>th</sup> of each month. You will receive an emailed copy of your statement by the 15<sup>th</sup> day of each month and you will need to attach the receipts for each transaction.
- B. Each purchase will need to be identified. List a purpose for each purchase. If purchasing a meal, list the business purpose for the meal as well as who was attending the meal. (This is for coding the transaction properly in the new accounting system which is by IRS guidelines for credit card use.) I.e., Props for Kidz Krusade, cable for computer, lunch with \_\_\_\_\_ for \_\_\_\_\_.
- C. Statements are to be turned into the Assistant to the Business Administrator by the 10<sup>th</sup> of each month.
- D. Charges will be reconciled to the purchasing department's expenses for your monthly report.
- E. All statements are confidential and restricted to the Administrators and the Business Office.
- F. Invoices will serve as a receipt when given instead of receipts.
- G. The following also applies to TRWC credit card usage:
  - Purchases must be a need for the department/ministry purposes.
  - Personal use of the church credit card is unacceptable.
  - TRWC credit cards must not be used to purchase gift cards unless approved by your Administrator.
  - Use of these credit cards is a privilege, and it may be revoked by the respective supervisor if it is abused.

## **5.0 ACCOUNTABLE REIMBURSEMENT PROGRAM**

All monies spent through the Accountable Reimbursement Program at TRWC (i.e., money reimbursed to an employee by TRWC that has been previously agreed upon) is not taxable to the employee as income. The following policies must be met for the following reimbursement services to comply with IRS guidelines.

### **5.1 Staff Cell Phones and Reimbursement**

Certain staff members may be eligible for cell phone reimbursement if their supervisor determines that they need to be available outside of normal working hours. Employees of TRWC do not automatically receive this privilege.

TRWC reimburses employees based on the following tiered system:

- Full-time employees: \$100 per month
- Half-time employees: \$75 per month
- Part-time employees: \$50 per month
- Stipend Employees: Determined as needed

TRWC uses an accountable reimbursement plan. Each eligible employee has the liberty to choose their own provider and cell phone package. A copy of the cell phone bill, verifying usage, MUST be submitted to the Business Office no later than the 10<sup>th</sup> of each month. The check for the designated monthly reimbursement will be written by the 15<sup>th</sup> of the month. It is the employee's responsibility to pay the remainder of their cell phone bill. Employees should never have their cell phone bills mailed to the church, and they must never charge their bills to a church credit card.

Please note that employees who do not submit a monthly bill to the Business Office will still receive the reimbursement; however, this monthly amount will be added to their W-2 as taxable income.

All cell phone bill reimbursements are paid by TRWC from the general operating account. They are underwritten as a part of providing the tools and office supplies necessary for ministry. Any ministry subsidies that have paid for cell phone bills should be adjusted accordingly.

If a new cell phone is required, it is bought by TRWC and purchased by the office of the Business Administrator. This is especially important for those using their cell phones to access ACS data. The data plan used must be a TRWC

“recommended” plan.

The purchase of any phone upgrades, accessories or other related equipment must be approved by the respective administrator and be paid from individual department budgets. The employee also has the choice to pay for these additional upgrades, etc. as well as any other non-approved cell phone-related purchases.

In the case of resignation or termination of employment, any cell phones, accessories and other related equipment purchased by TRWC will remain the property of TRWC unless it is granted to the employee by the Senior Pastor as a part of their severance package.

Any exceptions to the above policies must be approved by the Senior Pastor.

## **5.2 Insurance Benefits**

### **5.21 Medical Insurance**

Medical Insurance is provided for all full-time employees. TRWC pays 100% of the insurance premium for the employee only. New staff members should enroll in the insurance program through the business administrator within thirty (30) days of employment. Although insurance coverage is initiated once the insurance carrier processes the application, is not effective until thirty (30) days after the employee’s start date.

Effective August 1, 2009, these employees are also offered the option of purchasing dependent coverage for their families at TRWC’s cost. All charges for this dependent coverage are deducted from their paycheck. Employees should contact the business office for quotes on coverage premiums.

### **5.22 Dental Insurance**

Dental insurance is available for all full-time employees. TRWC pays 100 % of the insurance premium for the employee only. Employees are also offered the option of purchasing dependent coverage for their families at TRWC’s cost. All charges for this dependent coverage are deducted from their paychecks. Employees should contact the business office for quotes on coverage premiums and to enroll. Coverage does not begin until it is approved by our dental carrier.

Effective August 1, 2009, these employees are also offered the option of purchasing dependent coverage for their families at TRWC’s cost. All charges for

this dependent coverage are deducted from their paycheck. Employees should contact the business office for quotes on coverage premiums.

## **6.0 MAIL AND POSTAGE**

Each employee is responsible to use the appropriate mailing codes provided by the business office when sending out their department mail. These separate mailing codes allow the Business Office to track the cost of postage for each individual department. Employees must be careful that only authorized individuals receive their mailing codes.

No personal mail should ever be sent using church postage.

## ***Section C.***

### **COLLECTION OF MONIES AND REPORTING**

#### **1.0 MONEY COLLECTION PROCEDURES**

##### **1.1 Ministry Departments: Services and Events**

Immediately after collection of departmental offerings or the collection of monies for an event, all monies need to be dropped in the drop safe in the Hospitality Room located on the first floor. The money must be accompanied by the completed Money Collection Deposit Slip. The paper work and counting must be done by two non-related people. The plastic bags available in the in the safe area must be used for the deposit and safe drop.

Money may not leave the TRWC premises at any time or be left in offices or desks.

Monies collected at events, activities or registration table/booths or during service times will be reconciled by the Business Office the following Business Day. The ministry will then be emailed the total amount collected.

If an offsite event requires the collection of monies, those responsible for the collection must make arrangements to come by the church and drop the money in the drop safe. Any exceptions must be approved by the Business Office.

##### **1.2 Holy Grounds Café, Bookstore, and Resource Center**

When closing, the Supervisor or other responsible parties for the Holy Grounds Café, the Bookstore and the Resource Center should remove the money and count it. They should leave the predetermined amount of money in the register to make change. The remaining money should be deposited in the drop safe in the Hospitality Room, along with the appropriate deposit slip and credit card batch report.

For specific instructions on closing the register and depositing the money, please see the Money Collection Policies and Deposit Slip for Holy Grounds Café, the Bookstore and Resource Center.

### **1.3 Offerings at Sunday Church Services**

The following process governs the collection and processing of the Sunday offerings.

- A. After the offering is collected, the offering is processed by four men along with a TRWC Security Officer.
- B. The Money is placed into a large plastic bag. Those who have processed the offering write their names and the service time on the bag. The bag is then put into the drop safe.
- C. The offerings are transferred to the Business Office for counting.
- D. Accounting clerks, along with volunteers, open the envelopes and count the money—checks, charges and cash.
- E. They then enter all giving information into the ACS Database.
- F. Credit card giving is processed by a third party through internet connection.
- G. All envelopes are scanned for documentation purposes. Hard copies are also kept. This is in accordance with IRS
- H. All checks and cash are deposited at the bank.

## **2.0 REPORTS**

### **2.1 Weekly Report**

Each week, the Business Office uses the ACS Database to produce a report of all monies that were collected. The report is put in final form and brought to the Business Administrator for his approval

The Business Administrator brings this report to the Administrator's meeting. This report is only for the Administrators to view. This report includes the following components:

- 1. A listing of the money collected from each service.
- 2. Each service is then further broken out by giving for Tithes and Offerings,



General Fund, Building Fund and Designated funds.

## **2.2 Monthly Financial Statement**

Each month, the Business Administrator puts together a Monthly Financial Statement for the Administrators and for the Board of Directors. This report includes:

- A detailed report of all assets
- A report of all liabilities
- A Profit and Loss page, which reports Net Income for that month
- A Balance Sheet which compares balances to the same month last year, etc.

TRWC hires an independent CPA to review the month's Financial Statement. The process takes approximately two hours.

The Monthly Financial Statement is brought to the Board of Director's Meeting. The Financial Report is discussed at length among the Board to provide clarity.

The Business Administrator is also responsible for producing a Yearly Balance Sheet, which is presented to the Administrators and the Board of Directors.

## **2.3 Ministry Department Reports**

The Business Office prepares Monthly reports for each individual ministry department at TRWC. The Administrative Pastor gets a master copy of every report. The reports detail an accounting of all monies that have come in and gone out.

## **2.4 Annual Registration Report**

TRWC abides by all State, Federal and Social Security guidelines. To continue to operate as a 501c3 entity, TRWC is required to file an Annual Registration Report with the Secretary of State, the IRS and with Social Security. This registers TRWC to do business.

### **3.0 ANNUAL BUDGET**

The Business Administrator oversees the departmental reviews of the annual budget. This process begins in September of each year and concludes by the end of October. The November Board Meeting each year is dedicated to the review and adoption of the annual budget for the ensuing year. New budgets begin in January.

**Note: Check request submitted by 4pm on Mondays will be available at 4 pm on Wednesday. Exceptions will be accommodated, but, must be noted in the “needed by” section below.**

**Today's Date :** \_\_\_\_\_ **Department:** \_\_\_\_\_

**Date Needed:** \_\_\_\_\_ **Amount requested:** \_\_\_\_\_

**Check made out to:** \_\_\_\_\_

**Description of need:**

**Department Charged:** \_\_\_\_\_ **Comments on Back of request please.**

**Submitted by:** \_\_\_\_\_ **Phone number you can be reached:** \_\_\_\_\_

**Department Leaders Approval:** \_\_\_\_\_

**Business Office Use:**

Account Code: \_\_\_\_\_ Date Processed: \_\_\_\_\_

**Processed by:** \_\_\_\_\_







**Twin Rivers Worship Center**

**Media and Technical  
Systems**

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A.	Sunday Service Rundown	
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## *Section A.*

### **TECHNICAL SYSTEMS USE DURING CHURCH SERVICES**

#### **1.0 LIVE SERVICE SUPPORT TEAM—GENERAL DESCRIPTIONS**

Following are brief descriptions of the technical positions necessary for a live TRWC church service:

**Producer/Director:** The primary role of the Producer/Director is to control all aspects of production, ranging from show idea development and cast hiring to shoot supervision and fact checking. It is often the Producer who is responsible for the show's overall quality and survivability, though the roles depend on the particular show or organization. At TRWC, the Producer/Director also works directly with crew, offering guidance, direction and direct cues as needed.

**Presentation Systems Operator:** The PSO provides visual support to the congregation/audience. Visual support includes, but is not limited to, song lyrics, sermon illustrations and text, as well as other video support such as video clips, image slideshows, etc.

**Lighting Operator:** The lighting operator provides proper lighting and lighting changes to offer a suitable visual environment for the congregation/audience.

**Audio Technician:** The role of the audio technician is to provide sound reinforcement for the audience/congregation (Front of House) and band or speaker with monitor and in-ear monitoring systems. TRWC's audio techs work under and report directly to the Minister of Music. But they also work with the PSO, to provide audio support for video requiring audio, and with the audio and video recording crew to provide audio feeds to be used for recording purposes.

#### **2.0 VIDEO PRODUCTION SUPPORT TEAM—GENERAL DESCRIPTIONS**

Following are brief descriptions of the Media positions necessary for the video production of a live church service at TRWC:

**Producer/Director:** The primary role of the Producer/Director is to oversee all aspects of production, ranging from event technical development and crew assignments to shoot supervision and fact checking. It is often the Producer who is responsible for the event's overall quality and survivability, though the roles depend on the particular event or organization. At TRWC, the Producer/Director

also works directly with crew, offering guidance, direction and direct cues as needed.

**Technical Director:** In U.S. television, the Technical Director (TD) often refers to the role of the video switcher operator and works under the supervision of the Producer/Director. It is the TD's job to manually switch video sources, perform edits and overlay titles as ordered by the Producer/Director. At TRWC, the TD often performs the role of Director, determining shot selection and making other production decisions related to live video capture.

**Camera Operator:** The Camera Operator works under the direction of the Producer/Director and TD to provide quality shots to be selected by the Producer/Director. Often, the TD and Producer/Director will request specific shots or shooting styles. They can also give general direction to an operator, allowing them to determine the best shot to meet their request.

NOTE: At TRWC, the Media Director assumes the roles of Producer/Director for Live Service Support, Producer/Director for Video Production Support and oversees Retail and Distribution Systems.

For this Manual, the individual will simply be referred to as the Media Director (MD).

### **3.0 SUBMITTING MEDIA FOR USE IN CHURCH SERVICES**

The following guidelines apply for all ministry staff submitting material for the Sunday morning announcement loops *and* for all ministry staff submitting audio/video elements to be used during a Sunday church service.

- A. All information and requests go to the Media Director (MD).
- B. If it is a prepared PowerPoint slide (or basic instructions for the MD to prepare,) then all information and photos (in electronic format), etc need to be turned into the MD by Thursday at 2 pm.
- C. For prepared videos, video requiring production or advanced graphic production, requests and materials need to be submitted to the MD three weeks prior to use.
- D. All ministry-prepared and non-professional video for use within a Sunday service must be submitted to the MD three weeks prior to use for MD and pastoral approval.
- E. All requests to the MD should come through a staff liaison when possible. This is designed to improve communication within the staff.
- F. The MD has the responsibility to approve or reject any works submitted based on quality and content. Quality of video, photographs, etc must meet TRWC's standards as set by the MD and Senior Pastor. The content of the message being communicated must also meet the standards that have been set. The MD has the responsibility to disapprove, alter or bring such content that is deemed questionable or unacceptable to the Senior Pastor or other Pastoral staff members for further consideration.

#### **3.1 Guidelines for Specific Submissions**

- A. Lyrics for all songs

The Minister of Music (MM) should give the MD all song lyrics for the Sunday service by the preceding Friday. If it is a new song, the MM will send the lyrics to the MD early in the week, then they will go over the slide presentation of these new lyrics during the choir's weekly rehearsal.

- B. All slides, photos or video accompanying Sunday's offering message should

be given to the MD by the preceding Friday.

- C. All Power Point presentations, videos, slides or other media accompanying the sermon should be given to the MD by the preceding Thursday. Due to the schedule and demands of the Pastoral staff, this is looked at as a general guideline and exceptions are expected.

#### **4.0 MEDIA DIRECTOR PRE-SERVICE RESPONSIBILITIES**

The MD is responsible for the following prep work for a Sunday church service:

- A. Sermon: the MD is responsible for going through the presentation to make sure it is ready for viewing. It should be checked for formatting, alignment, spelling and overall functionality. If there are any questions, the MD will contact the speaker, as needed, to resolve any issues. The MD's responsibilities include assisting the speaker with the creation of the presentation as needed.
- B. To prepare all other videos and presentations that have been requested by the Pastor, speaker or other staff. This includes checking content and technical integrity, overall functionality, etc.
- C. The MD oversees lighting set-up to accommodate both video and live presentation.

#### **4.1 Sunday Service Technical Rundown**

The MD is responsible to prepare the Technical Rundown for the Sunday service. The Technical Rundown is a chart created which contains all of the sound, lighting and presentation cues and information. Hard copies are provided to the following stations:

- A. Technical Director
- B. Presentation Systems Operator
- C. Audio Technician

Please see the Attachments for this section for a sample of the Sunday Service Rundown.

#### **5.0 PRESENTATION SYSTEMS OPERATOR (PSO)**

The Presentation Systems Operator (PSO) provides visual support to the congregation/audience. Visual support includes, but is not limited to: song lyrics, sermon illustrations, as well as other video support such as video clips, images, slideshows, etc.

Following are some of the duties and guidelines for the PSO:

- A. Follow the Rundown created by the MD.
- B. Make sure all of the presentation equipment is in good working order prior to the start of service.
- C. The PSO is responsible to monitor all elements that show on the screens. Any questionable content should be brought to the attention of the MD.
- D. The role of the PSO at TRWC is to support the direction taken by the Minister of Music or speaker. Great care should be taken to not guide or direct the service from the screens.
- E. The flow of the service can change at any moment. If it takes a different direction and what is currently on the screen is no longer relevant or appropriate, the PSO will put something relevant on the screens or blank the screens if uncertain.
- F. If a service changes direction and moves away from the rundown, the PSO should be sensitive to the flow of the service and do what is appropriate at the time.
- G. To assist the Pastor or speaker in advancing and locating slides as needed. Although, at TRWC, the Pastor advances the slides from the platform, the PSO needs to always be attentive and able to assist at any moment.
- H. During praise and worship, the PSO needs to monitor visual communication from the Minister of Music and be familiar with visual cues to advance lyrics.
- I. In the event of a guest speaker, extra care is often required to keep the screens in sync with the speaker. The PSO should listen carefully to make sure elements on screen relate to the speaker's context and look ahead in the presentation to try to anticipate when the speaker has moved on. In the event that the current screen is not relevant and uncertainty exists as to what screen is applicable, the proper procedure is to blank the screens.

- J. Safeguard: The PSO should know three different ways to get the screens to go black in case something goes wrong (unexpected/unknown/inappropriate images are on the screen). The rule is to always blank or black out the screens, *then* fix the problem and figure out what went wrong. The three rules to accomplish this, in order, are:
1. Blank the presentation. (F1 in Propresenter or “B” in PowerPoint or Keynote.)
  2. Change input sources on the scalar. (DVI generates black to the Screens.)
  3. Power off screens using remotes or power switch. (This is a last-resort and should never need to be used.)
- K. The PSO and Audio Technician work together closely. Good production communication should be maintained to make sure each system’s operators are in sync prior to service events or cues. It is not advised to operate another system’s equipment but, in rare circumstances, you may be asked to assist another system’s operator within your skill set. This is a rare but supported activity.
- K. The PSO is responsible for shutting down the presentation equipment and if they are unable to do so, the MD should be notified to make sure the equipment does get properly shut down. In addition, another operator may be asked to shut down the equipment as needed.

## **5.1 Policies for Displaying Information on Screens During Service**

The following policies govern taking requests and displaying information across the bottom of the screens during a service.

- Any authorized person may approach the media booth and request for information to be displayed.

Examples: An usher may ask to communicate that someone’s lights are on or a nursery worker may want to tell parents that their baby is crying.

- The PSO should make a determination if the message warrants immediate posting or if it will need to wait until a more appropriate time in the service. If uncertain, the MD can make a decision on the best way to communicate or not communicate the message. The PSO should determine the appropriate time to post the message.

Choosing an appropriate time to post the message is extremely important. Placing information on the screens at the wrong time can hinder the flow of the service. Use wisdom and your best judgment to consider an appropriate time to post messages. Exception:

- In the case of a medical emergency requiring contact of a family member, this information should be posted to the screens immediately.

## **6.0 LIGHTING**

### **6.1 Media Director Lighting Responsibilities**

Prior to any event, the MD will oversee setup of lighting to accommodate both video and live presentation. He also prepares the Technical Rundown for the event with lighting changes indicated. This allows the Lighting Operator to simply follow these cues and concentrate on any spontaneous changes which may need to be made.

### **6.11 Lighting for Video**

The amount of lighting required by video production equipment varies greatly from the amount of light with which the human eye uses to see. Every effort will be made to accommodate both live and video recording requirements. If a request is made from the pulpit to operate outside of the video recording capabilities, the request should be met and it will be determined later how to recover the video recording.

If a request is made prior to a service to change the lighting sets from what is on the rundown, the MD should be notified immediately so all departments can be brought up to speed on the changes.

### **6.12 Standard Lighting Sequence for Sunday Service**

The standard lighting sequences for a service are subject to change. The lighting operator should closely review the Technical Rundown prior to service and be familiar with any requirements needed.



## **6.2 Lighting Operator Responsibilities**

Following are some of Lighting Operator's responsibilities during a church service:

- Make sure all equipment is in good working order prior to the service.
- Follow the Technical Rundown.
- Be prepared to deviate from the rundown in the event the service changes in flow. The Pastor may ask for something special that wasn't planned, or you may need to appropriately change lighting according to the flow of the service.
- Responsible to shut off lighting board when the event is over. In the lighting operator is unable to shut down their equipment, they should notify the MD. In addition, they can request another technician to shut down the equipment when needed.

## **7.0 AUDIO TECHNICIAN**

### **7.1 Basic Duties**

Following are some of the duties of an Audio Tech before and during the church service:

- A. Make sure all of the equipment is in good working order prior to the start of service. Perform sound checks when available.
- B. Replace batteries in cordless microphones and other equipment, etc.  
  
(An adequate supply of batteries must be available at all times. The TRWC receptionist is responsible to purchase replacement batteries and store them in the proper place.)
- C. Maintain properly color-coded microphones and relevant color codes on the audio mixer.
- D. Follow the Technical Rundown for audio cues.
- E. Keep an eye on the Minister of Music or speaker for visual cues. The audio tech is responsible for the mix of the house. Follow cues by the

Minister of Music, soloist or speaker to provide them with a comfortable monitor mix.

- F. Maintain constant awareness of changes happening on stage. Open channels prior to speakers or singers vocalizing or musicians playing.
- G. If a sound-check was not made available prior to service, do your best to approximate a good mix prior to a singer or speaker performing and be prepared to make quick changes to compensate for the singer/speaker's dynamics in the house and monitors. Use visual cues, solo mixes and observe the confidence level of the performer to properly adjust monitor levels.
- H. It is the goal of the sound tech that anyone using a microphone should sound their best. Utilize EQs, reverb, volume and other tools to enhance the on-stage performance.
- I. Be aware of the causes of a singer being off key or out of sync with the music. Sometimes this is beyond your control and they may need to be turned down slightly in the house. Many times, though, we can help them correct this through adjusting their monitor levels. The procedure for assessing this problem is to watch for visual cues from the performer and solo out their monitor feed to your headphones. This can tell you if the soundtrack/band is too heavy and they cannot hear themselves or if they are hearing themselves way above the music and losing touch with the track/band's beat or pitch. Slowly adjust until the situation is approved. Be careful of fast changes to the mix, as it can affect the confidence of the performer.
- J. Be attentive to the flow of the service and match the atmosphere at all times. Just as a lighting operator can set a mood with lights, the Audio Tech can color the environment with sound. It is not our role to create a mood, but to accent the atmosphere with an appropriate acoustic environment.
- K. The PSO and Audio Technician work together closely. Good production communication should be maintained to make sure each system's operators are in sync prior to service events or cues. It is not advised to operate another system's equipment but in rare circumstances, you may be asked to assist another system's operator within your skill set. This is a rare but supported activity.
- L. Turn off the Sound Board, amps and outboard equipment at the end of an event. If you are not able to do a proper shutdown at the end of an

event, notify the Minister of Music or Media Director. If another qualified tech is on hand to do the shutdown, communicate the need and any unique situations in the sound and they can finish the event and shutdown procedures for you.

## **7.12 Stage Preparation**

Many things must be checked on the stage before each service. Following is a typical checklist:

- Monitors need to be in the proper place.
- Cords should be coiled and out of traffic areas.
- All of the equipment requiring batteries should be tested and replaced as needed.
- All equipment should be turned on and tested.
- Microphones should be placed in the designated areas.
- Microphone screens should be checked to see if any are missing.

## **7.2 Communicating with Leaders Outside of the Service**

It is important for the MD, Audio Tech, Minister of Music and Pastors to communicate periodically to determine what each party needs to create a better flow and working atmosphere. Open lines of communication should be maintained by all parties to ask questions and provide feedback of each person's needs and provide input as to adjustments that can be made to improve the overall flow or quality of the service.

## **7.3 Qualifications for an Audio Technician**

- A. Audio techs must have a good ear for mixing sound.
- B. They must be team players.
- C. They must be able to remain focused for extended periods of time.
- D. They must be able to be trained on all equipment used in the sound booth.
- E. They must be able to take instruction.

- F. They must have a good sense of the flow of worship services and special events.
- G. They must enjoy what they are doing.
- H. They must be even-tempered, especially in potentially high-stress moments.

## **7.4 Conflict Avoidance**

Because sound is such a sensitive area and many parties are vying for the full attention of the Audio Technician, the potential for misunderstandings and conflicts can be high. The Audio Tech must develop the ability to respond, not react, to situations, criticisms and reactions of others. Here are some tips for handling conflicts:

- A. Always thank the person who complains for bringing their concern to your attention.
- B. Assure the concerned individual that you will monitor and look into the area of concern.
- C. Do sound checks prior to services or events, when available.
- D. Report equipment failure and other needs to the person in charge of repairs at your earliest convenience and alert the Minister of Music and Pastors of any potential problems that may be experienced during a service due to the equipment failure.
- E. Smile!

## **8.0 SHOOTING GUIDELINES FOR CAMERA CREW**

The following guidelines govern the camera crew when shooting live services:

- Avoid shooting empty chairs and do not shoot anyone chewing gum.
- Make a conscious effort to capture the multi-ethnic make-up of TRWC.
- Follow professional shooting techniques such as the Rule of Thirds, 180° Rule, 80/20 rule of cuts vs. fades, etc.

- Follow the direction of the Director. The Director (or Technical Director acting as Director) has the final authority and responsibility of whether a shot is taken live.
- Be aware of your surroundings. If you are in an area such as the altar when the congregation is about to come forward, notify the TD that you will need to relocate your shot.
- Be aware of others in the congregation. Dress appropriately, do not chew gum while shooting/recording, and whisper into the headsets if you need to respond to the TD. The TD will assist you in minimizing any need for you to respond audibly during an event. When you put your headset down after a shoot, turn the volume down completely and make sure your talk button is off.

## 9.0 EQUIPMENT USAGE POLICIES

TRWC has made a significant investment into the technical equipment and instruments used for live services and video production. Equipment should only be accessed or used by staff who have been approved and designated to use it *for that assigned day* by the Minister of Music or the Media Director (MD.) Assignments are given for specific dates and events and prior assignments do not imply open use on later dates. Knowing that a system has not been adjusted since last use assists the technical teams with consistency and reliability of the equipment.

**Sound System:** May only be accessed by the MD, the Audio Tech and the PSO when needed and as directed by the Audio Tech.

**Lighting Equipment:** May only be accessed by the MD and the Lighting Operator.

**Instruments:** May only be touched by the Minister of Music and individuals designated to play the instrument that day.

### 9.1 Use of Headsets

The following Media staff should monitor the service via headset during the service:

Technical Director

Camera Operators

PSO: Only when needed on headset

MD: As needed

## **9.2 Sound Booth**

The sound booth is positioned in the middle of the congregation yet contains expensive equipment with settings that have been fine-tuned. Only those trained in operating the equipment and assigned for the service/event are allowed in the sound booth.

The sound booth should be kept neat at all times. This responsibility falls on the MD, the Audio Tech and the PSO.

## **10.0 SCHEDULING**

Unless they are scheduled to be off or have a previously agreed schedule, each person on the technical team should come prepared to work each Sunday. If a technical team member would like a day or service off, simply notify the Media Director as early as possible to allow time to ensure each position is covered.

## **11.0 ARRIVAL TIME**

The PSO and Sound Technician should be in position thirty (30) minutes prior to the service.

The TD and Camera Operators should meet in the MD's office twenty (20) minutes prior to the service to receive their assignments and necessary equipment. Camera operators should be in position five (5) minutes prior to recording.

## **12.0 REQUESTING NON-SERVICE DAYS**

If a technical team member would like a day or service off, simply notify the Media Director as early as possible to allow time to ensure each position is covered. If something unexpected arises at the last minute, notify the Media Director as soon as possible via phone or text message.

## **13.0 GUIDELINES FOR DRESS**

### **A. Camera Operators**

1. Camera operation often requires reaching, bending over, stooping, etc. Both men and women should wear pants. They should also either wear a shirt that will stay tucked in, or they should wear one that is long enough to be worn out without revealing their midriff or revealing uncovered areas during reaching or bending maneuvers. As camera operators, we're always directly in someone's line of sight, but these guidelines will help keep us from being the center of attention.
2. In general, business casual is a safe guideline for a camera-operator dress code. Ladies should not wear dresses or skirts due to the operational requirements of shooting. Comfortable shoes are a huge plus! Any questions on the dress code for camera operators can be addressed to the Media Director.

### **B. All other Live Service/Video Production Support personnel**

All other technical personnel are simply asked to dress "appropriately" for their role in the service or event. In general, business casual is a safe guideline for a dress code. Any questions on the dress code for camera operators can be addressed to the Media Director.

## **14.0 MEETINGS**

Primary communication and instructions for a service or event will be communicated via the Technical Rundown. Understanding that our team is primarily made up of volunteers who work varying schedules throughout the week, scheduled meetings are rare. Occasionally, "heads-up" information will be communicated to the teams ahead of an event. This will likely come as a phone call or e-mail depending on your preferred communication method.

## **15.0 SPECIAL GATHERINGS**

The MD organizes a special event at Christmas time for the Technical Support Staff. In the past, this has included dinner, special Christmas concerts, etc. As your roles require you to be apart from your spouses during services, these events are geared to include spouses (or a guest for the unmarried team members) and

give everyone a chance to meet the rest of the team.

Additionally, throughout the year, the Media Director might also request a lunch meeting or recommend attending a local training event. Any costs for these meetings or events will be provided for by the Media department.

## **16.0 COMPLIMENTARY RESOURCES**

Each of the Support crew is offered a free CD or DVD of that day's sermon since they were working during the sermon and unable to focus on the message. To receive their free resource, they can simply request it at the Resource Center.

Those working on the Camera Crew are encouraged to receive the DVD of the service so they can 1) enjoy the message and 2) observe what the viewer sees and improve their skills from this observation.



## ***Section B.***

### **TECHNICAL SERVICES FOR OTHER EVENTS**

#### **1.0 TECHNICAL SERVICES AVAILABLE**

The following Technical services may be available for special events:

- A. Sound
- B. Lighting
- C. Projection (for videos, slideshows, etc)
- D. Video Recording (to record an event)

Note: The audio technician can provide basic (non-changing) lighting. Lighting requiring changes during the event will require a lighting operator.

#### **2.0 PROCEDURES FOR USE OF CHURCH TECHNICAL SYSTEMS**

When a TRWC Ministry Leader, a member of the congregation, or an outside party requests the use of church technical systems for their event, the following procedures apply:

- A. All reservations and permissions to use the facilities of TRWC must be made through the TRWC Director of Operations. For more on that process, please see the Facilities and Operations section of this Manual.
- B. If a party desires to use Media resources such as projection, recording, special lighting, etc, this request should be communicated to the Director of Operations when scheduling the facility. The Director of Operations will notify the Media Director of the request. The MD will determine availability and may contact the requesting party directly to gather additional information.

#### **3.0 ASSESSING THE NEED**

Many times the MD will contact the requesting party to further discuss their needs. Technical services for non-church service events are provided for a fee based on the number of operators needed. The MD will make sure you get the optimal services for the least expense possible.

For example, someone may wish to record multiple angles of an event to be edited later. Rather than having three live operators and a technical director to make live edit decisions, a single operator to record close action and two locked-down cameras recording other angles may be an optimal situation for a significantly less expense to the event.

## **4.0 FEES**

Fees for Weddings and Funerals are set and can be referenced in the Facilities and Operations and Care Ministries sections of this Manual, respectively. Apart from these events, the fees for the use of Technical Systems can vary by the requirements of the event.

The fee for the use of sound and basic (non-changing) lighting is approximately \$100. The fee for the use of the Presentation System is typically \$100 as well. The fee for recording an event can vary based on the extent of pre- or post-production work and the number of operators needed.

## *Section C.*

### **TRWC WEBSITE**

#### **1.0 UPDATING THE WEBSITE**

Following are procedures which govern updating the TRWC website, **www.TRWC.com**:

- A. It is each ministry leader's responsibility to periodically review and update their ministry information on the TRWC.com website for content and accuracy.
- B. Any TRWC Staff Member or Ministry Leader who has new or updated information for TRWC.com should submit their material to their staff liaison or the Media Director (MD).
- C. If the person needs assistance with their material—such as creating a short video or designing a graphic—the Media department will be happy to assist, given there is sufficient lead time to meet the objective.
- D. The MD reviews all material before going live on the web. This includes reviewing copy for typos, tweaking photos or graphics, and testing videos, etc. for functionality.
- E. The MD has the responsibility to change or reject material if it does not meet the technical or content standards set for TRWC. The MD may also take any requests to the staff liaison or pastors for further discussion.
- F. The MD regularly updates the website as he is made aware of new information, events, etc via staff meetings, direct contact with the Pastoral Staff, requests from ministry leaders, etc.
- G. Some Ministry Leaders have been trained and given access to make their own changes directly to the website without having to send it through the MD. If you would like to receive training to update your areas of the website, please contact the MD.

# TRWC RESOURCE CENTER

## 1.0 RETAIL AND DISTRIBUTION TEAM—GENERAL DESCRIPTIONS

Following are brief descriptions of the positions necessary for the operation of TRWC's Resource Center.

**Media Director (MD):** The MD oversees the Resource Center retail and distribution systems.

**Resource Center Supervisor:** The TRWC Resource Center offers sales of TRWC-produced audio and video products. The Resource Center Supervisor manages the general operations of the Resource Center, including inventory management, financial reporting, volunteer scheduling and overseeing duplication of products. The Resource Center Supervisor often performs the role of the Duplication Operator and Point of Sale Representative as well.

**Duplication Operator:** The Duplication Operator's responsibilities include printing labels for CDs, DVDs and cassette tapes as well as making duplications from audio/video masters. The Duplication Operator also assists with inventory management, retrieves new masters from the recording booth, and is responsible for storing media masters in a safe, organized manner.

**Point of Sale Representative (POS):** The POS representative operates the cash register, assists customers with products and assists with inventory management.

## 2.0 ITEMS AVAILABLE FOR RE-SALE

It is our policy that only media resources and materials produced by TRWC may be made available in the Resource Center. If you would like to provide other items such as tickets to events, externally-produced books, products, tapes, CDs or DVDs to the TRWC congregation, we may be able to accommodate your request through the Logos Bookstore but would not be able to sell these items in the Resource Center. Contact the bookstore or TRWC's Media Director for more information.

## 3.0 PRODUCTION PROCEDURES FOR AUDIO MEDIA

Each Sunday, audio recordings are made of TRWC services and are available for purchase at the conclusion of each service.

The following procedures govern the process of producing these audio teachings for re-sale. Any questions or technical problems should be communicated with the Media Director quickly so alternative production methods can be put in place.

- A. On the morning of the church service, the Duplication Operator will print labels for the CDs and Cassette Tapes.
- B. During the service, the Audio technician records the sermon to a master CD and Cassette Tape.
- C. At the conclusion of the preaching, the Resource Center Duplication Operator retrieves the masters from the sound booth and takes them back to the Resource Center to begin duplication.
- D. The Duplication Operator begins the duplication process for CDs and Cassettes.
- E. As copies of the services are complete, the Duplication Operator immediately gives them to the Supervisor or Sales Rep.

#### **4.0 PROCEDURES FOR PRODUCING DVDs FOR RE-SALE**

Each Sunday, the Live Service Support Team records the sermon for re-sale in the Resource Center. Whereas the audio portion of the sermon is ready for re-sale almost immediately after the service, DVDs will be available for purchase at the next event, whether it's a Sunday Night service or Wednesday night program.

Following are general procedures for producing DVDs of the Sunday sermon:

- A. The Technical Director records the live-switched service to a DVD-Recorder with a chapter mark indicating the beginning of the sermon.
- B. Prior to the next service or event, The MD finalizes the DVD with in and out points as well as chapter marks and prepares a master DVD.
- C. The master is then duplicated. The media department retains two copies as archive masters and the remaining copies are provided to the Resource Center for sale and distribution.

#### **5.0 STORE HOURS**

The Resource Center is open during the following times:

A. Sundays

- 8:15 am to 8:30 am
- Between the 8:30 am service and the 10:30 am service
- For approximately 30 minutes following the 10:30 am service
- The Resource Center is closed while services are in progress.

B. Wednesdays

- Open on Wednesday evenings as needed.

## **6.0 OPENING AND CLOSING PROCEDURES**

A. Opening Procedures

1. The Resource Center Supervisor, or another Resource Center staff member specifically designated by the Supervisor, unlocks and opens the doors by 8:15 am.
2. All lights, equipment and cash register should be turned on.

B. Closing Procedures

1. While services are in progress, the doors of the Resource Center must be locked. Staff may stay in the Resource Center to work, stock shelves, straighten, etc, or they may be released to sit in the service if no other work is needed to be done at that time.
2. Before locking up the Resource Center for the day, the store should be restocked, organized and straightened. Much of this can be accomplished throughout the morning.
3. When closing, the Supervisor or other responsible party should remove the money from the register and count it. They should leave \$50-\$100 in the register. The remaining money should be deposited in the drop safe in Room 108, along with the appropriate deposit slip and credit card batch report. Please see the Money Collection Policies and Deposit Slip, which contains specific instructions for closing the register and depositing the money. All customers should be gone before the cash register is counted.

4. All lights, equipment (duplication machines, etc) and cash register should be turned off before leaving.
5. All actual cleaning is taken care of by the TRWC cleaning staff.

## **6.1 Resource Center Key-holders**

The Resource Center Supervisor has keys to the front doors of the TRWC facilities as well as keys to the Resource Center.

In the event that the Supervisor will not be there to open the Resource Center, another staff volunteer may be granted key privileges. In this case, the Supervisor should contact the MD. The MD then contacts the TRWC Director of Operations to request a key to be given to the volunteer. The D-Ops then contacts the volunteer and makes arrangements to give them the key.

## **7.0 SCHEDULING**

The Resource Center Supervisor Posts the volunteer work schedule in the back room of the Resource Center. Any changes are communicated by phone or email.

On an average Sunday, three to four staff are needed: the Supervisor, the Duplication Operator and one or two Point of Sale Representatives.

During special events such as Perry Stone, etc, an additional worker is often added. This person is there almost exclusively to help with customer service, helping people make selections, etc. It is good for this person to be very knowledgeable about the TRWC resources. Oftentimes, many non-TRWC guests attend these events and have requests and questions that are best served by someone with a lot of knowledge about the resources.

If the Resource Center is open on Wednesdays, only one person is needed to operate the register and assist customers.

## **8.0 ATTIRE**

Standard church attire is appropriate for all Resource Center staff.

## **9.0 ORDERING SUPPLIES AND INVENTORY**

The Resource Center Supervisor is responsible for placing all orders for blank CDs, DVDs, Cassette Tapes, cases, etc.

The MD must approve ordering of new equipment and non-consumable items. All invoices for such equipment must also go to the MD.

## **10.0 REQUESTING RESOURCES FOR OTHERS**

If you know of someone who would normally attend TRWC, but is presently unable to attend, please let us know. This service is intended for people who would regularly attend TRWC but cannot for a specific reason. Reasons include, but are not limited to, military service, college students and those who are homebound due to extended sickness, etc.

TRWC attendees can submit names of family members or friends at the Resource Center or by emailing the MD. This service is free but we do ask the person submitting the name to consider voluntarily giving a \$10 offering to help offset the cost of the resources and mailing expense. We will not bill you for this donation, we just ask that you make a contribution to the Media Department through the offering envelopes.

## **11.0 SENIOR DISCOUNTS**

Senior Citizens receive \$1 off on CDs, DVDs and Cassette Tapes when purchased at the Resource Center.

## **12.0 MINISTRY RESOURCES FOR CHURCH VOLUNTEERS**

All TRWC volunteers who are unable to attend the church service due to their position may obtain a free copy of that day's sermon on CD simply by requesting it at the Resource Center.

## **13.0 STAFF USE OF RESOURCES**

The Pastoral Staff may personally obtain resources from the Resource Center free of charge to minister to someone in need.

If a significant number of resources are removed, please notify the MD via e-mail so stock can be checked and adjusted prior to the next service.



#### **14.0 SPECIAL GATHERINGS OR EVENTS**

Each Christmas, the Resource Center Supervisor organizes a Resource Center Staff event. This can be lunch, dinner or attending a special event sometime during the Christmas season.

## *Section E.*

### **LOGOS BOOKSTORE**

#### **1.0 RETAIL AND DISTRIBUTION TEAM—GENERAL DESCRIPTIONS**

Following are brief descriptions of the Media positions necessary for the operation of TRWC's Logos Bookstore.

**Media Director (MD):** The MD oversees the Logos Bookstore retail center.

**Bookstore Supervisor:** The TRWC Bookstore offers sales of books, knick-knacks, audio and video products, and candies. The bookstore supervisor manages the general operations of the store, including inventory management, financial reporting and volunteer scheduling. The Bookstore Supervisor often performs the role of Bookstore Attendant as well.

**Bookstore Attendant:** The Bookstore Attendant assists customers with sales of stock items, ordering of non-inventory products, and assists with stocking and inventory duties under the direction of the Bookstore Supervisor.

#### **2.0 STORE HOURS**

The Bookstore is open during the following times:

##### **A. Sundays**

- 8:15 am to 8:30 am
- Between the 8:30 am service and the 10:30 am service
- For approximately thirty (30) minutes following the 10:30 am service
- The Bookstore is closed while services are in progress.

##### **B. Wednesdays**

- Open on Wednesday evenings as needed.

#### **3.0 OPENING AND CLOSING PROCEDURES**

##### **A. Opening Procedures**

1. The Bookstore Supervisor, or another Bookstore staff member specifically designated by the Supervisor, unlocks and opens the doors by 8:15 am.
2. All lights, equipment and cash register should be turned on.

#### B. Closing Procedures

1. While services are in progress, the doors of the Bookstore must be locked. Staff may stay in the Bookstore to work, stock shelves, straighten, etc, or they may be released to sit in the service if no other work is needed to be done at that time.
2. Before locking up the Bookstore for the day, it should be restocked (if necessary), organized and straightened. Much of this can be accomplished throughout the morning.
3. When closing, the Supervisor or other responsible party should remove the money from the register and count it. They should leave \$50-\$100 in the register. The remaining money should be deposited in the drop safe in Room 108, along with the appropriate deposit slip and credit card batch report. Please see the Money Collection Policies and Deposit Slip, which contains specific instructions for closing the register and depositing the money. All customers should be gone before the cash register is counted.
4. All lights, equipment and cash register should be turned off before leaving.
5. All actual cleaning is taken care of by the TRWC cleaning staff.

### 3.1 Bookstore Key-holders

The Bookstore Supervisor has keys to the front doors of the TRWC facilities as well as keys to the Bookstore.

In the event that the Supervisor will not be there to open the Bookstore, another staff volunteer may be granted key privileges. In this case, the Supervisor should contact the MD. The MD then contacts the TRWC Director of Operations to request a key to be given to the volunteer. The D-Ops then contacts the volunteer and makes arrangements to give them the key.

## **4.0 SCHEDULING**

The Bookstore Supervisor schedules volunteers so that the bookstore is properly staffed during open hours.

On an average Sunday, only the Bookstore Supervisor or one Attendant are needed.

During special events such as Perry Stone, etc., an additional worker may be added to assist with sales and other duties.

If the Bookstore is open on Wednesdays, only one person is needed to man the register and assist customers.

## **5.0 ATTIRE**

Standard church attire is required for all Bookstore staff.

## **6.0 ORDERING RESOURCES AND SUPPLIES**

The Bookstore Supervisor orders all resources for the Bookstore. The resources ordered are based on requests and recommendations from the Pastoral Staff and the TRWC Staff in general. They are also based on the preferences of the Bookstore Supervisor herself.

The resources for sale in the Bookstore include Christian books, workbooks, teachings on audio and video, along with pens, journals and other items. TRWC-produced teachings are not sold in the Bookstore but only in the Resource Center.

The Bookstore Supervisor uses the check request system to purchase books and resources online and from other local stores.

All larger supply or equipment purchases must be approved by the MD and invoices must go to him.

## **7.0 SPECIAL GATHERINGS OR EVENTS**

Each Christmas, the Bookstore Supervisor organizes a Bookstore Staff event. This can be lunch, dinner or attending a special event sometime during the Christmas season.

Sunday Service Rundown		Speaker: Bryan Cutshall		Title: Does the Holy Spirit Have You? Part	
	Element	Source	Lighting	Audio	Cue/Description
Pre-Service	Setup	YC1 for Annc. Loop; Test VGA2 Signal	1, 4 @50%; F=4; Bump Mode=TOG; Master @65%; Stage L/R at 70%	Open VT5 to -10	Verify clicker & scan converter USB plugged in. Test clicker on platform
Service Start	We've Come to Praise Him	VGA2 after imagine	+1+4 F=4	Close VT5 at	End of Countdown
Annc.	Greg Cassidy - n/a				
Video	Father's Day Video	ProPresent		iPod@	Runtime: 2:00
Greeting	Pastor				
Worship	You, You Are God		+14 F=12		Watch Faith for Slide Changes
	To Deserve (Create in me a clean heart)				Watch Faith for Slide Changes
	When I Call On Jesus		-1-4 F=12, House to		Watch Faith for Slide Changes
Prayer	Pastor		Preset F=6		
Offering	Chuck Noel	ProPresent			
	He is Fairer				Watch Faith for Slide Changes
Sermon	Pastor	Keynote	+1+4 F=6; Master=7 House to Full, Stage L/R at		Lights up as pastor transitions to message. (ie: greet your neighbor as you're seated)
Worship	TBD				Watch Faith for Slide Changes
	* House to 55% - Do not lower Pillar Lights or Over-Stage Lights. (1st two switches remain full on wall panel)				

Sunday Service Rundown		Speaker: Chuck Noel		Title:	
	Element	Source	Lighting	Audio	Cue/Description
Pre-Service	Setup	YC1 for Annc. Loop; Test VGA2 Signal	1, 4 @50%; F=4; Bump Mode=TOG; Master @65%; Stage L/R at 70%	Open VT5 to -10	Verify clicker & scan converter USB plugged in. Test clicker on platform
Service Start		VGA2 after imagine clip	+1+4 F=4	Close VT5 at Applause	End of Countdown
Annc.	Greg Cassidy - n/a				
Greeting	Pastor				
Worship	Give Him The Highest Praise		+14 F=12		Watch Faith for Slide Changes
	Say So				Watch Faith for Slide Changes
	Dancing Generation				Watch Faith for Slide Changes
	Revelation Song		-1-4 F=12, House to 55%*		Watch Faith for Slide Changes ...
Prayer	Pastor		Preset F=6		
Offering					
	Bless The Lord Oh My Soul (He Has Done Great Things)				Watch Faith for Slide Changes ...
Video					
Sermon	Bishop Henry Phillips	Keynote	+1+4 F=6; Master=7 House to Full, Stage L/R at 70%		Lights up as pastor transitions to message. (ie: greet your neighbor as you're seated)
Worship	TBD				Watch Faith for Slide Changes







**Twin Rivers Worship Center**

**WORSHIP**

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## *Section A.*

### **PRAISE BAND**

#### **1.0 PROCESS FOR BECOMING A PART OF THE BAND**

##### **1.1 Criteria**

All those wishing to join the Praise Band must be a faithful TRWC church attendee and also complete the “Connecting to Your Gifts” portion of the GET CONNECTED classes. If a person expresses an interest in being a Band Member, the Assimilation Office contacts the Minister of Music and passes on their information. The Minister of Music will then contact the person and set up an interview/try out.

If someone from the congregation approaches the Minister of Music to become a part of the Band and they haven’t yet gone through the GET CONNECTED class, she will usually ask them to attend that class first before holding a try out. Exceptions do exist.

##### **1.2 Process for Trying Out for the Band**

The Minister of Music uses the following process when someone desires to try out for the band.

A. When someone expresses interest, the Minister of Music sets up a time for them to meet. During this interview, she gets an idea of their personality, who they are and why they want to be a part of the Band. She then listens to them play. Following are some of the criteria she uses to decide if this person is a good candidate for the TRWC Band:

1. They must be able to play by ear as well as by chord charts.
2. Their style must be similar to that of the Band.
3. They must be able to flow with the Band.

At this stage, the Minister of Music may already know if the person will work out or not and tell them so. She may recommend some things for that person

to practice before trying out again in the future.

- B. The Minister of Music will have the person work with her and also a current Band member who plays the same instrument. They may meet several times to practice and determine if the person is a good fit for the Band. After this process, the Minister of Music will let the person know if they will become part of the Band or not.

There are approximately ten Band Members.

## **2.0 REHEARSALS**

Band rehearsal is every Wednesday evening from 6:30 – 9 pm. The Band alone practices from 6:30 – 7 pm. They are joined by the Praise Team at 7. Then they are joined by the Choir at 8.

If a Band Member is not at rehearsal on Wednesday, then they cannot play on Sunday. There are exceptions, and occasionally the Minister of Music is able to rehearse separately with a person if the need arises.

## **3.0 SUNDAY SERVICES**

The Band arrives forty minutes prior to the first service to practice. They are joined thirty minutes prior by the Praise Team and Choir.

The Band Members play both Sunday morning services each week. The same people play each week, except for Bass Guitar, which alternates every other week. Having the same Band Members for almost every service eliminates confusion and adds a critical cohesiveness. Each member has a backup for special occasions or absents.

If a Band member is going to be absent, they must contact the Minister of Music by the previous Wednesday if at all possible.

If a Band Member misses three Sundays in a row, they are required to meet personally with the Minister of Music to personally discuss the situation.

## **4.0 INSTRUMENTS**

All instruments, with a couple exceptions, are the property of TRWC. Instruments remain on the platform at all times and cannot be taken home with

the Band Members.

## ***Section B.***

### **CHOIR AND PRAISE TEAM**

#### **1.0 PROCESS FOR BECOMING A PART OF THE CHOIR**

##### **1.1 Criteria**

All those wishing to join the Choir must be a faithful TRWC church attendee and also complete the “Connecting to Your Gifts” portion of the GET CONNECTED classes. If a person expresses an interest in being a Choir Member, the Assimilation Office contacts the Minister of Music and passes on their information. The Minister of Music will then contact the person and set up an interview/try out.

If someone from the congregation approaches the Minister of Music to become a part of the Choir and they haven’t yet gone through the GET CONNECTED class, she will usually ask them to attend that class first before holding a try out. Exceptions do exist.

##### **1.2 Process for Trying Out for the Choir**

The Minister of Music uses the following process when someone desires to try out for the choir.

- A. When someone expresses interest, the Minister of Music sets up a time for them to meet. During this interview, she discusses the purpose of the ministry and also asks the person why they want to be a part of the Choir. It is a time to learn their motivations and heart concerning the choir. She then has the person sing a few different songs for her.

The Minister of Music may know after this first try out if the person is qualified or not for the Choir and tell them so at this point.

- B. If a person is qualified for the Choir, the Minister of Music has them attend four Wednesday practices to observe and see if it’s what they really want. It gives them a chance to see how the Choir operates, how the Minister of Music operates, how long they will need to stand, etc. If, after this process, they want to become a member, then they can. The next Wednesday, they are introduced to the choir and the Minister of Music has them share their testimony with the

group.

There are between fifty and seventy members in the Choir at all times.

## **2.0 PRAISE TEAM**

The Praise Team members are personally appointed by the Minister of Music. They can express an interest to her, however, she makes the final decision.

There are approximately eight members on the Praise Team, including the Minister of Music. They stand in front of the Choir and each have separate microphones.

## **3.0 REHEARSALS**

Praise Team rehearsal is every Wednesday evening from 7 – 9 pm. The Choir is required to come from 8 – 9 pm.

If a member is not at rehearsal on Wednesday, then they cannot sing on Sunday. There are some exceptions.

## **4.0 SUNDAY SERVICES**

The Choir and Praise Team arrive thirty minutes prior to the first service to practice.

The Choir and Praise Team sing at both Sunday morning services each week. Different Praise Team Members are usually appointed for each service however. (They sing in the Choir during the service they are not singing on the Praise Team.)

If a Choir/Praise Team Member is going to be absent, they must contact the Minister of Music by the previous Wednesday if at all possible.

If a member misses three Sundays in a row, they are required to meet personally with the Minister of Music to personally discuss the situation.

### **4.1 Attendance Keeper**

The Minister of Music has an Attendance Keeper who keeps track of all

attendances of Choir and Praise Team Members. A notebook and attendance chart is provided for use. When special singing events arise and the entire Choir isn't able to be brought, attendance is often used to decide who gets to attend.



## ***Section C.***

### **ADDITIONAL POLICIES**

#### **1.0 ATTIRE**

Attire for all Choir, Praise Team and Band Members is business casual.

No tank shirts are allowed, and arms must be covered to the elbow. For women, all dresses must fall below the knee.

No flip flops are permitted.

All attire must be appropriate and non-revealing in any way. Women's midriffs must be covered.

#### **2.0 PRAYER**

Every practice, an Elder in the Choir leads the entire team in a short prayer. At the end of practice, another Elder prays over the team and prayer needs, etc. are also addressed. It is a mini-prayer service each week.

A person is also appointed on Sundays to gather everyone together behind stage at the appropriate time. They lead prayer before going on the platform.

#### **3.0 FOOD**

Food is provided between services every Sunday by TRWC. This includes coffee, juice, donuts and other breakfast foods.

For special events and services during the week where the Band and Choir are needed, dinner is also provided by TRWC.







**Twin Rivers Worship Center**

**ELDERS MINISTRY**

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## **ATTACHMENTS**

### **New Elder Selection Process**

- A. Recommendation Form
- B. Questionnaire for Prospective Leaders

### **Meetings and Administration**

- A. Elder's Meeting Agenda
- B. Letter from Senior Pastor
- C. Letter from Elder
- D. Elder Gram: New Member
- E. Elder Gram: Transfer In
- F. Elder Gram: Transfer Out
- G. Elder's Report

### **Policies for Specific Ministry**

- A. Communion Diagram
- B. Baptism Information Sheet



## **Elder's Statement of Purpose**

- S** — The Elder is a public SERVANT.
- H** — The Elder is a HELPER to the Pastor.
- E** — The Elder is an EXHORTER and EDIFIER of the people.
- P** — The Elder is a PRAYER PARTNER to the Pastor and each member of his oversight.
- H** — The Elder is a model of genuine HUMILITY
- E** — The Elder is an EVANGELIST who leads people to the Lord.
- R** — The Elder is a spiritual ROLE MODEL to the people he serves.
- D** — The Elder is one who DISCIPLES new converts and growing Christians.

## **Elder's Pledge**

I understand that by serving as an Elder in God's church that I will be representing the Kingdom of God at all times. I must adhere to the Biblical teachings concerning Eldership as explained to me. I must seek to glorify God and represent my Pastor in all of my duties. I must uphold a standard of living that is beyond reproach. I must pray earnestly for those assigned to my oversight. Finally, I must seek to be a shepherd over the flock of God that has been assigned to my care.

## ***Section A.***

### **NEW ELDER SELECTION PROCESS**

#### **1.0 QUALIFICATIONS FOR AN ELDER**

##### **1.1 Mandatory Pre-Requisites**

- Spirit-filled man who is spiritually mature
- A faithful husband and father who is not living in any spiritual violations of immoral conduct concerning marriage and the family
- Must be a member of the church for at least one year and in good standing
- Must complete the “Connecting as a Ministry Leader” training
- Must feel called of God to be an Elder
- Must be a faithful tither and financial supporter of the church
- Must have the full support of spouse concerning entering the Eldership

##### **1.2 Preferred Pre-Requisites**

- At least 50 years of age or advanced in maturity and wisdom
- Faithful member of the church for two years or more
- Free from any hindrances that would prohibit him from performing his duties and an Elder
- Must be a people person
- Must not be easily offended

#### **2.0 CONNECTING TO MINISTRY LEADERSHIP TRAINING CLASS**

Connecting to Ministry Leadership Training Class is a four-week, eight-hour

training series that focuses on the leadership process, qualifications of potential leaders, and character of leaders at the church. The leadership opportunities available at TRWC are discussed, as well as the selection and duties of elders.

The purpose of this training course is to create a pool of potential leaders who are thoroughly acquainted with the leadership responsibilities and expectations of the church. **It is from this pool that new Elders and ministry leaders are selected.**

## **2.1 The Recommendation Process**

In order to attend this training course, an individual must be recommended by someone who is, or who has been, in a position of leadership at the church. If a ministry leader wants to recommend a member of the church, they must fill out a Recommendation Form and submit it to the Administrative Elder of Leadership Processing, a member of the Administrative Elders Committee (AEC).

Approximately 1 ½ months prior to the start of each four-week session, the Care Pastor puts a letter and a Recommendation Form into the mailboxes of all Elders and other appropriate staff as a reminder to turn in names of those they think would be good for the class. The Elders then return these forms to the mailbox of either the Care Pastor or the Elder of Leadership Processing.

Please see Attachments for a sample of the Recommendation Form.

The Elder of Leadership Processing then calls all individuals who have been recommended to see if they are interested in attending the class. If they are interested, then the Care Pastor mails each participant a letter which officially invites them to attend the classes and gives all of the pertinent dates and times.

## **2.2 Schedule**

This training course is an eight-hour, four-week course that is held on four Thursdays in a row. It is held three times a year—once in February, May and September.

## **2.3 Class Agenda**

Following is the agenda for the Connecting to Ministry Leadership training class. Each session is taught by a Pastor, an Elder or a Ministry Leader. All participants are asked to read Dr. Bryan Cutshall's book, *Where Are the Armorbearers?* over the course of the first three weeks in preparation for the final week.

A. Week #1

1. Connecting to the Leadership Process—the qualifications and the process of choosing leaders
2. Profiles of Ministry Leadership

B. Week #2

1. Connecting with the Character of a Leader
2. Organization/Intro to Ministries
3. Understanding the Elder's Ministry

C. Week #3

1. Understanding the Elisha Ministry
2. Understanding the Deacon's Ministry
3. Handling the Holy Things

D. Week #4

1. Where Are the Armorbearers?
2. Connecting to the Challenge of Leadership

## **2.4 Follow Up**

At the completion of the training course, the responsible Elder submits the names of all those who have completed the class to the Assimilation Office. Assimilation then enters the new information into the ministry database.

## **2.5 Leadership Completion Letter**

Within two weeks of the completion of the course, the Assimilation Office mails a letter of completion to the attendees. Assimilation is responsible for printing out the letters, acquiring the necessary signature for each, stuffing the envelopes, and

mailing from the ministry office.

## **2.6 Leadership Pool**

During their monthly Administrative Elders Committee meeting, the committee discusses those who have just recently completed the course and decide which pool to put them in. They are either placed into the “Leadership Pool” or the “Elders Pool.” Every six months, this committee reviews the pools of names to discuss if any should be added, deleted or moved for any reason.

## **3.0 NEW ELDER SELECTION PROCESS**

The following process governs the selection of all new Elders at TRWC:

- A. A person must complete the “Connecting to Ministry Leadership Training Class” and be in the Elders Pool.
- B. When a new Elder is needed, the AEC selects two possible candidates from the Elders Pool.
- C. The AEC submits these two names to the Senior Pastor for his approval.
- D. The AEC discusses the candidates with their respective Elders to make sure they approve as well.
- E. If approval is obtained from the Senior Pastor and the candidates’ Elders, then the Elder of Leadership Processing will send each candidate the Questionnaire for Prospective Elders for them to fill out.

Please see the Attachments for this section for a sample of the Questionnaire for Prospective Elders.

- F. AEC conducts background checks on the candidates.
- G. The Administrative Elders Committee conducts an interview with each candidate, which lasts approximately one hour. This is the final step of approval before presenting the names to one of the Elder Selection Teams.
- H. Once the two candidates have received approval from the AEC, the Elder of Leadership Processing prepares information sheets on each candidate, which include their names, personal information, photos and other

pertinent information gleaned from the questionnaire and interview.

- I. The Elder of Leadership Processing presents these information sheets to one of the Elder Selection Teams. (See below for more information on the Elder Selection Teams.) This team then has two weeks to pray and fast about this selection. During these two weeks (and continuing through the voting process), no discussion about the candidates is allowed between the members of this team. They must not know who another is planning to vote for.
- J. After the time of prayer of fasting, the Elder Selection Team Coordinator calls his team together for a vote. Votes are written on paper ballots and submitted for a count.

The team must reach ***complete consensus*** for a candidate to be chosen. A candidate is not considered selected until they receive **100%** of the votes.

If the first ballot is not a consensus, then another ballot is taken. No discussion may take place concerning which candidates the team members have voted for.

Up to three (3) ballots may be taken to attempt to reach a consensus. If a consensus is not reached after three votes, then the process will have to start from the beginning. The results will be turned into the Elder of Leadership Processing and the names will be put back into the Elders Pool.

- K. If a candidate gets selected by the Elders Selection Team, then the Elder of Leadership Processing will arrange a meeting and submit his information sheet, photo, etc. to the entire body of Elders. Questions about the candidate's qualifications should be discussed among the Elders at this time.
- L. The body of Elders are asked to spend one week praying and fasting about the decision. Ballots are distributed, which must be returned within seven days. The ballots require a simple yes or no ratification of the candidate.

An 80% majority is required to ratify a candidate. The 80% ratio is determined by those ballots which are returned within the seven days.

### **3.1 Elder Selection Team**

The four Elder teams—Jabez, Joshua, Daniel and Caleb—take turns serving as the Elder Selection Team. Each time two new candidates are presented for Eldership, a new team serves as the Elder Selection Team.

#### **4.0 INSTALLATION CEREMONY**

The appointed Elder and his wife (if applicable) will come before the church and repeat the Elder's pledge. The Senior Pastor, Administrative Pastor and the Elders will anoint and pray over the New Elder during a regular worship service. This ceremony begins their eldership.

#### **5.0 ORIENTATION**

The Administrative Elder of New Orientation, a member of the AEC, is responsible for the orientation of the new Elder. Orientation consists of the following:

- The Elder of New Orientation gives the new Elder a copy the Elder's Manual by Dr. Bryan Cutshall.
- He then schedules an evening to meet with the new Elder. The evening consists of the Elder of New Orientation taking him to dinner, then going back to his home to spend significant time going over the Elder's Manual.
- Every month or two, the Elder of New Orientation and the new Elder get together to discuss how things are going and address any questions or issues that the new Elder may need to discuss.
- At the six-month mark, the two get together again to touch base about how things are going and discuss any pertinent issues, difficulties, etc.
- Throughout the process, the Elder of New Orientation makes himself constantly available to the new Elder. The new Elder may call him at any time to talk over particular situations, etc.

#### **5.1 Information Notebook and Badge**

The Care Pastor provides the Elder of New Orientation with a notebook of information and an official name badge to give to the new Elder. This notebook of information contains, but is not limited to, the following:



- Church extension list
- Mileage log—if they document their miles to and from hospital visits and record the hospital and who they saw, they can deduct this on their income taxes.
- Communion chart
- New child dedication procedures
- TRWC Wedding Policy
- Postage machine instructions
- Elders calendar of events
- Elders special activities sheet
- Check Request form
- Clean-Up Committee schedule for Elders meetings
- List of all local hospitals
- If the new Elder is assuming an existing oversight, then he will receive a profile of every person in his oversight. These profiles come directly from the TRWC database.

## **5.2 Business Cards**

After the new Elder is installed, the TRWC Director of Operations contacts the new Elder and has business cards printed for him.

## ***Section B.***

### **ELDER RESPONSIBILITIES**

#### **1.0 PRINCIPLE OBJECTIVE**

To create and monitor an atmosphere of healing, care, nurture and spiritual growth within the church body.

#### **2.0 BIBLICAL DUTIES AND RESPONSIBILITIES**

Following are the duties and responsibilities of an Elder as outlined in 1 Peter 5:1-10.

- A. Be *shepherds* of God's flock that is under your care (v. 2).
- B. Be *called* of God (vv. 2, 3).
- C. Be *willing and eager to serve* (vv. 2, 3).
- D. Do *not be greedy* (vv. 2, 3).
- E. Do *not lord over those entrusted to you* (v. 3).
- F. Clothe yourselves with *humility* (v. 5).
- G. *Humble yourselves* under God's hand (v. 6).
- H. *Cast your cares* (anxieties) on Him (v. 7).
- I. Be *self-controlled* (v. 8).
- J. Be *alert* (v.8).
- K. *Resist the devil* (v. 9)
- L. *Stand firm in the faith* (vv. 9, 10)

#### **3.0 ADDITIONAL RESPONSIBILITIES**

- A. All the Elders will lay hands on the Pastor and pray before each service.
- B. Elders and their wives will serve as the Altar Evangelism Team.
- C. Elders will visit the elderly and shut-ins who are in their oversight.
- D. Elders visit hospitals and notify the Pastor when a critical situation arises so he or she can make an additional visit.
- E. Elders are available to pray for their oversight and talk with individuals who request to do so.
- F. Elders serve as the spiritual caretakers of an oversight of approximately 50-75 individuals.
- G. Elders serve as advisors to the Senior Pastor in spiritual matters.
- H. Elders serve in all sacraments and ceremonies: Communion, baptisms, weddings, funerals and baby dedications.
- I. Elders anoint the sick with oil and pray for them.
- J. Elders assist the Senior Pastor in specially-called meetings to test the soundness of doctrines and authenticity of religious trends and fads.
- K. Elders serve the church in disciplinary matters when called upon by the Senior Pastor.

#### **4.0 EXTENSION OF THE SENIOR PASTOR'S MINISTRY**

See Exodus 18:13-26.

- A. Pray for the Pastor and his family. (See Philippians 1:19-20.)
- B. Provide a hedge of protection around the Pastor and his family. (See Job 1:10.)
- C. Hold up the Pastor's hands in battle. (See Exodus 17:8-16)
- D. Exhibit unity. (See Psalm 133:1; Ephesians 4:3; Acts 1:4; Acts 2:1.)
- E. Show up. (See Hebrews 10:25.)

F. Know the Pastor. (See 1 Thessalonians 5:1.)

Elders should keep these four things in mind about the Pastor:

1. He doesn't have to be perfect to be valuable—he is not perfect.
2. He doesn't have to please everybody—he can't please everybody.
3. There should be personal responsibility for his behavior—he is responsible for his behavior.
4. Diversion is necessary—he needs time away from “ministry” to replenish his energy and vision.

G. Understand the Pastor's various roles:

1. Husband
2. Father
3. Pastor/Teacher
4. Administrator
5. Representative of local church family and denomination

H. Be patient with the Pastor as he learns to delegate authority and responsibility to the Elders. (See Philippians 3:12.)

I. Be assertive in ministering to the needs of the congregation. Elders are the pastors of the “flock of God.” (See Titus 2:2; 1 Peter 5:2; Romans 12:11.)

J. Be willing to share with Pastor if the Holy Spirit reveals blind spots regarding his leadership. (See Galatians 1:8-9; 1 Corinthians 4:14, 21; 2 Timothy 4:2.)

K. Do the work of an evangelist. ((2 Timothy 4:5.)

L. Love one another. (See 1 John 3: 14, 16.)

M. Know the great principle of Genesis 33:13, 14: The flock cannot be driven, they must be led.

## **5.0 FRIENDLINESS POLICY**

Love, acceptance and care are expressed through friendliness—showing concern and compassion. We want members and newcomers to feel both our affection and affirmation of their worth to God and to the church family.

As a church leader and primary caretaker, Elders are called to be a model to

demonstrate the Biblical model of friendliness. As an Elder models friendliness, he will teach others. Please internalize and personalize the following five points:

- I will show a *spirit of welcome*, enthusiasm and an expectation of good things in worship services.
- I will display a *convincing smile* that portrays joy, hospitality and warmth to those I see at church.
- I will extend a personal and *friendly handshake* that conveys openness, respect and fellowship.
- I will *express appreciation and love* to first-time visitors, regardless of their race, gender, social status or economic status, and share a sincere invitation for them to return.
- I will convey a *caring attitude* to members and friends by talking to them, listening to them and supporting them in Christ-centered living.

## **6.0 HOW ELDERS SHOULD RELATE TO EACH OTHER**

- A. Mutual submission (Ephesians 5:21)
- B. Mutual respect (Romans 12:3, 16)
- C. Christian love (1 Corinthians 13:1-8)
- D. A sense of brotherhood (Romans 12:10)
- E. Trust (Philippians 1:1-8)
- F. Loyalty (2 Timothy 4:9-16)
- G. A team spirit (Acts 13:2)
- H. Mutual Servitude (Philippians 2:3-5)

## **7.0 PRACTICAL AND RELATIONAL PROCEDURES**

- A. If an Elder is offended by another Elder, he should go to him privately, concentrating on the problem and not the person.

B. If there is something in the church that needs improvement:

1. Invest in the improving process by volunteering to serve as a helper.
2. Share with the ministry leader a private evaluation and work with a team spirit.

C. To achieve overall excellence in ministry:

1. Accept ownership of the goal for excellence (“my church”).
2. Accept responsibility to work for the goal.

D. Things to pray for:

1. Wisdom
2. Soulwinning
3. Spirit-filled church
4. Favor with God
5. Favor with man
6. Other Elders and church leaders
7. Our children

E. Things that cannot be discussed in open Elder meetings:

1. Negatives about another Elder who is absent, unless the conversation is focused on a church-discipline matter
2. Negative personal evaluations of specific ministries, pastors or ministry leaders. These should be dealt directly with a member of the Pastoral Staff. Why?

- A. Disrespectful
- B. Causes prejudiced thinking
- C. Unfair to absent party
- D. Divisive

F. The most important thing an Elder can do to perpetuate his ministry is disciple a younger or less spiritually-mature believer. (2 Timothy 2:2)

G. Advice for Pleasing the Lord

“No one serving as a soldier gets involved in civilian affairs—he wants to please his commanding officer” (2 Timothy 2:4).

## ***Section C.***

### **MEETINGS AND ADMINISTRATION**

#### **1.0 ADMINISTRATIVE ELDERS COMMITTEE**

The Administrative Elders Committee (AEC) is made up of the TRWC Administrative Pastor and four active Elders. The four Elders hold the following positions:

- A. Administrative Elder of Leadership Processing
- B. Administrative Elder of New Orientation
- C. Administrative Elder of Training
- D. Administrative Elder of Sacraments and Social Events

In many ways, the Administrative Elder of Leadership Processing acts as the Chairman of the committee.

#### **1.1 AEC Monthly Meeting**

The AEC meets from 5-6 pm on the third Tuesday of the month prior to the monthly Elder's Meeting. Following are some for the subjects that the AEC discuss at this meeting:

- A. Agenda for the Elder's Meeting later that evening.
- B. Sensitive issues that arise.
- C. Discussion about the Leadership Pool and the Potential Elders Pool.

After each Connecting to Ministry Leadership training class, the AEC decides which of the two pools each of the class participants should be placed in. Every six months, the AEC looks at these pools to decide if names should be added, removed or switched from one pool to another.

- D. Any other pertinent issues that arise.

#### **2.0 MONTHLY ELDERS' MEETING**

The entire body of Elders meet from 6:30-9:30 pm on the third Tuesday of each

month. The Administrative Pastor and the AEC members lead the meeting, addressing pertinent issues. Issues include, but are not limited to:

- Upcoming church events like Communion, Baby Dedications, etc
- Reminders about upcoming “Connecting as a Ministry Leader” classes
- Imagine Campaign updates
- Pertinent issues that need to be addressed
- Points of training
- Encouragement
- Upcoming TRWC guest speakers
- Position Papers

Please see the Attachments for this section for a sample of an Elders’ Meeting Agenda.

Each meeting takes place in the TRWC Banquet Hall, where dinner is served from 6:30-7 pm.

A different Elders’ Team—Jabez, Joshua, Daniel or Caleb—is scheduled to clean up after each meeting.

## **2.1 Position Papers**

Each of the four Elder Teams frequently uses time during the Elder’s Meetings to discuss, create and write their position papers. A position paper is a 2-4 page explanation of what TRWC believes about a particular subject. Subjects can include anything related to the church or Bible and include topics like Worship, Backsliding, Stewardship, Dancing, etc.

For example, one Team may work on their position paper for one or two months, then spend portions of the next meeting or two presenting their report and topic to the Elder Body for additions, revisions, comments, debate, etc. There is no hurry, but rather the Elders wish to put together a comprehensive answer that best represents the beliefs and actions of TRWC. The Elders finish approximately four position papers a year.

One of the greatest uses of position papers is for when someone (whether a church member, non-church member or even a non-Christian) asks an Elder or someone from TRWC, “What do you believe about \_\_\_\_\_?” These position papers are excellent sources for them to take and read, especially during occasions when an Elder may not have the time or liberty to dive into a long conversation at that moment.



It is also the heart of the Senior Pastor and the entire staff to have their beliefs documented for all to see when the occasion arises.

When a position paper has been completed by the Elders, it is then shown to the Senior Pastor for him to have a chance to add or even revise certain sections if he desires.

### **3.0 ADDING FAMILIES TO OVERSIGHT**

When a new family is added to an Elder's Oversight, the Care Pastor sends the Elder an Elder Gram along with a profile of every member of that family via email and/or their church mailbox. These profiles are taken directly from the TRWC database.

The Care Pastor then sends out two separate letters to the family from his office, both in the same envelope. One is a letter from the Senior Pastor, introducing their new Elders. The second is a letter from their new Elders, which welcomes them to their oversight and shares more information about them and their family.

Please see the Attachments for this section for samples of these two letters.

After the letters have been sent, the Elders soon follow up with a phone call, a short meeting after church on Sunday, or both. This first interaction is important to briefly get to know each other and establish a friendly and comfortable foundation.

### **3.1 Elder Grams**

The Care Pastor uses Elder Grams to communicate one of three things:

- An Elder has a new oversight member
- A family is being transferred in to their oversight from another oversight
- A family is being transferred out of their oversight to another oversight

Elder Grams are simple, to the point, and are emailed to the appropriate Elder and/or put in that Elder's church mailbox. The Care Pastor keeps a duplicate for his files.

Please see the Attachments for this section for samples of these three Elder Grams.

### 3.11 “Don’t Ask” Policy

There are various reasons why a family may want to switch from one Elder to another and it doesn’t necessarily mean there is a problem. Many times, a family or a member of that family, after being at TRWC for a while, may get to know another Elder in the church and decide they would prefer to be in their oversight.

**When a family transfers out of an Elder’s oversight, that Elder may not ask the family why they chose to do so or confront them in any way.** Many times, when there is a change, the family contacts their Elder themselves and explains on their own initiative. But any communication on the subject must originate from the family.

TRWC wants to make the process of having an Elder—or even switching to a new Elder—something that is smooth and comfortable for the congregation. Ultimately, the church desires for families to be in an oversight where they can be ministered to in the best possible way.

In such situations, it is the Elder’s responsibility to believe the best, choose not to take offense and move on.

## 4.0 ELDER’S REPORT

Each month, no later than the first Sunday of the month, the Care Pastor places the blank Elder Reports in each Elder’s church mailbox. Each Elder report lists every family in their oversight along with appropriate places to mark comments.

The Elder reports must be turned in to the Care Pastor or Administrative Pastor by the end of the month. On these reports, the Elders note any communication they have had with each family, any specific issues that have arisen (like sickness, hospitalization, etc) or any other special needs. Also, if any information has changed about that family, this is also noted.

Once the reports are all turned in, the Administrative Pastor reviews them. He may take action on some points himself. He also goes through and makes notes for follow up for the Care Pastor. The Care Pastor then reviews the reports and follows up on anything necessary. If family information has changed, then he personally makes these changes in the database.

Please see the Attachments for this section for a sample of the Elder’s Report.

## 5.0 OVERSIGHT FELLOWSHIPS

In order to build the strength and cohesiveness of the oversight, the Elder is encouraged to have an oversight fellowship at least once a year.

In addition, TRWC will provide up to \$2 per person times the number of oversight members, which can be used for meat or others items for the gathering. This money may be obtained by submitting a check request to the Business Office two weeks prior to the event. TRWC will also provide paper products for this event if the Elder contacts the church office at least one week prior to the fellowship.

The Elder is responsible to reserve the desired date of the oversight fellowship on the church calendar as soon as possible since activities are scheduled on a first-come, first-served basis. The Elder should contact the Director of Operations for all such reservations.

## **6.0 MAILBOXES AND MAIL-OUTS**

Each Elder is assigned an individual mailbox in the church office, which should be checked every time he comes to church.

All mail-outs, unless otherwise specified in this Manual, should be handled by the Elder. Postage is provided for them through the TRWC office.

## ***Section D.***

### **POLICIES FOR SPECIFIC MINISTRY**

#### **1.0 HOSPITAL POLICY**

##### **1.1 Hospital Notification**

When someone in their oversight is hospitalized, the Elder should contact the Care Pastor as soon as possible with all of the necessary details. The Care Pastor then puts this new information on the hospital chart located in the kitchen. The following information is displayed and continually updated:

- A. Name of patient
- B. Name of hospital
- C. Reason for hospitalization
- D. Date and time of surgery
- E. Name of the Elder
- F. Date entered the hospital
- G. Date left the hospital

An electronic hospital chart with this same information is also kept by the Care Pastor, and it is his responsibility to send updates to the Senior Pastor and the Administrative Pastor twice a week.

On occasion, the family or hospital will call the church first, in which case the Care Pastor will notify the Elder.

##### **1.2 Hospital Visitation**

The Elder and his Elisha conduct all hospital visits and notify the Care Pastor if the presence of the Senior Pastor is requested or needed. When possible, it is good for either the Elder or the Elisha to remain with them during surgery.

The Care Pastor and/or the Assistant Care Pastor always visit the hospital as well.

##### **1.21 Format of a Routine Hospital Visit**

- A. Greeting

- B. Visit
- C. Scripture
- D. Meet the roommate
- E. Prayer for the hospitalized and the roommate

Time allotment: Approximately 15-20 minutes

## **1.22 Tips for Hospital Visitation**

- A. Do not sit down.
- B. Always use breath mints.
- C. Dress Appropriately
- D. Wear name badge.

## **2.0 BEREAVEMENT CARE POLICY**

The Bereavement Care Ministry is handled through the Office of the Care Pastor. When someone who regularly attends TRWC or their immediate family member passes away, the following process applies.

- A. The Elder of the individual should call the Care Pastor immediately to pass on the news as well as all funeral information.
- B. The Care Pastor will contact the Assistant Care Pastor, who also communicates with the Bereavement Care Director.
- C. The Assistant Care Pastor or the Bereavement Care Director/Committee will order flowers. Please see Flower Policies below.
- D. The Assistant Care Pastor or the Bereavement Care Director/Committee will also deliver food to the funeral home on the day of the viewing. Please see Food Policy below.

Unless the Elder specifies otherwise, they will always send food *and* flowers.

- E. Funerals are conducted by whomever the family requests. This is usually the Senior Pastor, Elder, Staff Pastor, or another minister.

## **3.0 FOOD POLICY**

The Bereavement meals will be provided for the death of someone who regularly attended the church or for their immediate family member.

Immediate family members include spouse, children, parents, grandparents and siblings. Aunts, uncles, cousins, and brother/sister-in-laws are not considered immediate family in this policy. Step-parents and Step-children are decided on a case-by-case basis.

The situation may arise when the Elder might need to use his own judgment for providing food to other family members, but this must be approved by the Care Pastor.

The Bereavement Care Committee delivers food for up to fifty (50) people. Food is usually purchased through Sam's or another similar retailer. Food is only sent to a funeral home which is within thirty miles of TRWC. All other exceptions must be approved by the Care Pastor or the Director of Bereavement Care. If an elder is traveling to the funeral home and chooses to bring it himself, he may do so.

In certain cases, no food is brought if it is discovered that it is not needed.

Other special situations also arise when the Care Pastor may use his discretion to send something instead of food. Example: If the individual has been found to be having financial struggles and is out of work, the Care Pastor may choose to give him a gift certificate instead if it appears this would be more helpful. These situations are not the rule and must have the approval of the Care Pastor.

## **4.0 FLOWER POLICY**

### **4.1 Flower Policies for the Hospitalized**

The following policies apply for sending flowers to those in the hospital:

- A. All requests for flowers must come from the Elder or his wife. They should directly contact the Care Pastor. Pertinent information should be supplied at that time. The Care Pastor will then contact the Assistant Care Pastor. The Assistant Care Pastor will send flowers.
- B. TRWC's policy is to send flowers to those who attend our church on a regular basis. The situation may arise when the Elder might need to use his own judgment for sending flowers to other family members, but this must be approved by the Care Pastor.

- C. Flowers are sent to those who require an overnight stay in the hospital. Those having outpatient surgery will be sent a card from the Care Ministries Office.
- D. If someone returns to the hospital within 21 days of their original stay, and they received flowers during their first stay, then the Care Ministries Office will send a card to the patient.

## 4.2 Flower Policies for the Deceased

The following policies apply to sending flowers for the deceased:

- A. All requests for flowers must come from the Elder or his wife. They should directly contact the Care Pastor. Pertinent information should be supplied at that time. The Care Pastor will then contact the Assistant Care Pastor. The Assistant Care Pastor will send flowers.
- B. TRWC's policy is to send flowers to the funeral home in the event that someone who regular attends the church passes away or one of their immediate family members pass away.

Immediate family members include spouse, children, parents, grandparents and siblings. Step-parents and Step-children are decided on a case-by-case basis. Aunts, uncles, cousins and brother/sister-in-laws are not considered immediate family in this policy.

The situation may arise when the Elder might need to use his own judgment for sending flowers to other family members, but this must be approved by the Care Pastor.

- C. Special situations also arise when the Care Pastor may use his discretion to send something instead of flowers. See example above under Food Policies.
- D. There are times when the individual may request that TRWC make a donation to TRWC or another charity with the money that would have been spent on flowers. Such requests are granted and require the approval and involvement of the Care Pastor or Bereavement Care Director.

## 5.0 COMMUNION POLICY

Communion is celebrated once a quarter, and the Care Pastor provides the dates to the Elders. The Elders are also provided with a Communion Diagram with section assignments.

Please see the Attachments for this section for a sample of the Communion Diagram.

## **5.1 Absenteeism**

It is the responsibility of the Elders to notify the Elder of Sacraments if they will not be present to fulfill their assignment for the Communion Service. Only another Elder can take their place.

## **5.2 Special Communion**

Communion may be administered at any time by an Elder to shut-ins, those in the hospital, nursing homes, or any branch of the church's outreach ministries

## **5.3 Communion Process and Guidelines**

- A. Each Elder will begin serving bread and juice.
- B. If more elements are needed, please notify someone on the Communion Committee to bring additional bread and juice containers.
- C. Elisha's will serve on an "as needed" basis.
- D. Those assigned to the front, serve toward the back. Those assigned toward the back, serve toward the front. Both will meet in the middle.
- E. When Pastor calls for Communion, get the elements and go to the assigned station. Please do not begin serving until Pastor gives the instruction. Pastor will say, "Begin serving at this time."
- F. When finished serving, Elders should walk to their assigned positions and serve each other the Communion elements.
- G. When the Communion is completed, the Elders should again return to their assigned positions to distribute the buckets to gather the empty cups.



## **5.4 Communion Committee**

TRWC has a Communion Committee responsible for preparing and cleaning up for all Communion Sundays. For more information on their role, please see the Care Ministries section of this Manual.

## **6.0 BAPTISM POLICY**

- A. Baptismal services are scheduled twice a year. The Senior Pastor is responsible for scheduling the dates in accordance with the TRWC Calendar. The Care Pastor is responsible to communicate these dates to the Pastors, Elders and all necessary TRWC Staff.
- B. All candidates for baptism should notify their Elder.
- C. The Elder should then meet with all baptism candidates in their oversight to review the Baptism Information Sheet. This sheet covers the following:
  - 1. Five Biblical reasons for water baptism by immersion
  - 2. Things needed for baptism
  - 3. Baptismal robe
  - 4. Instructions for dress and entry into the sanctuary
  - 5. Particulars and content of actual baptism ceremony
  - 6. Order of service

Please see the Attachments for this section for the Baptism Information Sheet.

- D. Each Elder will enter the pool with the Pastor to assist in baptizing the members of their oversight.
  - 1. The Elder will present the baptism candidate by name when they enter the baptistery.

## **6.1 Criteria for Baptism**

A person may be baptized at TRWC as long as they have received salvation through Jesus Christ and have talked with an Elder from the church. An

individual does not necessarily need to be a regular attendee at TRWC to qualify for baptism during these services.

## **6.2 Water Baptism Certificates and DVDs**

Within two weeks of the Water Baptism service, the Assimilation Office mails a Certificate of Baptism along with a DVD to each person who has been baptized. The Certificate is signed by Pastor and Elder. The DVD contains their segment of the Water Baptism service.

Please see the Care Ministries section of this Manual for a sample of the Certificate of Baptism.

## **7.0 BABY DEDICATION POLICY**

The Senior Pastor schedules Baby Dedication ceremonies quarterly in accordance with the TRWC Calendar. The Care Pastor is responsible to communicate these dates to the Elders and all necessary TRWC Staff. Baby Dedications are held during Sunday morning worship services.

The Elder will assist the Senior Pastor in conducting the dedication ceremony of a child by:

- A. Standing with the family
- B. Presenting the symbols of dedication to the family as the pastor speaks.  
Symbols include:
  - 1. Red carnation to the father
  - 2. White carnation to the mother
  - 3. Baby's breath to the infant
- C. Anointing the child with oil for the Prayer of Dedication.
- D. Presenting the family with a gift bag and a certificate.

## **7.1 Preliminary Procedures**

If a family attending TRWC would like to have their baby dedicated, they must contact their Elder or the Care Pastor to let them know.

The Care Pastor will email/mail the parents the Baby Dedication Letter, containing all of the pertinent information, deadlines and actions that need to be taken by the parents in order to have their child dedicated at the next scheduled ceremony. The Care Pastor is responsible for all registration and preliminary planning for the Baby Dedication Ceremony.

For more information regarding Baby Dedication procedures, please see the Care Ministries section of this Manual.

## **7.2 Baby Dedication Kiosk**

A kiosk with blue and pink balloons will be set up in the church lobby and manned by a Baby Dedication Committee member.

All Elders that are assisting with Baby Dedications on that Sunday are to report to the kiosk as listed below:

A. 8:30 am service dedications:

Elders should report to the kiosk between 8 and 8:20 am.

B. 10:30 am service dedications:

Elders should report to the kiosk between 10 and 10:20 am.

At the kiosk, the Elders will receive the flowers, gifts and certificates for the child/children they will be dedicating. They will also be informed where to stand during the ceremony.

Parents are also asked to check in at the kiosk during these times to receive instruction on where their family will stand at the appointed time.

## **7.3 Dedication Ceremony**

When it is time for the Baby Dedication Ceremony, the Pastor asks the families to come forward and stand at the altar with their elder in the place they have been previously assigned to stand. The Pastor then proceeds as follows:

A. Address to the Congregation

Similar to:

“To you, the church family of Twin Rivers, may I remind you once again of the awesome responsibility the Lord has given each of us to be living illustrations to the children of our church. If you will accept the responsibility of being a Christian example in attitude, conversation, instruction and lifestyle, I would like for you to acknowledge by saying ‘I will.’”

#### B. Address to the Babies’ Families

Similar to:

“And to the families of each of these babies, I charge you before the Lord to walk in such a way that you may give godly instruction to this child who will watch you ever so closely. As the inner circle of the child’s life you will have a greater influence over him or her than any other person in their world. If you accept the responsibility to pass along a godly heritage to this child and Christian principles as you understand them, I would like for you to acknowledge by also saying, ‘I will.’”

#### C. Presentation to the Father

Similar to:

“To you, the father, I give this red flower as a symbol of the rich, red blood with which you build and defend the home against any harm toward this child. May it be a home built firmly on the ideals of Jesus, the man of Galilee and the Son of God. Let nothing enter your home that will destroy your faith, confidence and mutual love, for without these, no home can endure. Let nothing enter your home that will injure the soul of a little child or crowd out the Master who said, ‘Whosoever shall receive one such child in My name receives Me.’”

At the beginning of this address, the Elder should present the red carnation to the father.

#### D. Presentation to the Mother

Similar to:

“To you, the mother, I give this white flower as a symbol of purity of heart and purpose with which you have endowed the home this little one has come into. If your child grows up to know God in a personal experience, it will largely be because you have awakened the child’s latent faith into its first consciousness of God and because you have nurtured it in the things

of God. It is from you, the greatest influence on the child, that the child gets its first idea of God. As you bow with the little one at your knee, the sense of awe and reverence is awakened in the little soul. From the purity in your eyes comes the idea that God is holy, and from the gentleness of your voice, the idea that God is love.”

At the beginning of this address, the Elder should present the white carnation to the mother.

#### E. Presentation to the Baby

Similar to:

“To you, \_\_\_\_\_, I give this baby's breath. It is a symbol of the breath of God inside of you. This small white flower is also a token of your innocence and purity. My earnest prayer, as I look into your unsullied face, is that when you lose your innocence and your eyes of understanding are open, you will see Jesus.”

At the beginning of this address, the Elder should present the Baby's breath to the child.

#### F. Prayer of Dedication

The Pastor then approaches each child individually, anointing each with oil and praying a prayer similar to the following or as the Lord leads:

“Our Heavenly Father, we thank you for this service of dedication and pray Your divine blessings on these parents and this child. May this father and mother, inspired by Your Spirit, be enabled to train and teach this little one to grow I Christ in wisdom and stature, and in favor with God and man.”

#### G. Elders present their families with a gift bag and a certificate.

## 8.0 WEDDING POLICY

When a couple desires to be married, the Elder should instruct them to contact the church Wedding Coordinator.

Pre-marital counseling at TRWC is required for all weddings. The elder and Wedding Coordinator and/or Wedding Hostess should notify and inform the couple about the premarital classes titled “Masterpiece Marriage.” They will be

required to attend four special classes over a four-week period.

This class includes a Compatibility Test, which will be given and graded by the class instructors. If this test reveals any further need for counseling, the officiating minister for the wedding will be notified.

## **9.0 COUNSELING POLICY/SPIRITUAL GUIDANCE**

Each Elder should refrain from using the term *counseling*. The term *spiritual guidance* is preferred. This relieves the Elder from any legal liabilities. General spiritual guidance and pray may be given by the Elder as the need arises. When the Elder discerns that additional or extensive counseling is necessary, he should encourage the member to talk with the TRWC Care Pastor or contact the Director of House of Restoration, the lay counseling ministry of TRWC. (If they contact the Care Pastor, he will also direct them to House of Restoration.)

## **10.0 BENEVOLENT POLICY**

If a family needs assistance and confides in the Elder, the Elder should contact the Care Pastor to see that the family is properly assisted. Upon recommendation from the Elder, the Care Pastor will see that the family is followed up with in the proper manner.

## **11.0 ALTAR MINISTRY**

Each week, half of the Elders are on duty to serve at the altar if needed. During these Sundays, it is mandatory for them to be at both morning services.

At the end of service, if the Pastor requests for the Elder Teams to come forward, then the Elder and his wife (if applicable) will come forward and stand in front of the altar, spaced appropriately across the front and around the sides of the altar.

The Pastor may invite people to come forward for a particular need or invite people to come forward for any needs in general.

Things to keep in mind:

1. During these prayer times, there should be limited “spiritual guidance” during the Elder’s prayer so that others who are waiting can also receive prayer.

2. When an Elder is not praying for anyone, he should be patient and prayerful. If everyone starts assisting other Elders, someone who was planning to come forward may not do so if the Elder has left his post.

## **12.0 SOULWINNING POLICY**

Each Elder is expected to know the “ABC” approach to soulwinning.

- A Admit you have sinned.** (Romans 3:23)
- B Believe that Christ died on the cross to save you from your sins.**  
(Romans 10:9)
- C Confess to Christ that you need to be saved and ask Him to come into your heart.** (Romans 10:10)

## **12.1 Tips for Soulwinning**

- A. Try to be safe and non-confrontational.
- B. Share your own testimony.
- C. Ask if they have any other needs that require prayer.
- D. Pray the sinner’s prayer with them.

## **12.2 An Illustrated Sinner’s Prayer**

“Heavenly Father, I **A**dmit that I have sinned. I **B**elieve you died for my sins and all I have to do is ask for Your forgiveness. I **C**onfess that Jesus is the Lord of my life and I want to serve you. Please forgive me of my sins and live inside of me. Thank you, Lord Jesus, for saving me. Amen

## ***Section E.***

### **RETIREMENT OF AN ELDER**

#### **1.0 POLICY**

TRWC feels that the ministry of an Elder is a ministerial calling and therefore does not place a limitation on the term of office for an Elder. In essence, the Elder is commissioned for life, in the same way a preacher is always a preacher for his or her lifetime.

However, just as many ministers retire from full-time active duty while still maintaining limited activities, we also recognize the need for an Elder to retire from full-time active duty. In the event that an Elder chooses to retire—due to family illnesses, poor health or any other personal reason—the Elder will still be recognized as an Elder of the church.

#### **1.1 Transferring the Oversight**

All members of the oversight will receive notification by mail that their Elder is retiring and will no longer serve as caretaker of an oversight. At the same time, they will be advised of their new Elder. In line with our present “Open Door Policy,” they will be reminded that they may request to be transferred, at the time of notification or at any time in the future, to another oversight that has an opening. It is recommended that the succeeding Elder conduct a “Get to Know You” meeting as soon as possible following his installation.

The retired Elder is asked to totally refrain from giving care and guidance to their previous oversight to ensure that the new Elder will be able to properly bond with the people. The only time the retired Elder should serve their previous oversight is in prayer at the altars or when called upon by the an Elder to be an “Elder on call” during his absence.

#### **1.2 Activities of a Retired Elder**

- A. Prayer for the congregation when called upon for additional altar support
- B. Offering sacraments
- C. Praying over the sacraments before each service



- D. Rights to attend and participate in all Elders' meetings and social events
- E. Serve as an "Elder on call" when another Elder is out of town for an extended period of time. The oversight should be notified in writing who the "Elder on call" is and how they can be reached in case of an emergency (if called upon by the Elder to do so).

**Twin Rivers Worship Center**  
10575 Tesson Ferry Rd.  
Saint Louis, Missouri 63123



**Church: (314) 729-0704**  
**Fax: (314) 729-0699**

RECOMMENDATION FOR "CONNECTING TO MINISTRY LEADERSHIP" TRAINING

Date: \_\_\_\_\_

Candidate Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Leadership Information:

Completed GC 100 \_\_\_\_\_ Date: \_\_\_\_\_

GC 200 \_\_\_\_\_ Date: \_\_\_\_\_

Recommended by: \_\_\_\_\_

Candidate's Elder: \_\_\_\_\_

Copy to candidate's Elder for approval: \_\_\_\_\_

Elder's approval Date: \_\_\_\_\_

Follow-Up Actions:

- \_\_\_\_\_ Invitation sent to candidate to attend CTML Training
- \_\_\_\_\_ Notice of CTML Training schedule sent
- \_\_\_\_\_ CTML Certificate issues

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### **QUESTIONNAIRE FOR PROSPECTIVE ELDERS**

Before any man may serve as an Elder, his life and character must meet certain criteria. Specific qualifications for the individual who would serve in this capacity are given to us in the Scriptures. Those qualifications are contained in the following questionnaire, which each potential Elder must complete.

**A. Must be from “among you” (Acts 6:3)** He must be a lay member of TWRC for at least one year prior to his appointment.

Do you know Jesus Christ as your personal Lord and Savior? YES  
NO

How long have you been attending TRWC? \_\_\_\_\_

**B. Must be “men of honest report” (Acts 6:3)** He must be a man of good reputation and have the confidence and trust of the congregation and community.

Do you refuse to engage in unscriptural practices in connection with the business or place of employment in which you are engaged? YES NO

**C. Must be “full of the Holy Ghost” (Acts 6:3) and continue to be “full” (Ephesians 5:18).** He must have received the Baptism in the Holy Spirit according to Acts 2:4, and be living a life continually under the control of the Holy Spirit.

Have you been baptized in the Holy Spirit with the initial, physical evidence of speaking in tongues? YES NO

Are you living a spirit-controlled life to the best of your ability? YES NO

**D. Must have “wisdom” (Acts 6:3).** He must be able to give sound direction and wise counsel to his pastor.

Do you understand and accept that the Elder’s ministry is that of service to the body of Christ, and that it is his responsibility to help lighten the load of the pastor so that the ministry and work of God may go forward and prosper? YES NO

**E. Must be willing to “serve” (Acts 6:2).** He must do the work of a servant.

If chosen, will you serve as an Elder in an attitude of love, unity and faith? YES NO

Are you prepared to submit yourself: first to the Lord, then to His people, and finally to the other leaders with whom you will work? YES NO

Are you willing to be totally involved in the work of God at TRWC? YES  
NO

**F. Must be “grave” (I Timothy 3:8).** He must be solid, steady and serious. He must not be a “flighty” individual.

Do you understand and accept that the position of Elder is one of honor in the church and must be approached with gravity? YES NO

**G. Must be “not double-tongued” (I Timothy 3:8).** He must be a man of his word and be absolutely dependable when he speaks.

Are you a man of your word, speaking always in honesty and truthfulness? YES NO

Do you or your wife gossip? YES NO

**H. Must be “not given to much wine” (I Timothy 3:8).** He must understand the complete negative nature of strong drink and totally abstain from it to avoid the appearance of the evil of alcoholic beverages.

Do you abstain completely from alcoholic beverages? YES  
NO

**I. Must “not (be) greedy of filthy lucre” (I Timothy 3:8).** He must be a good giver, always tithing. He should set the standard always in giving to God’s work. He should have his personal finances under control so that they are not a hindrance to his own spiritual life or worship.

Do you practice tithing and the giving of offerings to TRWC? YES  
NO

Do you consider yourself to be financially responsible? YES NO

**J. Must “first be proved” (I Timothy 3:10).** He must be sufficiently mature in his Christian life that he can capably handle the often weighty issues which come before the Elders without it hurting his spiritual standing.

Do you consider your Christian life of sufficient length, consecration and dedication to be

an Elder?

YES NO

**K. Must be the “(husband) of one wife” (I Timothy 3:12).** He should not be in violation of Holy Scriptures concerning unscriptural divorces or polygamy.

Have you been divorced?

YES NO

Was the divorce within the guidelines of Scriptural permissiveness?

YES NO

If you answered yes to either of the above two questions, please give an explanation in the space provided below:

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**L. Must be “holding the mystery of the faith in a pure conscience” (I Timothy 3:9).**

He must fully subscribe to the tenets of faith of Twin Rivers Worship Center.

Do you accept and adhere to all the tenets of faith of TRWC, which include the following: Laying on of hands, being filled with the Holy Ghost, Tithing and Holiness To be God’s standard of living?

YES NO

**M. Must be “ruling their children and their own houses well” (I Timothy 3:12).**

He must be the scriptural head of his house. God’s plan for a family is that there be a patriarchal head, not a matriarchal head.

Do you consider yourself to be the spiritual head of your home?

YES NO

Do you have regular times of prayer and devotion in your own home?

YES NO

Do your children respect you?

YES NO

**N. Must have a wife who is “grave, not slanderers, sober, faithful in all things”.**

**(I Timothy 3:11).** He must have a wife who does not create serious problems for him, as well as for the church.

Is your wife in harmony with your religious convictions?

YES NO

Does your wife meet with the scriptural standards for an Elders wife?

YES NO

Do you consider your wife a woman of confidentiality and integrity?

YES NO

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Thank you for taking the time to complete this form; please return it in the envelope provided to the TRWC mailbox listed on the attached letter.

# **Elders' Meeting – May 19, 2009**

**5:00 – 6:00 p.m. - Administrative Elders**

**6:30 – 9:30 p.m. - All Elders**

**6:30 - 7:00 p. m. – Dinner**

**7:00 p. m. - Open with our MISSION STATEMENT AND MOTTO**

## **1. Dates to remember – Pastor Chuck**

5/21 – CTMLTC (final class)

5/24 – Membership Sunday @10:30 am

6/3-5 – Missouri State Camp Meeting

6/13 – CE Garage Sale @ Mehlville High School

6/14 – Celebration Sunday w/Bishop Henry Phillips @ 6:00 pm

6/16 – Elder's Meeting

## **2. Items to Discuss**

### **A. Pastor Chuck**

- Imagine Update
- Position Paper Ideas
- Elder's Training

### **B. Pastor Randy**

- ACS Update / Elder's Reports
- New Hospital Listing Updates
- Hospital notification
- Blessings at Birth / Baby Dedication
- New Elder Pictures
- Assimilation Date List

## **3. Administrative Elders**

- a. Elder Ponzar-Administrative Elder of Leadership Processing
- b. Elder Nall – Administrative Elder of New Elder Orientation
- c. Elder Morrison – Administrative Elder of Training
- d. Elder Womble – Administrative Elder Sacraments & Social Events

## **4. Clean Up Committee – Team Joshua**

**Twin Rivers Worship Center**  
10575 Tesson Ferry Rd.  
Saint Louis, Missouri 63123

Office of the Senior Pastor



**Church: (314) 729-0704**  
**Fax: (314) 729-0699**

June 9, 2009

Claire Hastie  
7638 Watson Road Apt. 201  
Webster Groves, MO 63119

Dear Claire:

We are so happy to welcome you as a part of our Church Family. We believe that God has a plan for everyone in His Kingdom. We do our best to help you find the areas of God's will for you and seek to support you in that area of labor.

As a Full Gospel New Testament Church, we believe in the Biblical practice of Deacons and Elders. Our Elders Ministry has become one of the most fruitful ministries of our Church. Our Eldership is designed to give each church family quality and personal care.

I am happy to introduce you to your new Elder. His name is Jerry Murphy. He and his wife Barbara are available to help you. Enclosed, you will also find an introduction letter to give you some information about your Elder, as well as contact information.

Your Elder will be one of the spiritual caretakers in your life, as described in First Peter 5:1-11. Feel free to call them for personal prayer and spiritual guidance. You will find them to be personable and caring people. I am sure their ministry will be a great blessing to your life.

Your Servant Leader,

Dr. Bryan Cutshall  
Senior Pastor



**Twin Rivers Worship Center**  
10575 Tesson Ferry Rd.  
Saint Louis, Missouri 63123

Office of the Care Pastor



**Church: (314) 729-0704**  
**Business Office: (314) 729-0325**  
**Fax: (314) 729-0699**

June 9, 2009

Ms. Claire Hastie  
7638 Watson Road Apt. 201  
Webster Groves, MO 63119

Dear Claire:

It is with great pleasure to welcome you to the new Murphy Oversight of Twin Rivers Worship Center. My wife, Barbara, and I are looking forward to meeting you and getting to know you. We have been attending Twin Rivers since January of 2005. We are excited about what the Lord is doing here at Twin Rivers Worship Center and we believe "The Best Is Yet To Come."



Let me tell you a little about our family. Together we have four grown children and five grandchildren, who all live around the St. Louis area. We have "Family Sunday" every other Sunday, when we all get together. We believe strong families build strong churches.

We have been born-again, serving the Lord for over twenty-two years. We have served as Pastors, as a Ministry of Helps Overseer, City Outreach Evangelism Leaders, Home Group Leaders, Sunday School teacher, altar workers, Hospital and Nursing Home Ministers, Ushers, Prison Ministry and traveling Evangelist. I am presently the Director of the Prison Ministry at Twin Rivers Worship Center.

It is an honor and privilege to serve you through the Elder's Ministry. We will be available to you as needs arise, and will faithfully take your need before the Lord in prayer. Should you need to reach us, feel free to call our cell number at 314-603-8722.

In His Service,

*Elder Jerry and Barbara Murphy*



Elder Gram

To: Elder

**Subject: New Oversight Member**

Name:

Date Assigned:



Elder Gram

To: Elder

**Subject: New Oversight Member**

Name:

Date Assigned:



# Elder Gram

To: Elder

**Subject: Oversight Transfer In**

Transferee:

Date:



# Elder Gram

To: Elder

**Subject: Oversight Transfer In**

Transferee:

Date:



# Elder Gram

To: Elder

**Subject: Oversight Transfer Out**

Transferee:

Date:



# Elder Gram

To: Elder

**Subject: Oversight Transfer Out**

Transferee:

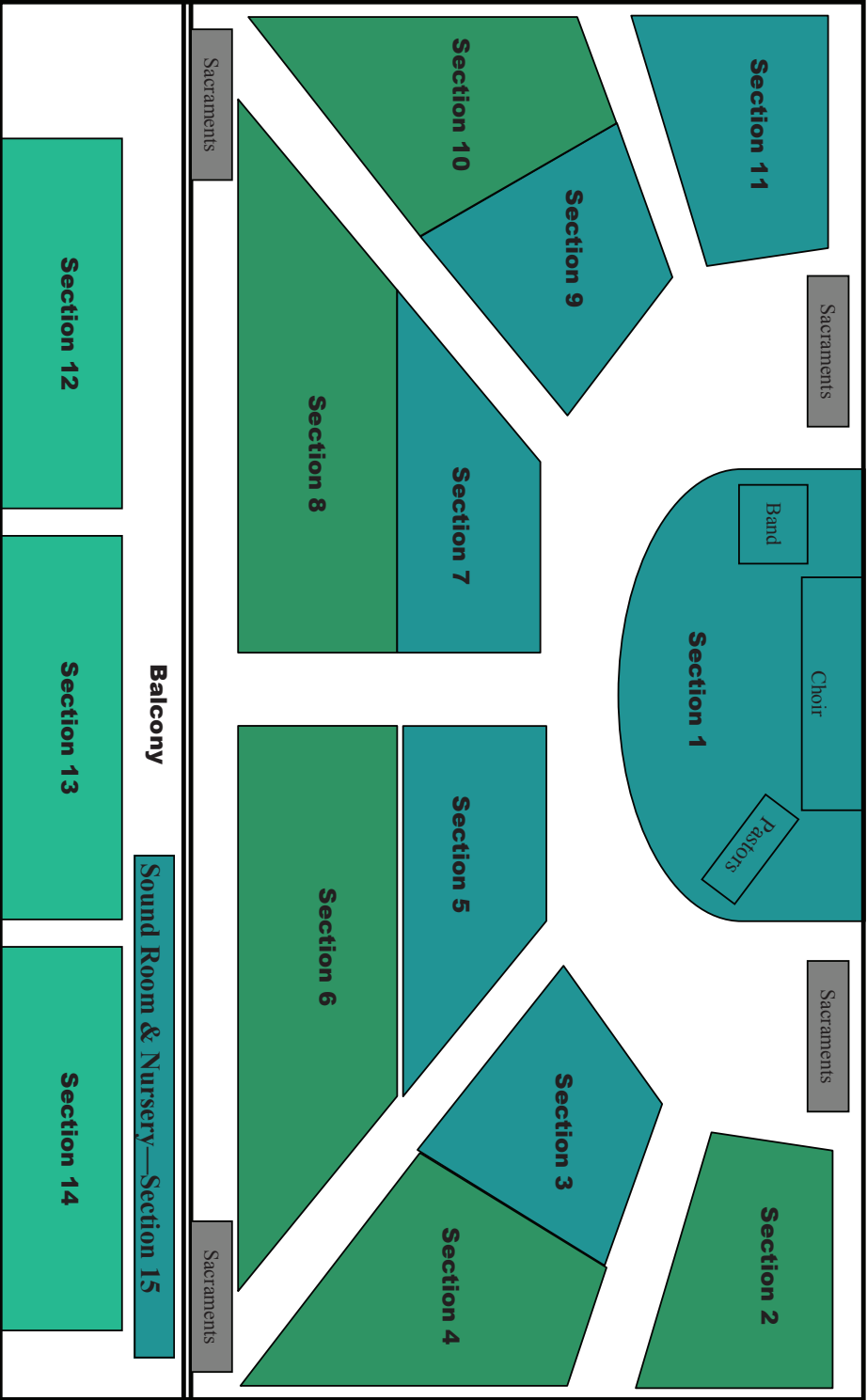
Date:

## Baron Oversight - July 2007

CARE CODES		N - note	V - visit	P - phone	H - hospital	CC - church contact
Last Name	First Name	Home Phone	Cell Phone	Birth Date	Elder Care (Check)	Comments
Allen	Lou	314-444-4444	- -	5/21/1997	CC	has strep throat
Barr	Carl	314-888-8888	- -		P	been on vacation
Barr	Dee	314-888-8888	- -	1/1/2006	P	been on vacation
Blend	Cara	- -	314-555-5555	7/6/1979	CC	
Boy	Kale	636-999-9999	- -	11/21/1977	H - hospital	has a broken hip
Boy	Army	636-999-9999	- -	12/13/1983	CC	
Boy	Ata	636-999-9999	- -	10/29/1998	CC	
Call	Ken	314-666-6666	- -	1/17/1951	N	Sent note- not been in Church
Cass	Dora	314-222-2222		3/13/1929	V	had to be put in Nursing Home
Colle	Landa	618-333-3333	- -	7/2/1948	CC	
Con	Ben	636-333-3333		10/31/1946	CC	Pray for son Will who is in jail
Con	Will	636-333-3333		5/15/1950	V	He is in County Jail

# Communion Serving Chart

Section	Elder		Section	Elder		Section	Elder		Section	Elder
1	Barinotti		5	Rankins / Nall		9	Ridenour / Snider		13	Heiberger
2	Barnes / Blank		6	Jones / Savory		10	Hammack / Verde		14	Womble
3	Ardenieth / Whitaker		7	Brandt / Illig		11	Lynch / Ketcherside		15	Walker
4	Froud / Ponzar		8	Curtis / Hoffmann		12	Parisotto / Murphy			



Revision  
071926  
Revision  
date  
3/17/09

January 18th, 2009      April 19th, 2009      July 19th. 2009      October 4th, 2009

# TRWC POLICY

## Baptism Information Sheet Ministry of Elders

### I. Reasons for Baptism

1. Symbolic of “*washing away*” of our sins. (Acts 22:16)
2. *Following* in the example of Jesus. (Matthew 3:16)
3. It is a *commandment* of God. (Mark 16:16; Acts 2:38)
4. A *public confession* of our faith. (Romans 10:10)
5. Symbolic of the *death, burial and resurrection* of Christ. (Romans 6:3-5)

### II. Process

#### 1. Things to bring:

- A. Clothes that can get wet
- B. Towel

#### 2. We will furnish a **baptismal robe** for each person.

#### 3. **Baptismal candidates should be dressed before the service begins.** The baptismal party (Pastors, Elders, Candidates) will march in together.

#### 4. **Once inside the baptistery:**

- A. Pastor will ask you if you have a statement or testimony to give. (This is not mandatory, but if you wish to give a public statement or testimony, you may do so at this time.)
- B. Hands should be placed across the abdomen. One hand can be used to hold your nose if you prefer.
- C. Pastor will pray and say, “Upon the profession of your faith, Elder \_\_\_\_\_ and I baptize you in the name of the Father, Son and Holy Ghost.” (See **Matthew 28:19**) After these words are spoken, you will be immersed.
- D. You will then exit the baptistery and go change into dry clothes.

### III. Any questions? Please feel free to ask your Elder.

#### Order of Service

1. Opening chorus and offering
2. Praise and worship
3. Exhortation from Pastor on baptism
4. The baptismal service will begin
5. Pastor enters the pool first. Then an elder will get in and present each candidate for baptism from their oversight. This process will continue with each oversight until all are baptized.

\*There will also be reserved seating for *family and friends of baptismal guests*.

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**Twin Rivers Worship Center**

**ELISHA MINISTRY**

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## **Elishas' Motto**

“Always willing, Always prepared, Always there!”

## ***Section A.***

### **ELISHA MINISTRY**

#### **1.0 PURPOSE OF ELISHA MINISTRY**

The Elisha Ministry is a mentoring program where an individual serves as an Elder's assistant for a two-year term. The purpose of the Elisha Ministry is to provide a training ground for spiritual development of an individual while also giving assistance to the Elder. During the two-year apprenticeship, the Elisha will be mentored by the Elder and his wife.

#### **2.0 SELECTION**

The Elisha is selected by the Elder based on the following criteria:

- Spiritually mature
- Emotionally mature
- Not chosen out of pity or neediness
- Not easily offended
- The Elder should pray and allow the Holy Spirit lead him before making the selection.

The term of the appointment is two years, beginning in April. If an Elisha enters the program during the middle of a term, he will still conclude his term with other Elishas, unless the Elder asks him to serve for an additional two-year term. It is recommended that Elders refrain from choosing staff pastors and deacons to serve as their Elishas.

After the two-year term concludes, the Elisha may serve again for the same Elder or for another Elder. There are no limits on how many terms an Elisha may serve. However, Elders are encouraged to choose different people every two years in order to give experience to as many people as possible.

#### **2.1 Connecting to Your Gifts Class**

The Connecting to Your Gifts class—a part of the GET ONNECTED series—is a requirement for an Elisha to serve. If they have not taken the course, they will need to do so before serving.

## **2.2 Resident Elishas**

A Resident Elisha is a person who has served as an Elisha in the past but is not currently serving. If an Elisha is not able to complete their term and TRWC needs an Elisha to step in for any reason, they ask the Resident Elishas.

## **3.0 DIRECTOR OF ELISHA MINISTRY**

The Director of the Elisha Ministry is there to offer training and guidance. The Director handles all of the orientation and training for this ministry. In addition, the Director will bring the Elishas together twice a year for meeting, training and discussion on how things are going. The Director is available to assist the Elishas if they have need of additional training or need fresh ideas to do their ministry well.

The Director will also serve the Elders when they need to replace an Elisha for some unforeseen reason. In the event that a new Elisha is chosen after the training program is offered, the Director will do a special training session for the new Elisha.

## **4.0 ORIENTATION**

Each Elisha is required to attend a three-session training program at the beginning of his term. The Director of the Elisha Ministry is the instructor for the classes.

- A. Session #1—Power Point presentation
- B. Session #2—Watch and discuss *Keepers of the Flame* video by T.D. Jakes
- C. Session #3—Question and answer session with Resident Elishas

This training is mandatory in order to serve as an Elisha. Each Elisha is asked to read and study the story of Elijah and Elisha in 1 Kings 19:16 through 2 Kings 13:20.

## **4.1 Information Folders**

Each Elisha is given an information folder by the Director, which includes:

- A. Director's card
- B. Training schedule
- C. Dates for Orientation

- D. Date of next meeting
- E. Sheet detailing the four different Elder Teams
- F. Elders altar service schedule
- G. Local hospital listing
- H. Elder Information Sheets—include all Elders' and Elishas' names. Also includes Elishas' home and cell numbers and email addresses.
- I. Elder Information Sheet—information about their specific Elder
- J. List of everyone in their oversight—name, addresses and phone numbers

## **5.0 DUTIES AND RESPONSIBILITIES**

Assist the Elder in the following areas:

- Hospital visitation
- Prayer during the altar services
- Keep in touch with the individuals in their oversight each Sunday and Wednesday by greeting their people and checking in with them
- Serving Communion as needed
- Assisting in Baptisms—Elishas make up two of the three teams on the Baptism Committee. See the Care Ministries section of this Manual for more information.
- All other acts of service in which the Elder may call upon his Elisha for assistance

## **6.0 ALTAR PRAYER**

When the Elders are called upon for prayer, the Elishas should automatically move into position. There are times when Elishas will be called, but they should not wait to be called upon. The only time the Elishas should not come forward is when the speaker conducting the altar call requests that *only* the Elders come forward. Otherwise, the Elisha is automatically a part of that ministry team.

The Elisha stands facing the Elder and should leave enough room for the person being prayed for to step between them. The Elisha serves as the “catcher” if that person falls under the power of God. The Elisha should also be alert and bring the next person into position for prayer. The Elisha should make himself aware of who the next person is while the Elder is praying.

Should an altar service go longer than expected, the Elisha should signal for someone to bring water to the Elder in order to keep him fresh.



## **6.1 Attendance**

Elisha Teams are scheduled to work every other week should the Pastor need them. If he needs to be absent, it is his responsibility to get a replacement. He is expected to attend both morning services during his weeks to serve. The Director gives the serving schedules to the Elishas during their twice-a-year meetings. Any changes are communicated via mail or email.

## **7.0 HOSPITAL VISITS**

When a member of an Elisha's oversight is hospitalized, the Elder and Elisha should make at least one visit together to encourage and pray with the individual and his or her family. While the Elder and his spouse may choose to make additional visits, or even share the visitation with Elisha and his spouse, it is important that the Elder and the Elisha make at least one visit together.

If an Elisha is not able to make it to the hospital for personal reasons or because the patient wasn't there long, then they should at least make contact with the family by phone.

This is an ideal time for an Elisha to see their Elder in action. They gain more insight into his role as a man of God than at any other time. They will hear counsel, prayers, encouragement, and see the ministry of care at its best.

## **8.0 MEETINGS**

The Director of the Elisha Ministry holds two meetings per year for all Elishas—one in February and one in September. The agenda for these meetings include, but are not limited to, the following:

- B. Say motto.
- C. Give Elishas schedules for serving at church for the next six months.
- D. Devotion/prayer
- E. The Director hands out updates for all of their Information Folders.
- F. Training

G. Cover pertinent issues—may refer to specific procedures for funerals, issues to discuss about altar services, etc.

H. Miscellaneous issues such as training for the ACS Database.

I. During the February meeting, they prepare for Elder Appreciation Week. The Director has already prepared letters to be sent from the Elishas to families in their oversights concerning Elder Appreciation Week. During the February meeting, the Elishas print out the letters, fold, stuff them in envelopes and seal them for the mail. They also sign up for duties for the Elders Reception on Elders Appreciation day.

The Director also send out letters to the Elishas approximately every other month to remind them about events, encourage them in their ministry, discuss issues and remind them about upcoming Elisha meetings.

## **9.0 ELDER APPRECIATION WEEK**

Elder Appreciation Week is held each year in the month of March. It culminates on Sunday with the church-wide celebration of Elder Appreciation Day. It is a time to rally the oversight and give them an opportunity to express their appreciation for the care they receive all year long from the Elder and his spouse.

The Director tries to schedule the Elder Appreciation week as early in March as possible so that it comes before the installation of the new Elishas. An event like this would be a little more difficult for a new Elisha who is still getting to know his Elder.

### **9.1 Monetary Gift**

At the February Elisha meeting, the Elishas prepare letters to be sent to their oversights, alerting them about Elder Appreciation Week. The package contains an offering envelope with their particular Elder's name on it for the people in the oversight to place in the offering bucket on Elder Appreciation Sunday.

All monies that come in to the church for the Elders go to the Business Office.

On Elder Appreciation Day, offering envelopes are placed in each bulletin in case someone forgot their envelope for the Elder Appreciation Offering. These envelopes leave a space for them to specify their particular Elder's name.

If an oversight gives less than \$300, then TRWC underwrites the necessary funds

to get it to \$300. If an oversight gives more than \$300, then that Elder receives it all.

## **9.2 Reception**

There is a stand-up reception on Elder Appreciation Day in the Banquet Center. The Elishas are in charge of set up and clean up. They signed up for one of these duties during their February Elishas' meeting.

**Team #1 (Set Up):** Needs to be at the Banquet Center 45 minutes prior to the beginning of the reception to set up tables, put out the food and get everything prepared. These Elishas stay until approximately halfway through the reception.

**Team #2 (Clean Up):** Arrives approximately halfway through the reception and stay until clean up is over. They are responsible to clean up the food, take out the trash, sweep the floors, put all tables and chairs back where they belong, etc.

During the reception, both teams are responsible to keep foods out on the tables, prepare drinks, and help out in any way they can.

Elishas are not responsible to provide food for the reception.

## **10.0 CHURCH CANCELATIONS**

When Sunday services are canceled due to inclement weather, etc., the Elders are responsible to call their oversight to let them know. Many times, the Elder will call his Elisha and split up the oversight with him. One will call A-M, and the other will call N-Z.







**Twin Rivers Worship Center**

**CARE MINISTRIES**

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**ATTACHMENTS**

**Funeral Guidelines**

- A. Twin Rivers Worship Center Funeral Checklist
- B. Baptism Information Sheet
- C. Certificate of Baptism
- D. Baby Dedication Letter
- E. Child Dedication Information Form
- F. Financial Assistance Application 2 pages
- G. TRWC House of Manna Emergency Intake Record
- H. Angel Food Ministries Menu
- I. House of Restoration Lay Counseling Report

## *Section A.*

### **BEREAVEMENT CARE**

#### **1.0 BEREAVEMENT CARE PROCEDURES**

The Bereavement Care Ministry is handled through the Office of the Care Pastor. When someone who regularly attends TRWC or their immediate family member passes away, the following process applies.

- A. The Elder of the individual should call the Care Pastor immediately to pass on the news as well as all funeral information.
- B. The Care Pastor will contact the Assistant Care Pastor, who also communicates with the Bereavement Care Director.
- C. The Assistant Care Pastor or the Bereavement Care Director/Committee will deliver flowers. Please see Flower Policies below.
- D. The Assistant Care Pastor or the Bereavement Care Director/Committee will also deliver food to the funeral home on the day of the viewing. Please see Food Policy below.

Unless the Elder specifies otherwise, they will always send food *and* flowers.

- E. The Elder should always attend the funeral if at all possible. At least one of the Pastoral Staff will be present if at all possible.
- E. Funerals are conducted by whomever the family requests. This is usually the Senior Pastor, Elder, Staff Pastor, or another minister.

#### **2.0 FOOD POLICY**

The Bereavement meals will be provided for the death of someone who regularly attended the church or for their immediate family member.

Immediate family members include spouse, children, parents, grandparents and siblings. Aunts, uncles, cousins, and brother/sister-in-laws are not considered immediate family in this policy. Step-parents and Step-children are decided on a case-by-case basis.

The situation may arise when the Elder might need to use his own judgment for providing food to other family members, but this must be approved by the Care Pastor.

The Bereavement Care Committee delivers food for up to fifty (50) people. Food is usually purchased through Sam's or another similar retailer. Food is only sent to a funeral home which is within thirty miles of TRWC. All other exceptions must be approved by the Care Pastor or the Director of Bereavement Care. If an elder is traveling to the funeral home and chooses to bring it himself, he may do so.

In certain cases, no food is brought if it is discovered that it is not needed.

Other special situations also arise when the Care Pastor may use his discretion to send something instead of food. Example: If the individual has been found to be having financial struggles and is out of work, the Care Pastor may choose to give him a gift certificate instead if it appears this would be more helpful. These situations are not the rule and must have the approval of the approval of the Care Pastor.

### **3.0 FLOWER POLICIES**

#### **3.1 Flower Policies for the Hospitalized**

The following policies apply for sending flowers to those in the hospital:

- A. All requests for flowers must come from the Elder or his wife. They should directly contact the Care Pastor. Pertinent information should be supplied at that time. The Care Pastor will then contact the Assistant Care Pastor who communicates with the Bereavement Care Director. The Assistant Care Pastor or the Bereavement Care Director/Committee will send flowers.
- B. TRWC's policy is to send flowers to those who attend our church on a regular basis or to their immediate family members.

Immediate family members include spouse, children, parents, grandparents and siblings. Step-parents and Step-children are decided on a case-by-case basis. Aunts, uncles, cousins and brother/sister-in-laws are not considered immediate family in this policy.

The situation may arise when the Elder might need to use his own judgment for sending flowers to other family members, but this must be approved by the Care Pastor.

- C. Flowers are sent to those who require an overnight stay in the hospital. Those having outpatient surgery will be sent a card from the Care Ministries Office.
- D. If someone returns to the hospital within 21 days of their original stay, and they received flowers during their first stay, then the Care Ministries Office will send a card to the patient.

### **3.2 Flower Policies for the Deceased**

The following policies apply to sending flowers for the deceased:

- A. All requests for flowers must come from the Elder or his wife. They should directly contact the Care Pastor. Pertinent information should be supplied at that time. The Care Pastor will then contact the Assistant Care Pastor who will communicate with the Bereavement Care Director. The Assistant care Pastor or the Bereavement Care Director/Committee will send flowers.
- B. TRWC's policy is to send flowers to the funeral home in the event that someone who regular attends the church passes away or one of their immediate family members pass away.

Immediate family members include spouse, children, parents, grandparents and siblings. Step-parents and Step-children are decided on a case-by-case basis. Aunts, uncles, cousins and brother/sister-in-laws are not considered immediate family in this policy.

The situation may arise when the Elder might need to use his own judgment for sending flowers to other family members, but this must be approved by the Care Pastor.

- C. There are times when families may request that TRWC make a donation to TRWC or another charity with the money that would have been spent on flowers. Such requests are usually granted.

## **4.0 FOLLOW UP**

When an immediate family member of someone who regularly attends TRWC passes away, the following actions are taken as follow-up measures:

- A. A volunteer from the Bereavement Care Committee starts mailing them the book series “Journey Through Grief” three weeks after their family member’s death. The first part of this series comes with a letter personally written by the volunteer in charge of this area.

“Journey Through Grief” is a four-part series. This same volunteer then mails the second part three months after the death of their family member. The third part is mailed at the six-month interval, and the fourth part is mailed at the nine-month interval.

- B. Their Elder stays in frequent contact with the individual for an unspecified time to talk, comfort the individual and make sure they are doing okay.

## ***Section B.***

### **FUNERAL GUIDELINES**

*Date Revised: August 1, 2009*

#### **1.0 GENERAL STATEMENT**

At the death of a TRWC Member or regular attendee, the church stands ready to offer the following services to the family. **Any exceptions must be approved by the Senior Pastor.**

**A family representative will need to be chosen to serve as a liaison between the family and the TRWC Funeral Coordinator.**

#### **2.0 FACILITY AVAILABILITY**

The TRWC Sanctuary is available, free of charge, provided there is no conflict on the TRWC Facility Calendar. The Calendar will determine if the building is available to accommodate the time requested.

**Final funeral arrangements should not be made until it is determined if the building is available.**

**Although there is no charge for the use of the building, there are some fees that apply. Please see Funeral Fees below.**

**If you are expecting 200 people or less to attend the funeral, a funeral home may better suit your needs.**

All viewings/funerals being held on Saturday must begin no later than 2 pm. Events on Saturday may require a friend or family member to arrive early to accept Floral Deliveries.

No viewings or funeral services are allowed to be held on Sunday, Tuesday, Wednesday or on the following holidays or special events: New Year's Day, Good Friday, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day and during the Missouri State Convention Week. Exceptions will only be made for Pastors, Elders and their spouses.

### 3.0 MEALS

If requested and available, TRWC will provide Holy Grounds Café for a family meal after the funeral. The café seats 75-100 and is offered at no cost to the family. Custodial fees will, however, apply. Please see Funeral Fees below.

Although the café will be provided for a meal, the church will not be responsible for supplying food.

**Please note:** As a service to the family during the time of visitation, TRWC's Bereavement Care Ministry provides food for up to 50 people. This will be delivered to the funeral home, the family home, or if the family chooses to have the viewing at TRWC, it will be made available in Holy Grounds Café.

Holy Grounds Café should be left in the same condition it was found.

### 4.0 MUSIC

You may choose to use musical CDs from your own personal collection or use some from the TRWC church library. If you choose to have live music and singers, the Funeral Coordinator will assist you with a list of possible options. ALL music played or performed during the viewing and/or funeral must be approved by the Funeral Coordinator.

### 5.0 AUDIO/VIDEO

Due to the technical complexity and the fragile nature of the TRWC sound and video systems, TRWC's trained personnel are required to operate this equipment. (PowerPoint and projection is available upon request.) Fees are listed below.

### 6.0 HONORARIUM

While there is no specific set charge for the services of the TRWC Officiating Minister or Funeral Coordinator, the family may wish to consider an honorarium for the time it takes to prepare and conduct the funeral and grave site ceremonies. The amount is left to the discretion of the family.

### 7.0 FUNERAL FEES

The following fees apply for all viewings and funerals. **ALL fees must be paid**



**on or before the day of the viewing/funeral. Payment should be given to the Funeral Coordinator. Checks should be made out to Twin Rivers Worship Center.**

Facility User Fee	\$400	Clean Sanctuary, Foyer, Bathrooms, Holy Grounds Café, Security, open/close building, utilities, sound for viewing/funeral
Projection Operator	\$100 (Minimum)	Produce Power Point Presentation (20 picture maximum)

## **8.0 FUNERAL CHECKLIST**

The Care Pastor is the Funeral Coordinator for all TRWC viewings and funerals. The Funeral Coordinator is the church liaison for the family and is also the source of information for the church staff.

The Funeral Coordinator is responsible for filling out the Funeral Checklist and sending this checklist to all of the necessary staff.

Please see the Attachments for this section for a sample of the Twin Rivers Worship Center Funeral Checklist.

## ***Section C.***

### **BLESSINGS AT BIRTH**

#### **1.0 PURPOSE**

The Purpose of the Blessings at Birth Ministry is to celebrate with the TRWC families during the occasion of their new births. The goal is to also offer love, encouragement, support and provide items of assistance at a time when they are so often needed.

#### **2.0 PROCEDURES**

The following procedures govern the Blessings at Birth Ministry:

- A. When a new baby is born to a family that attends TRWC, that family's elder contacts the Care Pastor to let him know and pass along any appropriate information.
- B. The Care Pastor contacts the Assistant Care Pastor, who is responsible for notifying the Director of Blessings at Birth.
- C. The Director of Blessings at Birth contacts the family to arrange a time and place to meet with them.
- D. The Director of Blessings at Birth assembles the gift baskets which include diapers, wet wipes, lotions and/or other items beneficial for a newborn. The basket also contains a teddy bear or other CD of lullaby music.
- E. The Director meets with the family to give them the gift basket.
- F. If the Director of Blessings at Birth needs reimbursement for the items purchased, they turn the receipts into the Assistant Care Pastor or the Care Pastor. The Care Pastor will obtain the necessary funds from the Business Office using the check request system. All funds are taken from the Blessings at Birth/Care Ministries budget. The Director will pick up the check from the church office or the Care Pastor will mail it.
- G. No more follow up is required through the Care Office. The family's elder will stay in close touch with them.

The Director of Blessings of Birth is a volunteer position and this ministry is currently run entirely by one person.

## ***Section D.***

### **FEEDING BODY AND SOUL**

#### **1.0 PURPOSE**

The Purpose of the Feeding Body and Soul Ministry is to help TRWC families when they've had a family member in the hospital. It is an opportunity to meet a need and provide help during what can be a very stressful time. Feeding Body and Soul provides three cooked meals for the family member's first three evenings home from the hospital.

**This ministry applies when the family member coming home from the hospital is the main food preparer in the household.**

#### **2.0 PROCEDURES**

The following procedures govern the Feeding Body and Soul Ministry:

- A. When someone from a TRWC family is in the hospital, that family's elder contacts the Care Pastor to let him know and pass along all appropriate information.

If the family member in the hospital is considered the main food preparer for that family, then the Care Pastor contacts the Assistant Care Pastor to initiate the Feeding Body and Soul Ministry.

- B. The Assistant Care Pastor is responsible for notifying the Director of Feeding Body and Soul. The Pastor passes along all pertinent information including when the family member will be returning home from the hospital.
- C. The Director of Feeding Body and Soul makes contact with the family and arranges specific times to deliver their evening meals.
- D. For the family member's first three evenings home from the hospital, The Director of Feeding Body and Soul cooks the meals and delivers it to their home.
- E. If the Director of Feeding Body and Soul would like reimbursement for the items purchased, they turn the receipts into the Assistant Care Pastor

or the Care Pastor. The Care Pastor will obtain the necessary funds from the Business Office using the check request system. All funds are taken from the Feeding Body and Soul/Care Ministries budget. The Director will pick up the check from the church office or the Care Pastor will mail it.

- F. No more follow up is required through the Care Office. The family's elder will stay in close touch with them.

The Director of Feeding Body and Soul is a volunteer position and this ministry is currently run entirely by one person.

## ***Section E.***

### **COMMUNION**

#### **1.0 SCHEDULE**

Each October, the Senior Pastor schedules the Communion dates for the following year. Communion is celebrated once a quarter. Once these dates have been given to the Care Pastor, he then provides the dates to the Communion Committee and the Elders. The Elders are also provided with a schedule along with a diagram depicting their assigned areas.

#### **1.1 Absenteeism**

It is the responsibility of the Elders to fill their position in case they need to be absent on any particular Communion Sunday. Only another Elder can take their place.

#### **2.0 ORDERING THE ELEMENTS**

The Care Pastor orders the elements one month prior to Communion Sunday. Prior to ordering, the Care Pastor contacts the Communion Committee to ask how much is needed. Their answer is based on current inventory which is stored in a cabinet/storage area in the kitchen.

#### **3.0 PREPARATION, SET UP AND TEAR DOWN**

On Communion Sunday morning, the Communion Committee members come early to fill the necessary number of trays with the elements. All trays and Communion elements are stored in a cabinet/storage area in the kitchen.

The Committee sets up four tables with cloths on the main level of the church sanctuary and sets out the necessary number of filled trays. One table is set up and prepared in the balcony. All tables are taken from Room 107.

As soon as the Elders are finished serving Communion in the first service, the Communion Committee takes the empty Communion trays to the kitchen and begin to refill them. They also empty all of the buckets, which were used to collect the empty element containers, into the trash.

Between services, they again stock the tables in the sanctuary with filled trays. After the second service, they repeat the clean-up routine from earlier. They then appropriately store all of the trays and remaining elements in the cabinet/storage area in the kitchen.

#### **4.0 DISTRIBUTION OF ELEMENTS**

On Communion Sunday, each Elder is assigned a specific area to serve. At the appropriate time in the service, they distribute the Communion trays to their section of the church, then collect the empty trays. They also distribute and collect the buckets used to gather the empty element containers.

#### **5.0 ADMINISTERING COMMUNION OUTSIDE OF CHURCH**

Communion may be administered at any time by an Elder to shut-ins, those in the hospital, nursing homes, or any branch of the church's outreach ministries.

## ***Section F.***

### **BAPTISM**

#### **1.0 BAPTISM POLICY**

- A. Baptismal services are scheduled twice a year. The Senior Pastor is responsible for scheduling the dates in accordance with the TRWC Calendar. The Care Pastor is responsible to communicate these dates to the Elders and all necessary TRWC Staff.
- B. All candidates for baptism should notify their Elder.
- C. The Elder should then meet with all baptism candidates in their oversight to review the Baptism Information Sheet. This sheet covers the following:
  - 1. Five Biblical reasons for water baptism by immersion
  - 2. Things needed for baptism
  - 3. Baptismal robe
  - 4. Instructions for dress and entry into the sanctuary
  - 5. Particulars and content of actual baptism ceremony
  - 6. Order of service

Please see the Attachments for this section for a sample of the Baptism Information Sheet.

- D. Each Elder will enter the pool with the Pastor to assist in baptizing the members of their oversight.
  - 1. The Elder will present the baptism candidate by name when they enter the baptistery.

#### **2.0 PREPARATIONS, SET UP AND TEAR DOWN**

Three separate committees (made up of volunteers) are responsible for the preparation, set up and tear down for the baptismal ceremony. One of the



committees is responsible for all preparation of the water tank. A second committee is responsible for the preparation and care of all of the robes, bathrooms, runners to the bathrooms, accessories, etc. The third team is responsible for helping people in and out of the water tank and assisting them to the restrooms during the actual ceremony.

## 2.1 Baptismal Water Tank

One committee, made up of Elishas, is responsible for setting up, filling and draining the water tank. The heads of these committees are considered Co-chairs and they share all responsibilities. The TRWC Facilities Director is responsible for cleaning the tank after it is drained and putting it away. Following are the water tank responsibilities:

- A. The water tank is stored underneath the floor. They are responsible to remove the appropriate floor section and completely assemble the tank. They should also secure the base of the tank with clear plastic tape.

The committees should begin water tank preparations in adequate time prior to the ceremony, usually allowing themselves five to six hours. If held on a Sunday, preparations should begin almost immediately following the second morning service.

- B. Fill the water tank with water. Be sure the temperature will be appropriate. If it is too hot, use ice cubes to cool down prior to the service. Water regulation can take a lot of time and is one reason why starting early is key.
- C. After the service is over, completely empty the water tank. **The remaining duties after the tank has been drained should be handled by the TRWC Facilities Director.**
- D. The following day, the Facilities Director **should clean the tank.**
- E. After the tank has been cleaned, it should be disassembled and put away.
- F. Once put away, the floor should be put back into place.

## 2.2 Robes, Dressing Rooms and Accessories

One committee is responsible for preparation and care of the robes, restrooms and the pathways from the water tank to the restrooms. Their duties include the following:

- A. This committee is responsible to put down all runners from the water tank to the restrooms in order to protect the floors and carpeting.
- B. They are responsible to get all of the baptismal robes out of storage for the Pastors, Elders and those who are being baptized. The Senior Pastor keeps his own robe in his office and brings it himself.
- C. Provide extra towels for those who forget to bring their own.
- D. Supply hairdryers for the restrooms.
- E. Clean up all restrooms after the baptismal service as needed.
- F. Remove all floor runners and put them away in their proper storage place.
- G. They are responsible for all clean up of their areas.
- H. This committee is responsible to launder all robes, including the Senior Pastor's. When laundered, they should be returned to their storage space. The Senior Pastor's robe should be given to his assistant.

### **2.3 Assistance During the Ceremony**

The third committee, also made up of Elishas, is responsible for helping people in and out of the tank during the ceremony. They also assist each person to the restrooms if necessary.

### **3.0 CRITERIA FOR BAPTISM**

A person may be baptized at TRWC as long as they have received salvation through Jesus Christ and have talked with an Elder from the church. An individual does not necessarily need to be a regular attendee at TRWC to qualify for baptism during these services.

### **4.0 WATER BAPTISM CERTIFICATES AND DVDs**

Within two weeks of the Water Baptism service, the Assimilation Office mails a Certificate of Baptism along with a DVD to each person who has been baptized. The Certificate is signed by Pastor and Elder. The DVD contains their segment of the Water Baptism service.

After the Water Baptism service, the Media Director sends a DVD to Assimilation of each person who has been water baptized.

Please see the Attachments for this section for a sample of the Certificate of Baptism.

## ***Section G.***

### **BABY DEDICATION**

#### **1.0 BABY DEDICATION PROCEDURES**

- A. If a family attending TRWC would like to have their baby dedicated, they must contact their Elder or the Care Pastor to let them know.
- B. The Care Pastor will mail/email the parents the Baby Dedication Letter, containing all of the pertinent information, deadlines and actions that need to be taken by the parents in order to have their child dedicated at the next scheduled ceremony. The Care Pastor will also mail/email them the Child Dedication Information Form for them to fill out and return via email or regular mail.

Please see the Attachments for this section for samples of the Baby Dedication Letter and the Child Dedication Information Form.

- C. One month prior to the Baby Dedication ceremony, the Care Pastor will mail the parents twelve invitations for them to use to invite family and friends to the dedication ceremony. These invitations are produced in house and are offered for free. However, only those who have registered one month in advance will receive these invitations.

Please see the Attachments for this section for a sample of the Baby Dedication Invitation.

- D. Parents may register their child for the dedication up to ten days prior to the ceremony provided there is still room available.
- E. On the morning of the ceremony, the family must check in at the special Baby Dedication kiosk located in the lobby to receive instructions on where to stand during the ceremony, etc.

#### **2.0 SCHEDULING**

The Senior Pastor schedules the dates for the Baby Dedication ceremonies and communicates these dates to the Care Pastor. The Care Pastor then notifies the Elders and all necessary Staff of TRWC. Baby Dedications are held during a normal Sunday morning worship service and usually take place directly after the

Offering.

### **3.0 PHOTOS**

Families may send photos to TRWC to be displayed on the video screens during their portion of the Baby Dedication ceremony.

TRWC suggests sending:

1. One photo of the child alone
2. One photo of the child with any siblings
3. One photo of the entire family

Photos may be submitted in the following formats:

1. CD
2. Scanned and emailed to the Care Pastor
3. Actual Photos. These photos can not be larger than 8" x 10" and must have the family's name on the back.

### **4.0 BABY DEDICATION KIOSK**

A kiosk should be set up in the church lobby and manned by a Baby Dedication Committee member. Blue and pink balloons should also be seen clearly to help the family's distinguish its location.

Parents are asked to check in at the kiosk starting thirty minutes prior to the service. Check-in will end ten minutes prior to the beginning of the service. Families will be given direction as to where they will stand during the ceremony. The Care Pastor is responsible to put down tape to help mark their spots.

Elders are also required to stop by the kiosk to pick up their gift bag and flowers which will be presented during the ceremony.

### **5.0 DEDICATION CEREMONY**

When it is time for the Baby Dedication Ceremony, the Pastor asks the families to come forward and stand at the altar with their elder in the place they have been previously assigned to stand. The Pastor then proceeds as follows:

A. Address to the Congregation

Similar to:

“To you, the church family of Twin Rivers, may I remind you once again of the awesome responsibility the Lord has given each of us to be living illustrations to the children of our church. If you will accept the responsibility of being a Christian example in attitude, conversation, instruction and lifestyle, I would like for you to acknowledge by saying ‘I will.’”

#### B. Address to the Babies’ Families

Similar to:

“And to the families of each of these babies, I charge you before the Lord to walk in such a way that you may give godly instruction to this child who will watch you ever so closely. As the inner circle of the child’s life you will have a greater influence over him or her than any other person in their world. If you accept the responsibility to pass along a godly heritage to this child and Christian principles as you understand them, I would like for you to acknowledge by also saying, ‘I will.’”

#### C. Presentation to the Father

Similar to:

“To you, the father, I give this red flower as a symbol of the rich, red blood with which you build and defend the home against any harm toward this child. May it be a home built firmly on the ideals of Jesus, the man of Galilee and the Son of God. Let nothing enter your home that will destroy your faith, confidence and mutual love, for without these, no home can endure. Let nothing enter your home that will injure the soul of a little child or crowd out the Master who said, ‘Whosoever shall receive one such child in My name receives Me.’”

At the beginning of this address, the Elder should present the red carnation to the father.

#### D. Presentation to the Mother

Similar to:

“To you, the mother, I give this white flower as a symbol of purity of heart and purpose with which you have endowed the home this little one has

come into. If you child grows up to know God in a personal experience, it will largely be because you have awakened the child's latent faith into its first consciousness of God and because you have nurtured it in the things of God. It is from you, the greatest influence on the child, that the child gets its first idea of God. As you bow with the little one at your knee, the sense of awe and reverence is awakened in the little soul. From the purity in your eyes comes the idea that God is holy, and from the gentleness of your voice, the idea that God is love."

At the beginning of this address, the Elder should present the white carnation to the mother.

#### E. Presentation to the Baby

Similar to:

"To you, \_\_\_\_\_, I give this baby's breath. It is a symbol of the breath of God inside of you. This small white flower is also a token of your innocence and purity. My earnest prayer, as I look into your unsullied face, is that when you lose your innocence and your eyes of understanding are open, you will see Jesus."

At the beginning of this address, the Elder should present the Baby's breath to the child.

#### F. Prayer of Dedication

The Pastor then approaches each child individually, anointing each with oil and praying a prayer similar to the following or as the Lord leads:

"Our Heavenly Father, we thank you for this service of dedication and pray Your divine blessings on these parents and this child. May this father and mother, inspired by Your Spirit, be enabled to train and teach this little one to grow I Christ in wisdom and stature, and in favor with God and man."

#### G. Elders present their families with a gift bag and a certificate.

## 6.0 ADVERTISING

Baby Dedication ceremonies are advertised in the church bulletin for six weeks prior to the ceremony.

## ***Section H.***

### **HOUSE OF MANNA**

#### **1.0 PURPOSE AND GOALS**

- A. To meet both physical and spiritual needs of individuals while they are in crisis.
- B. To be able to direct people to resources which will enable them to change their way of life and standard of living.
- C. To be good stewards of God's resources which are entrusted to the ministry team.

#### **2.0 OPERATION PROCEDURES**

The following procedures govern the process of lending assistance through House of Manna.

- A. When someone calls TRWC for food or financial assistance, the call is directed to the Care Pastor. The Care Pastor obtains a short synopsis of their situation along with their name, phone number and other basic information.
- B. The Care Pastor then emails the situation to the entire House of Manna Committee.
- C. Each week, a separate House of Manna Committee member is on call. It is this person's responsibility to call the individual and discuss their situation using the Financial Assistance Application. Their situation and the form should be discussed in depth. The House of Manna member should then let the individual know that someone will be getting back to them very soon.

Please see the Attachments for this section for a sample of the Financial Assistance Application.

- D. The committee member then sends the entire committee the individual's information. Three of the eight members must agree on granting the requested assistance in order to do so.



- E. The committee member will then contact the individual to let them know the outcome.
- F. The Director of House of Manna or the Care Pastor will then request a check through the Business Office.

Note: It is important to have the check made out to a specific company rather than the name of the individual or a particular person at the company. This eliminates the chance of fraud or being taken advantage of.

- G. The individual is required to pick up their check from the church office. A check will only be mailed if absolutely necessary.

Note: Receiving client information on a Sunday—before, during or after services—is acceptable but not always the most efficient or recommended. When a request comes through the office under normal circumstances, this proves to be the most efficient process and allows the Care Pastor and Director of House of Manna to communicate more clearly via the regular email practices.

### **3.0 CRITERIA FOR ASSISTANCE**

Many things are considered when deciding whether to grant assistance. The Financial Assistance Application contains several important aspects to consider. In addition, it is TRWC's policy to help those who attend our church first. Exceptions certainly do apply considering the circumstances. Also, it ultimately comes down to "Do we have the money to help?"

TRWC's budget for this program is currently approximately \$500 per month.

### **4.0 GUIDELINES AND RESTRICTIONS**

The maximum amount that may be given at one time to an individual is \$250.

Guidelines are just that—guidelines. House of Manna is flexible and will work with individuals in many ways to help meet their needs.

All exceptions require the approval of the Director of the House of Manna or the Care Pastor.

### **5.0 TYPES OF ASSISTANCE**

## **5.1 Food**

The following policies apply for those who come to the church for food:

- A. People may come to the church for food anytime during business hours. When they come to the church office, the receptionist must have them fill out a TRWC House of Manna Emergency Intake Record. The receptionist also contacts the Care Pastor immediately.

Please see the Attachments for this section for a sample for a sample of the TRWC House of Manna Emergency Intake Record.

- B. The Care Pastor obtains the food from the House of Manna room and delivers it to the individuals.
- C. TRWC never refuses anyone food. There is, however, a limit of two times a month. Exceptions do exist, and all exceptions must be approved by the Director of House of Manna or the Care Pastor.
- D. Any member of the House of Manna Committee is able to distribute food on Sundays from the House of Manna room. Prior arrangements are appreciated by not necessary.

## **5.2 Rent and Mortgage Payments**

- Payment limited to \$250 per month
- Check must be made out to company or landlord
- Account required if available (if they have an account number with their mortgage company or rental office)

## **5.3 Utility Payments**

- Payment limited to \$150 per utility
- Check must be made out to company
- Account number required

## **5.4 Financial Counseling**

- If House of Manna assists a client three times in a twelve-month period, then

they are required to go through the Crown Financial classes before further assistance will be given.

- The individual is responsible for coordinating their own class, but House of Manna will assist with fee if assistance is needed.

## **5.5 Provide Shelter Information**

- House of Manna provides shelter information when needed. Information is attached to the back of their food handout.

## **5.6 Thanksgiving and Christmas**

House of Manna relies on Pastors, Elders and Staff to submit names for families that need assistance during these holidays and throughout the year. When submitting an individual or family for consideration, please submit your name along with their name and phone number.

During the Thanksgiving and Christmas holidays, House of Manna gives out special gift baskets and/or gift certificates to several families who have been found to be in need.

## **6.0 FOOD SHARE AMERICA**

TRWC and House of Manna work with Food Share America, a nationwide ministry helping to provide families with inexpensive food options. TRWC is a local hub and drop-off point for several churches in the area.

- A. Each month, The Director of House of Manna receives the Food Share America Ministries menu. These menus are posted on the Ministry Information Wall and are accessible at the House of Manna kiosk two Sundays a month.

Please see the Attachments for this section for a sample of the Food Share America menu.

- B. The Director of House of Manna is responsible for coordinating pick-up dates with Food Share America. Pick-up dates are always on Saturdays. These dates are advertised in the church bulletin. Menus and other inserts about Food Share America are also occasionally stuffed in the bulletin.

- C. Two Sundays a month people can place their orders in the TRWC lobby at the House of Manna kiosk. Committee members are scheduled to take their orders.

## **6.1 PICK UP PROCEDURES**

The following procedures apply to the pick-up dates for Food Share America:

- A. The Director of House of Manna schedules eight committee members to work on the date of pick-up.
- B. The Food Share America truck arrives at a scheduled time and volunteers begin unloading the boxes on the parking lot of TRWC.
- C. Other churches come and pick up their boxes the TRWC parking lot.
- D. House of Manna members bring the TRWC orders into the foyer. When TRWC families come to pick up their food, our members take their slip of paper and begin to gather their order.
- E. While some committee members get their food, other members designated to be on the prayer team welcome them and offer to pray with them. This is very casual, laid back and not meant to pressure anyone.
- F. The Director of House of Manna has keys to the facilities and is responsible to lock and unlock the building before and after its use.

# ***Section I.***

## **HOUSE OF RESTORATION**

### **1.0 PURPOSE AND GOALS**

TRWC has worked in conjunction with South County Christian Counseling Center (SCCC) to develop this lay counseling and deliverance team. The goal of House of Restoration is to offer Christ-centered counseling and help for people struggling with marital relationships, addictions, abuse and abandonment issues, identity issues, as well as other concerns.

Each lay counselor from TRWC has gone through extensive training with SCCC Director Dr. Mary Jo Schneller and has a certificate through the American Association of Christian Counselors and Theophostics.

Dr. Schneller has her own office on the TRWC campus and is an integral part of all counseling at TRWC.

TRWC and Dr. Schneller realize that many people desperately need counseling and spiritual guidance yet do not have the money to pay for professional counseling. This outreach is focused on helping these people.

### **2.0 PROCEDURES**

- A. When someone calls TRWC for counseling, they are directed to the Care Pastor. The Care Pastor speaks with the person and gets some basic information about their issues and concerns. The Care Pastor then refers this person to Dr. Schneller and gives them the appropriate contact information.

If the individual shares that they may not be able to afford counseling, the Care Pastor encourages them to call Dr. Schneller anyway and says she may be able to work something out. TRWC does not advertise free services at the outset of every call because it is important to reserve these resources for those who need it the most.

An individual does not need to attend TRWC in order to be eligible for lay counseling.

- B. Dr. Schneller has a session with the individual. If the person needs help and has no way to pay for it, Dr. Schneller may choose to pair this person up with

one of the lay counselors. During this introductory session, Dr. Schneller decides which counselor would best be able to help the individual. In some cases, Dr. Schneller will choose to counsel the person herself *pro bono*.

Lay counselors are not allowed to counsel the opposite sex unless another family member or friend is with the one being counseled. Even then, the family member or friend must be the same sex as the counselor.

- C. The individual meets with one of the lay counselors. After each session, the counselors must fill out a House of Restoration Lay Counseling Report and submit it to Dr. Schneller. This report must then be sent to the Care Pastor. All reports remain on file with the Care Pastor at TRWC.

Please see the Attachments for this section for a sample of the Lay Counseling Report.

- D. Donations are requested from those being counseled in order to cover the costs of any materials that may be used during their counseling sessions.

### **3.0 12-STEP PROGRAM**

Another vital part of House of Manna is the 12-Step Program, also under the guidance of Dr. Schneller and the Care Pastor.

- The 12-Step Program meets every Tuesday night from 8 to 10 pm in Room 203.
- The program is led by an Elder of TRWC. This Elder reports to Dr. Schneller, who in turn reports to the Care Pastor.
- House of Manna uses the standard 12-Step curriculum.
- There are no time restrictions on how long an individual may stay in the program. Even after they have successfully completed the twelve steps, they may come to the meetings as frequently as they like for additional support.
- An individual does not need to attend TRWC in order to be a part of the 12-Step Program.
- This program is advertised on the Ministry Information Wall and in the church bulletin.

#### **4.0 PICKING UP THE PIECES**

Picking Up the Pieces is a twelve-week program for people who are dealing with losses of any kind: death of a loved one, divorce, etc.

- The course is led by TRWC members who are experienced counselors. They report to Dr. Schneller who in turn reports to the Care Pastor.
- The course runs for twelve weeks, then breaks for a period of time before starting again. One session is held each week.
- Individual may attend this course, or different sessions of the course, as many times as they would like.

# Twin Rivers Worship Center Funeral Check List

Funeral Check List for \_\_\_\_\_

Date: \_\_\_\_\_

Funeral Home Name: \_\_\_\_\_

Funeral Home Contact (Name and number): \_\_\_\_\_

Family contact (Name and number): \_\_\_\_\_

This will be a: Viewing only, Funeral only or Viewing/Funeral (Circle one)

Church set up:

---

- Building will need to be prepared by \_\_\_\_\_
- Set up pulpit (Plexiglas or Wooden) (Circle one)
- \_\_\_\_\_ Chairs will be needed for the Minister/Speakers on the platform
- Move 4 chairs off both sides of center aisle, first row.
- Move 3 chairs off both side of center aisle, second row.
- Flower stand are in the elevator closet if needed by funeral home
- Set up stand or table (circle one) for guest book by sanctuary doors
- If this is a funeral, will there need to be a space left on the steps for people to walk up and down during the service? Yes or No (circle one)
- \_\_\_\_\_ tables or \_\_\_ easels in the sanctuary for pictures or other displays? (Circle and indicate the number needed.)

Body will arrival at the Church at: \_\_\_\_\_

Music will play during: Family viewing, Public viewing, both, neither (Circle one)

Music will be supplied by the Church or the Family. (Circle one)

Music /PA will be ran by: \_\_\_\_\_

Video presentation will play during: Family viewing, Public viewing, both, neither (Circle one)

Video will be ran by: \_\_\_\_\_

The body will be open for family viewing only, public viewing, both, or neither. (Circle one)



Family Visitation will begin at: \_\_\_\_\_

Special request the family has for family viewing: \_\_\_\_\_

\_\_\_\_\_

Public Visitation will begin at: \_\_\_\_\_

Special request the family has for public viewing: \_\_\_\_\_

\_\_\_\_\_

The Funeral will begin at: \_\_\_\_\_

Special Instruction for before the funeral begins: \_\_\_\_\_

\_\_\_\_\_

Funeral sound will be ran by: \_\_\_\_\_

Funeral video will be ran by: \_\_\_\_\_

Those officiating this funeral will be: \_\_\_\_\_

\_\_\_\_\_

Music for this funeral will be performed by: \_\_\_\_\_

Please indicate by circling instrument that will be needed, piano, organ, keyboard, bass guitar, drums.

Any special request needed for during or after the funeral: \_\_\_\_\_

\_\_\_\_\_

An order of service will be provided by the family by: \_\_\_\_\_

# TRWC POLICY

## Baptism Information Sheet Ministry of Elders

### I. Reasons for Baptism

1. Symbolic of “*washing away*” of our sins. (Acts 22:16)
2. *Following* in the example of Jesus. (Matthew 3:16)
3. It is a *commandment* of God. (Mark 16:16; Acts 2:38)
4. A *public confession* of our faith. (Romans 10:10)
5. Symbolic of the *death, burial and resurrection* of Christ. (Romans 6:3-5)

### II. Process

1. **Things to bring:**
  - A. Clothes that can get wet
  - B. Towel
2. We will furnish a **baptismal robe** for each person.
3. **Baptismal candidates should be dressed before the service begins.** The baptismal party (Pastors, Elders, Candidates) will march in together.
4. **Once inside the baptistery:**
  - A. Pastor will ask you if you have a statement or testimony to give. (This is not mandatory, but if you wish to give a public statement or testimony, you may do so at this time.)
  - B. Hands should be placed across the abdomen. One hand can be used to hold your nose if you prefer.
  - C. Pastor will pray and say, “Upon the profession of your faith, Elder \_\_\_\_\_ and I baptize you in the name of the Father, Son and Holy Ghost.” **(See Matthew 28:19)** After these words are spoken, you will be immersed.
  - D. You will then exit the baptistery and go change into dry clothes.

### III. Any questions? Please feel free to ask your Elder.

#### Order of Service

1. Opening chorus and offering
2. Praise and worship
3. Exhortation from Pastor on baptism
4. The baptismal service will begin
5. Pastor enters the pool first. Then an elder will get in and present each candidate for baptism from their oversight. This process will continue with each oversight until all are baptized.

\*There will also be reserved seating for *family and friends of baptismal guests*.

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*This is to certify that*

*Rachel Gavan*

*was baptized*

*In the name of The Father, and of The Son and of The Holy Spirit*

*Sunday, the 27th of April, Two Thousand Eight*

*by*



*Jeff Eastham, Assistant Youth Pastor*      *Bryan Cutshall, Senior Pastor*

*Twin Rivers Worship Center*

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**Twin Rivers Worship Center**  
10575 Tesson Ferry Rd.  
Saint Louis, Missouri 63123

Office of the Care Pastor – Randy Morrison



**Church: (314) 729-0704**  
**Business Office: (314) 729-0325**  
**Fax: (314) 729-0699**

June 9, 2009

Jason & Carrie Miller  
4494 Prospect Drive  
House Springs, MO 63051

Dear Jason & Carrie:

We are so thrilled that you have chosen to have your child dedicated at Twin Rivers Worship Center. Our desire is to make this a memorable day for you and your family. With that goal in mind, there are several items required from you to be completed by certain dates to make this happen.

1. Please complete the enclosed Child Dedication Information Form.

a. **PLEASE NOTE:** We offer up to 12 special invitations (at no cost to you) so you may invite friends and loved ones to witness this special day in the life of your child. In order to provide the special invitations, all of the information for your child's dedication must be in my office **on or before June 1, 2009**.

b. If you do not wish to have invitations, the completed form must be returned to my office **on or before June 17, 2009**.

2. If you would like your child's photo to be displayed on the screens in the Sanctuary during your child's dedication, pictures must be submitted by **June 17, 2009**. Picture guidelines are as follows:

a. A total of 3 pictures is requested, but not required. We suggest:

- i. One of the child alone
- ii. One of the child with any siblings
- iii. One of the entire family

b. Pictures may be submitted in the following formats:

- i. CD
- ii. Scanned and e-mailed ([rmorrison@trwc.com](mailto:rmorrison@trwc.com))
- iii. Actual photographs
  - 1. None larger than 8"x10"
  - 2. Actual photographs must have your name on the back.

3. TO DO on Baby Dedication **Sunday, June 28, 2009:**

\_\_\_\_\_

# Financial Assistance Application

FOR OFFICE USE ONLY

Date \_\_\_\_\_

Approved: \_\_\_\_\_ Denied: \_\_\_\_\_

Other: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
\_\_\_\_\_  
Date of Birth: \_\_\_\_\_

If you have previously applied for assistance, please provide date: \_\_\_\_\_

How long have you lived at the above address? \_\_\_\_\_ If less than one year, please provide previous address. \_\_\_\_\_

How many people does the situation involve? \_\_\_\_\_ please list their full names and ages.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Briefly explain your need and situation. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you attempted to contact a creditor and work things out on your own?

YES If yes, when & who? \_\_\_\_\_  
NO If no, why not? \_\_\_\_\_

Do you attend TRWC YES NO How long: \_\_\_\_\_

If not name of  
church \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Pastors Name: \_\_\_\_\_

Have you received assistance from us before? YES NO

Were you referred here? YES NO

If yes, by whom? \_\_\_\_\_

Have you sought assistance at any other churches or agencies in the area?

If yes, please list where?

YES NO

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Are you currently employed?

YES NO

If yes, where? \_\_\_\_\_

If no, why not? \_\_\_\_\_

Is anyone else in your home employed?

YES NO

Do you have family and friends that are aware of your situation that could assist you?

If no, why not? \_\_\_\_\_

YES NO

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Have you registered with your State's Department of Jobs or Family Services?

If no, why not? \_\_\_\_\_

YES NO

Are you currently receiving any other aid or benefits from any other agency?

(i.e. food stamps, ADC, HUD, unemployment, worker's compensation, social security, child support, alimony, etc.) Please list the amount of each you receive.

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As it applies to you, list your monthly income and expenses to demonstrate your need.

**Monthly** take-home pay: \_\_\_\_\_

<b>Expenses:</b>	<b>Need</b>	<b>Wk.</b>	<b>Mo.</b>	<b>Account number</b>
Mortgage or Rent				
Gasoline				
Food				
Electricity				
Gas (heating, cooling)				
Water				
Telephone				
Loans				
Auto payment				

We can always help you with a food box from the food pantry. We also deal with the angel food program.

I will present your need before the board, if we help you financially, to whom should we make a payment?  
(TRWC will make check to creditor only.)

---

May I pray with you? YES NO

Do you feel this is a legitimate need? \_\_\_\_\_

Your name \_\_\_\_\_

**T.R.W.C HOUSE OF MANNA EMERGENCY INTAKE RECORD**  
(Not for organizations distributing USDA Food)

Applicant's Last Name		First Name	Middle Initials	Spouse's Name		Today's Date
Street Address		Apt.#	City	State	Zip Code	
Phone	Verify Applicant's Identification. Yes                      No		Birth date / Age	Race	Total Occupants in Household	
Special Dietary Needs		Type of vehicle or other transportation			Other Information	

**Household Member Information:**

	Name	Relationship to Applicant	Age or Birth date	Race or Ethnicity	Last 4 digits of Social Security # or comments
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

The above information must be verified every three months for adults or every six months for senior citizens.



## SIGNATURE BOX

*Balanced nutrition and variety with enough food to feed a family of four for a week.*

- 1.5 lb. New York Strip Steaks (4 x 6 oz.)
- 1.5 lb. Boneless Pork Roast
- 1.5 lb. Lean Ground Beef
- 1 lb. Chicken Breast Fajita
- 2 lb. Chicken Stir-Fry Skillet Meal (All-White Chicken, Lo Mein Noodles, Vegetables & Gourmet Teriyaki Sauce)
- 12 oz. Deli Sliced Ham
- 5 oz. Chunk Light Tuna in Water
- 25 oz. Pasta Sauce
- 1 lb. Pasta
- 1 lb. Frozen Sliced Carrots
- 12 ct. White Corn Tortillas
- 4 ct. Fresh Large Baking Potatoes
- 1 Fresh Fajita Veggie Kit (Tray Pack - 1 each — Red Bell Pepper, Green Bell Pepper, Jumbo Yellow Onion)
- 1 ct. Fresh Cello-Wrapped Celery
- 32 oz. 2% Shelf Stable Milk
- Dozen Eggs
- Dessert

**\$30.00**

## SENIOR & CONVENIENCE MEALS

### *For Seniors or People on the Go!*

*Ten perfectly seasoned, nutritionally balanced, fully cooked meals—just heat and serve. Each meal has been developed with the dietary needs of senior citizens in mind, and contains 3 oz. of protein, a starch & two vegetables or fruit.*

**New Orleans Style Chicken over Savory Rice** with Okra & Tomatoes and Diced Sweet Potatoes

**Grilled Chicken Strips & Penne Pasta with Creamy Tomato Basil Sauce**, Capri Blend Vegetables and Green Beans with Onions and Red Peppers

**Beef & Bowtie Pasta with Herbed Tomato Sauce**, Capri Blend Vegetables and Corn

**Flame-Broiled Salisbury Steak with Brown Gravy**, Sour Cream & Chive Potatoes and Mixed Vegetables

**Cheesy Chicken and Broccoli Casserole** with Rice, Green Beans and Squash Medley

**Classic Chicken Tetrazzini** with Diced Carrots and Green Peas

**Country Fried Steak with Cream Gravy**, Red Skin Whipped Potatoes and Mixed Vegetables

**Spaghetti with Meatballs**, Green Beans and Cinnamon Applesauce

**Chicken Parmesan** with Whipped Potatoes and Capri Blend Vegetables

**Flame-Broiled Beef Patty with Onion Gravy**, Sour Cream & Chive Potatoes and Capri Blend Vegetables

**10 2-pack, individually-wrapped cookies**

**\$28.00**

## ALLERGEN-FREE FOOD BOX

*Processed to eliminate the eight top serious allergens: Peanuts, Soybeans, Milk, Eggs, Fish, Crustacea, Tree Nuts and Gluten (wheat, rye and barley). Great for children and adults!*

- 1 lb. Coated Chicken Tenders
- 1 lb. Coated Breast Filet
- 1 lb. Coated Chicken Nuggets
- 1 lb. Coated Chicken Wings
- 1 lb. Coated Cubed Steak (Chicken Fried Steak)

*Battered with water, white rice, brown rice, modified tapioca starch, flax seed, sugar, salt, spices, dehydrated garlic, spice extractives and oleoresin paprika. Breaded with white rice, brown rice, modified tapioca starch, flax seed, sugar, dextrose, salt, spices, dehydrated garlic, spice extractives and oleoresin paprika. Breading is pre-browned in Canola oil.*

**\$25.00**

\*\*\*One or More Specials Available Only With the Purchase of Any of the Standard Boxes Above \*\*\*

### **JULY SPECIAL #1**

#### **7 lb. Assorted Meat Grill Box**

- 2 lb. Ribeye Steaks (4 x 8 oz.)
- 2 lb. Country Style Pork Ribs (4 x 8 oz.)
- 2 lb. Lean Hamburger Steaks (4 x 8 oz.)
- 1 lb. Bratwurst with Cheese

**\$23.00**

### **JULY SPECIAL #2**

#### **5 lb. Steak Combo**

- 2.5 lb. Sirloin Strip Steaks (4 x 10 oz.)
- 2.5 lb. Bacon-Wrapped Beef Fillet (5 x 8 oz.)

**\$22.00**

### **JULY SPECIAL #3**

#### **4.5 lb. Gourmet Flavored Chicken Breast Fillets**

*The Best Tasting Chicken You'll Ever Eat!!*

- 1.5 lb. Italian (4 x 6 oz.)
- 1.5 lb. Lemon Pepper (4 x 6 oz.)
- 1.5 lb. Honey Mustard (4 x 6 oz.)

**\$20.00**

### **JULY SPECIAL #4**

#### **3.75 lb. T-Bone Special**

- 3.75 lb. T-Bone Steaks (5 x 12 oz.)

**\$21.00**

### **JULY SPECIAL #5**

#### **Fresh Fruit and Veggie Box**

**\$22.00**

- 1 each Vine-Ripened Personal Red Seedless Watermelon
- 1 lb. Premium California Red Seedless Grapes
- 1.5 lb. Premium California Tree-Ripened Plums
- 1 each Premium Vine-Ripened Cantaloupe
- 3 lb. Premium Washington State Granny Smith Apples
- 3 each Premium Large Fancy Limes
- 4 ears Premium Super Sweet White Corn
- 1 head Premium California Iceberg Lettuce
- 3 lb. Premium Idaho Baking Potatoes
- 1 lb. Premium California Carrots
- 2 lb. Premium Large-Medium Yellow Onions
- 1 pkg. Premium Fresh Jumbo Garlic (5 ct.)

AFM July 2009 Fruit and Veggie Recipe Sheet

### **JULY SPECIAL #6**

#### **"Latin Flavors" Fresh Fruit and Veggie Box**

**\$22.00**

- 3 lb. California Premium Valencia Oranges
- 1 each California Premium Vine-Ripened Cantaloupe
- 1 each Premium Tree-Ripened Mango
- 6 each Premium Large Limes
- 4 ears Premium Super Sweet Yellow Corn
- 2 lb. Premium Large-Medium White Onions
- 1 head Premium California Iceberg Lettuce
- 1 lb. Premium California Carrots
- 1 lb. Premium Fresh Tomatillas
- 1 lb. Premium Fresh Jalapeño Peppers
- 1 lb. Premium Western-Grown Russet Baking Potatoes
- 1 Premium Yellow Corn Tortillas (30 ct.)
- 1 Premium Pinto Beans (12 oz. bag)

AFM July 2009 Latin Flavors Recipe Sheet

Orders Due: **Contact Your Local Host Site\***

Distribution Day: **Contact Your Local Host Site\***

*\*Please note that some host sites have earlier order deadlines. Please contact your local host site for information. Visit our website to locate a host site near you*

[www.angelfoodministries.com](http://www.angelfoodministries.com)

# House of Restoration Lay Counseling Report

Counselor: \_\_\_\_\_

Client's Name: \_\_\_\_\_

Date of meeting: \_\_\_\_\_

Meeting time: \_\_\_\_\_ to \_\_\_\_\_

Meeting place: \_\_\_\_\_

Main issues addressed:

\_\_\_\_\_  
\_\_\_\_\_

Summary of meeting:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Follow up:

\_\_\_\_\_  
\_\_\_\_\_

(Please place this report in the mailbox of Dr. Mary Jo Schneller within 5 days of the meeting date. Thank you!)





**Twin Rivers Worship Center**

**PRAYER FORCE**

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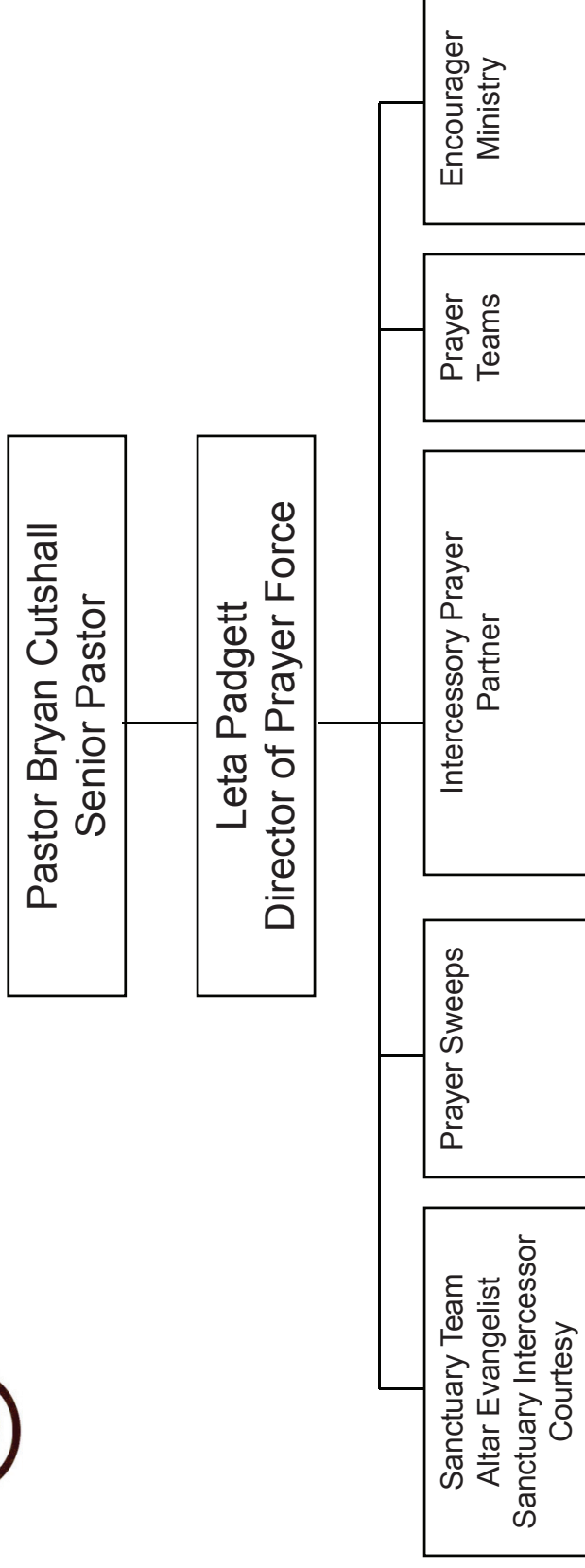
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# TRWC PRAYER FORCE MINISTRY



## *Section A.*

### **ORGANIZATION AND RESPONSIBILITIES**

#### **1.0 MISSION STATEMENT**

The purpose of the TRWC Prayer Force Ministry is to open the doors of heaven through prayer and intercession for our leaders from the national level to the local level...for our church leaders and for the needs of those in our community. We stand in the gap and make up a hedge of protection for the TRWC Senior Pastor and family, staff, ministry leaders, their families, the community, the congregation, and the Body of Christ as a whole by interceding and tearing down principalities, powers, rulers of darkness and spiritual wickedness in high places. (See Ephesians 6:18; Ezekiel 22:30.)

#### **2.0 AREAS OF SERVICE**

- Prayer sweeps
- Altar workers
- Sanctuary Intercessors
- Intercessor Prayer Team
- Web prayer chain
- Prayer teams
- New convert follow up
- Encourager ministry
- Prayer bears
- Monthly prayer request publication

#### **3.0 ALTAR TEAM**

**Purpose:** To assist the Pastors, Elders, Elishas and the congregation of TRWC during altar calls or as needed

**Qualifications:**

- Must be born again, have a loving attitude, a servant's heart and operate with a team spirit



- Must complete GET CONNECTED classes
- Must complete Prayer Force Application
- Must be approved through a personal interview with Director of Prayer Force or a Team Leader
- Must be willing to complete training which pertains to altar work before serving at the altars
- Must exhibit a true understanding that this is a “team” with respect to the Director and Team Leader

**Time Commitment:**

- Members must commit to attend quarterly training sessions as well as specific trainings for altar workers as scheduled by Director or Team Leader
- To minister in Prayer Sweeps as often as possible and at least once a quarter

### **3.1 Evangelism Assignment**

**Duties:**

- Meet for corporate prayer with the Alter Team 15 minutes prior to the scheduled service.
- During alter calls: stand in a designated area (appointed by the Team Leader) to pray and intercede for freedom of the Spirit, being spiritually alert to all activities around the Pastor, Music Minister, Elders, Elishas, etc. and to all of the individuals that approach the altar requesting prayer.
- Must be well trained in how to pray for individuals who come forward to the altars for prayer
- Must be well-versed in leading a person in the prayer of salvation as well as trained to effectively minister to people who are emotionally distraught
- Must be able to discern when a person’s prayer need exceeds what can be offered in a public setting and be able to discreetly invite the individual to another room for additional prayer ministry

- Be willing to perform courtesy duties as well (i.e. cloths/tissue/mints)
- Assist new converts in filling out the Salvation Card and give them a Bible.

### **3.2 Courtesy Assignment**

#### **Duties:**

- Meet for corporate prayer with the Alter Team 15 minutes prior to the scheduled service.
- During altar calls: stand in designated area while engaging in intercessory prayer at the altar (appointed by Team Leader).
- Assist people who are praying at the altar by offering tissues (crying), water (someone praying a long time), Modesty cloth (if needed).
- Assist Ministers or Prayer Team members who are praying for others (mints, water, tissue).
- Extend courtesies to those in the alter area to enable ministry without distraction.
- Assist new converts in filling out the Salvation Card and give them a Bible.

### **3.3 Sanctuary Intercession**

#### **Duties:**

- Meet for corporate prayer with the Alter Team 15 minutes prior to the scheduled service.
- During altar calls: stand in designated area (appointed by Team Leader) while engaging in intercessory prayer.
- Extend courtesies to those in the sanctuary that need tissue.
- Using discernment offer assistance to the altar for prayer.
- Assist new converts in filling out the Salvation Card and give them a Bible.

### **3.4 Salvation Cards**

Salvation Cards gather some basic information from an individual, including their name, full address, phone number, age group, denomination, and how they heard about TRWC.

Prayer Force passes these cards on to the appropriate Pastor, based on the age of the person (i.e. Children's Pastor, Youth Pastor, Small Groups Pastor). Their information is also given to the Assimilation Office for appropriate follow up.

### **4.0 PRAYER SWEEPS TEAM**

**Purpose:** To set the spiritual atmosphere prior to services and events. To perform a spiritual cleansing through prayer.

**Duties:** Provide prayer covering for the Pastor, TRWC Staff, Musicians, Choir, Multimedia, Elders, Prayer Force and Congregation by:

- Praying prior to service or events
- Arrive early prior to Sunday Morning Services or scheduled events. (1 hour or as Team Leader requests)
- Walk through the sanctuary/room, praying over the day
- Anointing the church prior to service
- Anointing the sanctuary doors prior to service
- Anointing the sanctuary seats prior to service
- Anointing the instruments prior to service
- Anointing the sound equipment prior to service

#### **Qualifications:**

- Must be born again, have a loving attitude, a servant's heart and operate with a team spirit
- Must complete GET CONNECTED classes

- Must complete Prayer Force Application
- Must be approved through a personal interview with Director of Prayer Force or Team Leader
- Must exhibit a true understanding that this is a “ministry team” with respect to the Director and Team Leader

**Time Commitment:**

- Consistent execution of the required duties
- Members must commit to attend quarterly training sessions as well as specific training as scheduled by Director or Team Leader.
- Attend other meetings as scheduled by the Director of Prayer Force or Team Leader.

## **5.0 INTERCESSORY PRAYER PARTNERS**

**Purpose:** To intercede in prayer during Sunday morning services. The purpose of the interceding prayers are:

- To pray for people to be converted
- To provide a spiritual hedge for the Pastor or minister, Musicians, Choir, Multimedia, Elders, Prayer Force and Congregation

**Qualifications:**

- Must be born again, have a loving attitude, a servant’s heart and operate with a team spirit
- Must complete GET CONNECTED classes
- Must complete Prayer Force Application
- Must be approved through a personal interview w/Director of Prayer Force or Team Leader

- Must exhibit a true understanding that this is a “team” with respect to the Director and Team Leader

**Time Commitment:**

- Intercessory prayer partners are on a rotation schedule that may vary from approximately 4 to 8 weeks.
- Consistent execution of the required duties.
- Members must commit to attend quarterly training sessions as well as specific trainings as scheduled by the Director or Team Leader.
- Must commit to a minimum of one year of service

**Duties:**

- Must be assigned to another intercessory prayer partner. Two people are assigned to pray together at all times (agreement).
- Meet in the chapel for corporate prayer with the Altar Teams 15 minutes prior to the scheduled services.
- Meet your assigned prayer partner in the prayer chapel or designated area for intercession (Team Leader will decide).
- Engage in intercessory prayer for the duration of the service (with exception of choir members).
- Intercede according to the outlined intercessory prayer sheet that is in the chapel and according to the purpose of the intercessory prayer team.

## **6.0 24-HOUR PRAYER CHAIN**

**Purpose:** To provide prayer and intercession for urgent and immediate needs that are received from email and telephone requests.

**Qualifications:**

- Must be born again, have a loving attitude, a servant’s heart and operate with

a team spirit

- Must complete GET CONNECTED classes
- Must complete Prayer Force Application
- Must be approved through a personal interview with Director of Prayer Force or Team Leader
- Must exhibit a true understanding that this is a “team” with respect to the Director and Team Leader
- Must understand and practice confidentiality
- Must be committed to praying for each request received

**Time Commitment:**

- Must have a consistent dedicated time to pray for requests on a daily basis
- Members must commit to attend training sessions as well as specific trainings as scheduled by the Director or Team Leader

**Duties:**

- Must have some means of being informed of the prayer requests via email.
- Must pray for all of the prayer requests received on a daily basis.

## **6.1 Processing of Prayer Requests**

All prayer requests that are received through the **www.trwc.com** homepage are sent directly to the Prayer Force Director. The Director then emails all requests to the intercessors. All emails marked “confidential” stay with the Prayer Force Director. Given the situation, she may pass them along to the Senior Pastor or other church staff members.

All prayer requests received by the Senior Adult Pastor are also forwarded to the Prayer Force Director and passed along.

Appropriate prayer requests are also sent to the Encourager’s Ministry for them to

follow up on.

All prayer requests that are written on the offering envelopes in a church service are placed in the Prayer Force mail box by the Business Office. (The BO processes them first for the financial information and keeps all confidential financial information separate.) The Prayer Force Director places these requests in the Prayer Chapel. They stay there for one month and are then shredded.

## **7.0 ENCOURAGERS MINISTRY**

**Purpose:** To demonstrate the heart of concern from the Prayer Force Ministry by sending cards of encouragement for various situations involving members and friends of Twin Rivers Worship Center and the Prayer Force.

### **Qualifications:**

- Must be born again, have a loving attitude, a servant's heart and operate with a team spirit
- Must complete GET CONNECTED classes
- Must complete Prayer Force Application
- Must be approved through a personal interview with the Director of the Prayer Force or a Team Leader
- Must exhibit a true understanding that this is a "team" with respect to the Director and Team Leader
- Must be comfortable speaking and praying with people via telephone
- Display discernment and confidentiality

### **Time Commitment:**

- Members must commit to attend quarterly training sessions as well as specific trainings as scheduled by Director of Team Leader.
- Must be willing to make phone calls for follow up
- Enjoy sending cards of encouragement or whatever is needed for each specific

occasion

**Duties:**

- Follow Instruction given by Team Leader. (You will receive procedure template and be given clear instruction from your Team Leader for this ministry.)

## **8.0 PRAYER TEAMS**

Prayer Teams are scheduled on Thursday and Friday evenings to pray over the monthly prayer list and as the Lord leads. Prayer takes place in the Prayer Chapel. The monthly prayer list is created by the Prayer Force Director and sent out to all Prayer Force Members at the beginning of the month. It is also posted in the Prayer Chapel.

## **9.0 PRAYER CHAPEL**

The TRWC Prayer Chapel is available 24 hours-a-day for people to come and pray. A combination code is required to enter and this code may be accessed by calling the church office. This provides safety for those who come to pray late at night.

## **10.0 SCHEDULING**

Scheduling for Intercessory Prayer Partners and Sanctuary Teams is delegated by the Director to a Prayer Force Member. These schedules are emailed to the members and also posted in the Prayer Chapel.

## **11.0 CALENDAR**

A Calendar of Events for the year is created and sent out by the Director. Updates are sent as needed. This calendar includes all special Prayer Force events along with any church or non-church-related event that concerns the Prayer Force in any way (i.e. National Day of Prayer, etc.).



## ***Section B.***

### **ORIENTATION AND TRAINING**

#### **1.0 APPLYING FOR THE PRAYER FORCE MINISTRY**

Applicants should obtain a blank application from any Prayer Force Member and return the completed application to the Director.

The Director will enter the applicant's information in the ministry database and assign someone to set up interview with the person. (All copies of applications should be shredded after the interview and orientation for confidentiality of the applicant.)

The person conducting the interview will notify the Prayer Force Office once assignment is made for interview. (There should be a one-two week turnaround from the time they receive the application and interview assignment and the time of the interview's completion.)

References on the application should be called before setting up the interview.

#### **2.0 INTERVIEW PROCESS FOR PRAYER FORCE MINISTRY**

Note: This interview should be in person if all possible. If not, a phone conversation is permissible. Be sure to stay in control of your interview and not get side tracked with personal conversation. Listen to the heart of the person and pray a special blessing over them before they leave.

1. We are happy you have chosen to be apart of the Prayer Ministry.

(Make mention of anything positive someone has told you about them from their reference inquire. Doing so will let them know how serious we are about people joining this ministry...we actually did the reference background checks. The Senior Pastor has also requested that we make sure to do a reference background check.)

2. Have a word of prayer with them (blessing the meeting and inviting the presence of God).
3. Explain and emphasize the word "ministry" with a ***team*** concept (not a ministry to join just to connect...but committed to praying and serving). Give

them a copy of the Prayer Manuel.

4. Explain the importance of the Prayer Ministry as a foundational ministry which supports every other ministry at TRWC and the community. (Show them the brochure and read the mission statement.)
5. Ask them if they've ever been apart of a prayer ministry. Encourage communication and allow them to share. (Take Notes)
6. Why do they feel they are called to the prayer ministry? Encourage communication and allow them to share. (Take Notes)
7. Explain the structure of the Prayer Force (give them the org. chart and handouts, explaining the different areas to serve).
8. Show them the Calendar of Events. Explain the importance of training. This will help them feel comfortable knowing what is expected of them. Emphasize the quarterly training and additional training if needed.
9. Do they feel that there is something that would hinder them in giving themselves totally to the prayer ministry? (Unsaved husband, job restrictions, other obligations with other ministries.) We will work with them if we know the problem. (Take Notes)
10. Explain how important the PF ministry is to our Pastor and let them listen to the CD to reinforce what you say to them.
11. Explain the orientation and let them know they will receive more details about the Prayer Force and the different areas in which they can serve.
12. Let the applicant know the date of the next Orientation and what the Orientation will consist of. They will not be schedule to serve until they have completed Orientation. If they do not know where they would like to serve, that's fine...this will be discussed during Orientation.
13. Give them the Prayer Force Ministry Manual to read.
14. Ask them if they have any questions or concerns. (If so, write them down).
15. Pray a blessing over them before you dismiss.

The Interviewer will be able to discern the strengths about the person and where

they should serve.

If the Interviewer does not think the person is ready to serve in their preferred area, assign them to IPP, Prayer Sweeps, or SI for a season.

E-mail or discuss with the Prayer Force Director summary of the interview or areas of concern.

### **3.0 ORIENTATION**

Orientation takes place once a month and lasts approximately one-half hour.

The volunteer(s) come to orientation.

1. Open with prayer.
2. Give them a Orientation Packet, which will include:
  - CD – Pastor’s Heart
  - Organizational Chart
  - Calendars
  - Vision Statement
  - Position Descriptions
  - Card with Position Leaders Names/Phone #s
3. The person leading Orientation should go through the packet with everyone in attendance.
4. Explain the heart and vision of the Prayer Force.
5. One-year commitment
6. Reinforce that the Prayer Force Ministry is a foundational ministry, which supports every other ministry at TRWC and the community.
7. Let them read the position descriptions. After they have read through them, ask them where they want to serve.
8. If they want to go directly to the Altar, explain the process of how the Prayer Force Director assigns/releases people to this position.
9. All other positions: tell them which Team Leader will call them. If they do not know which position they would like, tell them to pray over it and call the

Orientation Leader.

10. Lay hands on them, anointed them with oil and pray over them.

After Orientation:

1. Orientation Leader will send an e-mail to all Position Leaders about orientation.
2. Position Leaders will schedule training and put them into service.
3. A follow up will be made to confirm that contact has been made, training has been set up, and their service is ready to begin.
4. Position Leaders will follow up with the new volunteers after they serve for the first time to be sure they are okay with everything.

#### **4.0 FELLOWSHIP AND TRAINING**

- Outings
- Appreciation banquet
- Prayer summit
- Prayer meeting
- Team leader meetings: The Team Leaders over each Prayer Force branch hold two meetings per year with their specific members. These meetings are devoted to training and instructing the members on how to perform their roles.
- Three training meetings a year for the entire Prayer Force: These three meetings are dedicated to training the Prayer Force how to better run this ministry and be even more effective in all that they do.











**Twin Rivers Worship Center**

**ASSIMILATION**

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## ***Section A.***

### **DATA MANAGEMENT AND REPORTING**

#### **1.0 FUNCTIONS OF ACS DATABASE**

ACS Technologies is a ministry-driven software program vital to the communication, organization and operation of TRWC. Following are some of the uses of the ACS system:

- Management of all data pertaining to attendance
- Management of all data pertaining to finances
- Ability to accommodate communication needs to staff, leadership and congregation

#### **2.0 COLLECTING NEW INFORMATION**

The Assimilation Office is dedicated to acquiring as much information as possible concerning those who attend TRWC church services and its many other classes and events. Following are ways Assimilation collects new information:

##### **A. Information Cards**

Visitors who attend the Guest Desk, a Meet and Greet or an Introduction Class are all encouraged to fill out an Information Card. These cards are immediately brought to the Assimilation Office and entered into the database.

##### **B. Tithe Envelopes**

New information provided on tithe envelopes is entered into the system.

##### **C. Ministry Leaders**

Pastors, elders and all ministry leaders are encouraged to contact the Assimilation Office via phone, email, etc to communicate any new information they may have about individuals or families of TRWC. All ministry leaders are asked to send their rosters, attendance totals, and all new information to the Assimilation Office after each event.

Elders are encouraged to pass along to the Assimilation Office any new information about the families in their oversights that would normally be kept

in the ACS Database.

A select group of ministry leaders are also given permission to enter data into the ACS system themselves.

#### D. GET CONNECTED classes

All information gathered from Information Cards, sign-in forms, rosters, etc. for the GET CONNECTED series is sent to the Assimilation Office for immediate entry into the database.

#### E. Water Baptisms and Baby Dedications

The Elders are responsible to give the Assimilation Director the names of those being water baptized or dedicated to the Lord. As a way of double-checking, Assimilation can also look at the Media slides previously prepared by the Media Director for the services.

#### F. TRWC.com Accounts

These are families or individuals who discovered via their contact with us through the TRWC website.

#### G. Miscellaneous

Despite the many efforts to gather information, there will always be some people who are attending TRWC and are even active at the church, but still do not show up on the database. The Assimilation Staff constantly keeps their eyes and ears open for those who have not been documented in the database. This sometimes involves calling or emailing other ministry leaders to look further into the person in question. All staff and ministry leaders are encouraged to aid Assimilation the best they can with information gathering.

Ultimately, all of the attention to logging new names and new information is done to help serve, assist and minister to the congregation. The more information that is gained, the better TRWC will be able to serve the church body.

## 2.1 Types of Information Collected

Following is some of the information that Assimilation collects and enters into the database:

- A. Full Name and address
- B. Email address
- C. Date of birth
- D. Marital status
- E. Volunteer ministry history

### **3.0 STAFF ACCESS TO DATABASE**

All TRWC staff have access to view the ACS Database information, except for the financials. The financials can only be viewed by the Business Office and other approved staff. While all staff has access to view the information, they are not all allowed to enter or change the database.

A selected group of elders are trained by the Assimilation Office to be able to enter new data concerning those in the oversights into the database.

The pastoral staff and a selected group of staff from the Business Office are also trained on entering and changing information.

### **4.0 DATABASE TRAINING AND ASSISTANCE**

Training is conducted on an as-need basis. Training is conducted in several ways: from an ACS representative, online training, training via pdf files, or training through an Assimilation assistant.

### **5.0 DATABASE MANAGEMENT AND CLEAN UP**

A staff member in the Assimilation Office is responsible for database clean up, including the following:

- Double-check all entries made by other non-assimilation staff. At times, Assimilation will need to correct errors and change entries.
- Monitor for and delete duplicate entries
- Information verification via phone or email

- Clean up from conversion and non-converting fields. (Anytime a conversation takes place there are fields that do not properly convert. It requires a staff member to manually go in and correct the fields.)
- Volunteer management (CTYG). This entails tracking skills, gifts, hobbies, etc. from those who attend the Connecting to Your Gifts class.
- Gathering email addresses—this allows Assimilation to immediately communicate church eblasts, etc. to a mass church audience.

## **6.0 MONTHLY ATTENDANCE REPORTS**

At the beginning of each month, Assimilation enters the attendance numbers for that month into the ministry database. Attendance numbers include all those who have attended a TRWC church service, class or event of any kind during that month. Assimilation then creates an attendance spreadsheet report, which is submitted to the TRWC Administrators by the eighth of the month. Please see Attachments for a sample report.

### **6.1 Sources for Collecting Attendance Numbers**

Assimilation receives attendance numbers from the following sources:

- A. Hospitality: Each Sunday the Hospitality Team uses clickers to count the number of people who have attended TRWC for church services. This excludes those in Children's Ministry.
- B. Ministry Leaders: The Ministry Leaders at TRWC are responsible to contact the Assimilation Office by the first of each month and communicate how many people have attended their respective classes, events, functions, etc. Many times, they may simply email their class or event rosters to Assimilation.

## **7.0 E-BLASTS**

All e-blasts are sent through the Assimilation Office using the ACS Database system. ACS allows Assimilation to group email addresses according to church membership, etc.

### **7.1 General Congregation-Wide E-blasts**

Assimilation is responsible for sending out e-blasts for TRWC Pastors, Administrators, Ministry Leaders and Staff. (However, ministry leaders over such groups as Youth, Women's Ministry, Small Groups, and Sports, for example, typically send their own e-blasts through the ACS system.)

Those who need an e-blast sent must contact the Assimilation Office and provide the following information:

- Copy and content for the e-blast
- Preferential send date

When copy is given to Assimilation, they are responsible to proof and edit the content, then return to the Staff Member for final approval or changes. If additional designing or substantial arranging of content occurs, Assimilation may want to send it to the Staff Member for another approval before sending it out.

Please note: If a Staff Member other than a Pastor, Administrator or Ministry Leader desires to send out a mass email to the entire congregation, etc, the Assimilation Office must secure approval through the Administrative Pastor.

## **7.2 Monthly Update E-blast from the Senior Pastor**

Each month, the Assimilation Office sends out a monthly ministry update e-blast for the Senior Pastor.

All Staff Members are required to send a report detailing the highlights of their areas of responsibility to the Senior Pastor by the end of the first week of each month. The Senior Pastor uses this information to compose a rough draft of an e-blast from himself and the First Lady. After the Senior Pastor composes the draft, he sends it to his personal assistant and the Assimilation Office for review and editing. The e-blast is then returned to the Senior Pastor for final approval.

Once the e-blast has gained final approval from the Senior Pastor, the Assimilation Office sends it out to all active TRWC attendees on the email list.



## ***Section B.***

### **PRINTING, MAILING AND ADVERTISING**

#### **1.0 WEEKLY CHURCH BULLETIN**

The Weekly Church Bulletin is created in house using the program Page Plus. It is designed to fit an 8 ½ x 14 inch tri-fold format. Information is designed and printed on both the front and back of the bulletin.

#### **1.1 Quantity**

Each week, the Assimilation Director decides how many bulletins to print. Generally, they print between 800-1,200 bulletins.

On special occasions, such as Easter, when church attendance is traditionally greater, Assimilation prints the maximum of 1,200. The Assimilation Director takes all conditions into consideration, including holidays, special church events, the natural growth of the church, and even the weather and season.

During holidays when attendance is notoriously low, such as the 4<sup>th</sup> of July weekend, Assimilation traditionally only prints about 400 bulletins.

#### **1.2 Printing and Stuffing**

The church bulletins are printed in house, using the color printer designated for Assimilation. Each week, the goal is to print the bulletins on Tuesday, then fold and stuff them on Thursday.

The Assimilation Director schedules approximately three volunteers each Thursday to fold and stuff the bulletins. The number of volunteers needed depends on the number of bulletins being printed. If additional “stuffers” are being inserted, then that requires more volunteers as well.

One volunteer folds the bulletin in three sections. Another set is responsible for inserting the Tithe Envelope into the bulletin.

If there are stuffers, then this second set of volunteers will also insert these as well. “Stuffers” are any other ministry advertisements or printed pieces that need to be given out with the bulletin.

### **1.3 Procedures for Advertising in Bulletin**

All ministry leaders or other staff who would like to include something in the bulletin must give all of the information to the Assimilation Director at least two weeks in advance.

If another leader or staff member requests to have a stuffer placed in the bulletin, the Assimilation Director will give approval based on the following:

- A. How much has TRWC already advertised for this particular event and/or ministry?
- B. How many stuffers are there currently in that week's bulletin?

Assimilation attempts to have as few stuffers as possible in addition to the Tithe Envelope, which is a weekly insert. Too many stuffers can prove to be detrimental, causing the churchgoers to be slightly overwhelmed and not read any of it. Also, having too many stuffers can prove to be inconvenient as they make the bulletin more cumbersome and many times fall out.

Apart from any specific direction from the Senior Pastor or Administrators, the Assimilation Director has the final say on how many stuffers are allowed into each week's bulletin.

### **2.0 WATER BAPTISM CERTIFICATES AND DVDs**

Within two weeks of the Water Baptism service, Assimilation mails a Certificate of Baptism along with a DVD to each person who has been baptized. The DVD contains their segment of the Water Baptism service.

Assimilation originally receives all of the names of those being baptized from the Pastor of Care Ministries.

The certificates are designed and printed in house using the color printer. Please see Attachments for this section for a sample of the Certificate of Baptism.

After the Water Baptism service, the Media Director sends a DVD to Assimilation of each person who has been water baptized. Assimilation uses these DVDs to double check the names they currently have of those who have been baptized. If additional people were baptized during the service who had previously not signed up, then these names are added or updated on the database

at this time and certificates are created for them as well.

Assimilation acquires all of the necessary signatures from the Senior Pastor and other staff. They then package the certificates and DVDs and mail them from the church office.

**Q: Any volunteers necessary to help with this?**

### **3.0 CHURCH MEMBERSHIP CERTIFICATE AND LETTER**

After the installation ceremony for new church members, the Assimilation Office sends each new member an official Certificate of Membership along with a letter from the Senior Pastor. These are sent out within two weeks of the service.

Assimilation receives all of the new member names from the Elder in charge of the Membership Class. If any last-minute changes occur, the Elder is responsible to contact the Assimilation Office. Assimilation can also verify the new names by watching the installation ceremony.

Assimilation designs and prints the certificates in house. The letter is an existing letter previously written by the Senior Pastor. Assimilation acquires all of the necessary signatures from the Senior Pastor and other staff for both of the documents. They then fold the items, stuff the envelopes and mail them from the church office.

Please see the GET CONNECTED section of this Manual for samples of the Certificate of Membership and letter from the Senior Pastor.

### **4.0 MINISTRY INFORMATION WALL**

The Ministry Information Wall is located in the church foyer. It is designed to advertise the ministries of TRWC and its ministry-related events. If a ministry at TRWC would like to utilize the Ministry Information Wall, they must contact the Assimilation Office.

The Assimilation Office is responsible for the following duties concerning the Ministry Information Wall:

- Track which brochures are currently being advertised at the Ministry Information Wall.
- Restock the supply when necessary.

- Designing brochures (see below).
- Work with the ministries of TRWC to ensure that their brochure information stays updated. A staff member of Assimilation checks the brochures at the Wall approximately every other week and before special events to ensure they are current.

#### **4.1 Designing and Printing Brochures**

If a ministry leader at TRWC requires help in designing a brochure for their particular ministry, Assimilation will assist them. All ministry leaders needing assistance must contact the Assimilation Office and request a Ministry Information Brochure Questionnaire. This form must be completed and returned to the Assimilation office for them to begin designing the brochure.

This questionnaire is used to gather all of the necessary information useful for a brochure.

To view a sample of the Ministry Information Brochure Questionnaire, please see the Attachments for this section.

#### **5.0 VOLUNTEER OPPORTUNITIES KIOSK**

Assimilation is responsible to design and print all the necessary brochures and materials needed for the Volunteer Opportunities Kiosk which is located in the church lobby on Sunday mornings. All design and printing is done in house.

They are also responsible to schedule Assimilation staff or or volunteers to serve at the kiosk.

#### **6.0 IMAGINE CAMPAIGN**

Assimilation is responsible to create the packets for the Imagine Campaign. All the contents of the packet are designed in house. Some of them are printed in house while others are sent to the printer.

The Imagine Campaign packets are mailed out to all new families of TRWC.

#### **7.0 SPECIAL EVENTS**

Assimilation is responsible for all design, printing and mailing of any necessary resources for special events. This includes advertising, materials for the events themselves, etc

## **8.0 GUEST PACKETS**

Assimilation is responsible for designing, printing and assembling all Guest Packets. Some materials are printed in house while others are sent to a printer.

Assimilation is required to monitor the current stock of Guest Packets and produce more when necessary. They should also make sure the Guest Desk in the lobby is appropriately stocked at all times.

## **9.0 NEW MEMBER PACKETS**

Assimilation is responsible for designing, printing and assembling all New Member Packets. Some materials are printed in house while others are sent to a printer.

Assimilation is required to monitor the current stock of New Member Packets and produce more when necessary.

## **10.0 INFORMATION CARDS**

Assimilation is responsible for designing and printing the Information Cards. These are designed and printed in house.

They are responsible for keeping up the current stock necessary for all of its uses. They are also responsible to stock the sanctuary seats and the Guest Desk with these cards.

## **11.0 GENERAL POSTCARD INSERT**

Assimilation includes a postcard with a general message in most things they mail out from the office, including a simple message and a phone number an individual can call for assistance or more information.

Please see the Attachments for this section for a sample of this postcard.

## **12.0 COMMENT CARDS**

Assimilation is responsible for designing and printing the Twin Rivers Worship Center Comments Cards.

These cards are distributed at all TRWC classes. Distributing these comment cards are important in order to give those who attend our classes an opportunity to share some of their feedback in confidence. One of our main goals with all of these classes is to help serve them and make their integration at TRWC as smooth as possible. Their feedback will help us to do just that.

The Comments Card allows them to rate their experience in a variety of areas and share their own comments about the class.

For a sample of the Twin Rivers Worship Center Comments Card, please see the GET CONNECTED section of this Manual.

The comment cards also come with self-addressed, stamped envelopes. Assimilation is responsible for the designing and printing of these envelopes, monitoring of inventory, and for preparing the cards and envelopes (with stamps) for the classes. The envelopes are sent out to a printer.

## **13.0 GENERAL ADVERTISEMENT POSTCARDS**

Assimilation is responsible for designing and printing any postcards as needed for advertising ministry events. Most, if not all, of these postcards are printed in house.

Please see the Attachments for this section for a sample of a General Advertisement Postcard.

## *Section C.*

### **GUEST FOLLOW UP**

#### **1.0 PROCESS FOR GUEST FOLLOW UP**

Any time a new name is received by the Assimilation Office (through Information Cards from the Guest Desk, sign in forms from the Meet and Greets, etc), the new information is immediately entered into the database. The Assimilation Office then begins the process of Guest Follow Up.

##### **A. Week One**

The Assimilation Office has a pool of trained volunteers to assist with follow-up phone calls. When a new name is added to the database, the guest follow up liaison in Assimilation immediately contacts a volunteer and send them all of the necessary information (via phone, email, regular mail) in order to contact the person within the first week of their visit to TRWC.

The volunteers have a sample Week One script to use as a guideline for their call. They have also been provided with simple instructions and reminders on how to document information from the phone call. Volunteers are encouraged to provide as much information as possible from their phone call about the individual.

The Week One script thanks the individual for attending TRWC, then offers information about the next Introduction to Twin Rivers Class. It closes with an invitation to prayer.

Please see the Attachments for this section for samples of the Week One script and the instructions on Documenting Information.

The volunteer then communicates all of the information from the call to the Assimilation Liaison. Based on this information, which may include interests, concerns, issues, etc of that individual, the liaison contacts any pertinent ministry leaders and has any necessary brochures or materials mailed out to the individual.

Example: If the individual expresses an interest in being a part of a weekly Bible study in someone's home, the liaison would contact the Small Groups pastor to convey the person's interest. That Pastor would then follow up with the individual. Assimilation would also mail out material on the Small Groups

ministry to the individual.

Within the next two weeks, the individual is also sent information regarding Elder assignment and current ministry events.

## B. Week Eight

Eight weeks after receiving the new name, the Assimilation Liaison has a volunteer contact the individual again to follow up. Following the Week Eight phone script, they inquire if they have been able to attend the Introduction Class, then also discuss being assigned to an Elder's oversight. Again, it is closed with an invitation for prayer.

All information is conveyed to the liaison. If the individual would like to be assigned to an Elder, Assimilation then updates the database and contacts the Pastor responsible for assigning new individuals to Elders. The individual will then be contacted by their new Elder.

Please see the Attachments for this section for a sample of the Week Eight script.

## C. Six-Month Follow Up

The Assimilation Liaison has a volunteer call again six months after first receiving the individual's name.

The Six Month script asks if their families needs are being met, then gives more information about GET CONNECTED and some upcoming class dates. If the person has not been assigned to an Elder, they inquire about this as well.

All information about the call is sent to the liaison. Any new information is entered into the database, and any ministry leaders are contacted if necessary to have them placed in an Elder's oversight, etc.

Please see the Attachments for this section for samples of the Six Month scripts.

Throughout the process, Assimilation uses the Assimilation Office Follow Up Process form to track all contact and activity with each individual. Each form contains places to document which volunteer called the individual and when, what materials have been sent out, etc.



Please see the Attachments for this section for a sample of the Assimilation Office Follow Up Process form.

## ***Section D.***

### **FIRST AND LASTING IMPRESSIONS (PARKING MINISTRY)**

#### **1.0 SCHEDULING**

The Assimilation Office is responsible to prepare the schedule for all positions working on the parking lot. The Assimilation Office should work with Security in order to coordinate schedules and produce one schedule that will be posted in Room 107, the Hospitality Room, along with all other Hospitality Usher/Greeter and Security schedules. The Parking Lot schedule should be posted by the 15<sup>th</sup> of each month for the upcoming month. The Parking Lot schedule should also be emailed to the team.

While all positions serving on the parking lot must move about to accomplish their tasks, the parking lot should be divided and positions should be assigned to specific areas to ensure there is assistance in all areas.

#### **2.0 ARRIVAL TIMES**

All Parking Lot Attendants must report to the Hospitality Room no later than thirty minutes prior to the service in order to check their assignments, pick up their radios and any other necessary equipment or apparel and make their way to the parking lot.

Parking Lot Leadership is required to be there forty-five minutes prior to the service.

All Parking Lot workers must stay on the lot for thirty minutes after the service begins.

Parking Lot Workers do not have any duties after the service, however, when there are two morning services, they will naturally be on the lot for the arrival of the second-service churchgoers while the first service attendees are departing.

All Parking Lot Attendants must have a radio to communicate with each other and the Parking Lot Leader. Communication with Security may also be necessary.

#### **3.0 ATTIRE**

All Parking Lot workers should wear any shirts that may be provided by TRWC.

Workers are allowed to wear comfortable clothing, including jeans. However, shorts, tank tops and flip flops are not acceptable attire. It is important to remember that these workers represent TRWC and are the first impression for many churchgoers.

## **4.0 RESPONSIBILITIES**

Following are the responsibilities of the parking team and the various departments involved with parking.

### **4.1 Parking Lot Leadership**

The Parking Lot Leader will ensure that all positions are represented whenever Parking Lot Attendants are scheduled. They will oversee the parking lot and act as the liaison to the TRWC Staff.

### **4.2 Parking Lot Attendants**

The Parking Lot Attendants primary responsibility is to assist vehicles in finding available parking. There should be at least two parking lot attendants scheduled for each service. Parking Lot Attendants will store the orange cones after their use.

### **4.3 Security**

Security serves two purposes. First, they provide a visible presence of security for TRWC. Security isn't there to offer a First Impression for our guests, but they provide a first line of security. Second, in the absence or shortage of Parking Lot Attendants for any reasons, Security should help churchgoers look for parking spaces.

### **4.4 Operations**

The Operations Office is responsible for making sure the fate is opened and closed for each service. They are also responsible to make sure that the orange cones are in place no later than one hour prior to any service which Parking Lot

Attendants are scheduled.

## **5.0 ADVERTISING AND RECRUITING**

First and Lasting Impressions is advertised on a semi-regular basis in the church bulletin. The Assimilation Office also uses the database to target likely candidates. They contact these individuals via phone, email, etc.

## **6.0 CRITERIA FOR SERVING**

The only criteria for serving as a volunteer on the First and Lasting Impressions team is completion of the Connecting to Your Gifts classes.

## ATTENDANCE REPORT

Apr-09

### **Sunday School in Building Average**

(Represents Kidz Planet & Small Steps Nursery. Not every group submitted numbers for February.)

### **Sunday Morning Worship Average**

(Represents those in sanctuary, other areas of building & volunteers from Kidz Planet. Not all group numbers submitted for February)

### **Sunday School Outreach Average**

(Represents alternate evening/day ministries, i.e. YAH, SHAPE program, Small Groups, Elder's Meeting etc. Not all group numbers submitted for February.)

### **Total Average Weekly SS Attendance**

(Represents TOTALS from all Small Groups, excluding those meeting on Wednesday evenings.)

### **FTH Average**

(Represents AVERAGE attendance per week for the WEDNESDAY evening program. Not all group numbers submitted for February.)

### **Other Outreach Extension Average**

(Represents all Evangelism & Outreach ministries. No numbers submitted for February.)



# Ministry Information Brochure Questionnaire

The Assimilation & Communications Office is happy to assist you with creating a brochure that can be displayed on the Ministry Information Wall. This brochure should include pertinent information that will inform others about your ministry. Please complete this questionnaire and return to the Assimilation & Communications Office. Where more space is needed, please attach a separate sheet of paper.

Allow 3-4 weeks for your brochure to be completed. If you have any questions, please contact Shelia Moran at 314-729-0704, Ext. 16 or SMoran@trwc.com

1. **The name of your ministry:** \_\_\_\_\_
2. **A brief 3 - 5 word statement that describes your ministry.**  
Example: Servant's Heart Disability Ministry - Using Our Abilities  
\_\_\_\_\_  
\_\_\_\_\_
3. **Do you have a graphic logo for your ministry?** \_\_\_\_\_
4. **Is there a specific group your ministry is targeting?** Example: Servant's Heart Disability Ministry is called to serve those with physical, emotional and mental disabilities, both children and adults. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. **How does your ministry minister to others?** Example: Servant's Heart Disability Ministry focuses on fellowship, recreations, education and involvement in the church and community.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. **When, where and at what time does your group meet?** \_\_\_\_\_  
\_\_\_\_\_
7. **Do you have any pictures of your ministry in action that you would like considered as part of the brochure?** \_\_\_\_\_
8. **Does your ministry have a mission statement or slogan?** \_\_\_\_\_
9. **Does your ministry have a testimonial that could be included?**  
\_\_\_\_\_
10. **Please attach additional information that may be pertinent to your ministry.**



*Enclosed is information we think you may find of interest and will be helpful to you.*

*We hope you are enjoying the services at Twin Rivers and that you and your family are being blessed.*

*If we can answer any questions, or be of any assistance to you, please give us a call at 314-729-0704. Ask for Shelia!*

*Enclosed is information we think you may find of interest and will be helpful to you.*

*We hope you are enjoying the services at Twin Rivers and that you and your family are being blessed.*

*If we can answer any questions, or be of any assistance to you, please give us a call at 314-729-0704. Ask for Shelia!*

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*We hope you are enjoying the services at Twin Rivers and that you and your family are being blessed.*

*If we can answer any questions, or be of any assistance to you, please give us a call at 314-729-0704. Ask for Shelia!*

**This is a special invitation  
from**

**Pastor B**

**IF YOU ARE 30-49 YEARS OF AGE**

Come and join the Young Adult

Bible Study.

**EVERY WEDNESDAY NIGHT**

**7:00 PM—8:00 PM**

Banquet Center on the 2nd Floor

It's a great way to meet new people!



***Pastor B***

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***Pastor B***

**FAMILYLIFE@TRWC**



# Sample Script for Guest Follow Up Week One



Hi. This is \_\_\_\_\_ from  
Twin Rivers Worship Center.

I'm contacting you to say thank you for  
choosing Twin Rivers as a place to  
worship this past Sunday. Over the  
next few weeks, we will be sending you information about the  
different ministries of Twin Rivers.

On \_\_\_\_\_, we will offer our next Introduction to Twin  
Rivers class. During this class we'll discuss more about the  
vision of Twin Rivers. And, at this class you will have the  
opportunity to meet several staff members.

May I leave you the church office phone number? If you have  
any questions, please don't hesitate to give us a call.

**Before I go, may I pray with you?**  
**Do you have any specific requests or needs?**



# Documenting Information Guest Follow Up



Make notations regarding your conversations on the forms provided. Use the back of your form for extra space when needed. Providing as much information as possible will be greatly appreciated. This information will be used to help further assimilate our guests.

You will be provided with a list of all classes and class times. However, if our guest has any questions, please assure them you will contact the church office on their behalf and make certain the information is provided. Call the church office immediately for the information.

Your completed forms, along with information gathered, should be placed in \_\_\_\_\_'s mailbox in the work room.

**Timely sharing of information is vital.**

If our guests requests a call or visit, it is imperative this information be communicated in a timely manner.



# Sample Script for Guest Follow Up Week Eight



Hi. This is \_\_\_\_\_ from Twin Rivers  
Worship Center.

Over the past several weeks we have sent you information about the different ministries available. Have you had the opportunity to attend the Introduction to Twin Rivers Class? If not, the next class is being held on \_\_\_\_\_.

We also sent information about being assigned to an Elder's Oversight. If your family has not yet been assigned or you have questions, I'll be happy to help you with this process.

## **(If they are unsure about being assigned to an Elder's Oversight, you might say...)**

The Elders ministry is all about providing pastoral care to the families of Twin Rivers. These are spiritual leaders of the church. You probably recognize them as the men who march in on Sunday morning with Pastor Cutshall and pray for the people of Twin Rivers. An Elder will offer spiritual guidance when you have questions or circumstances that call for the wisdom of someone who is knowledgeable about The Word of God and prayer. Elder's and their wives also visit families in the hospital.

## **(If they are interested in being assigned to an Elder's Oversight, you might say...)**

Great! I will give your name to the church office. You will be contacted by your Elder when the process is complete.

## **(If they are not interested in being assigned to an Elder's Oversight, you might say...)**

Thank you for taking the time to speak with me. If there is anything we can do for you or your family, or if you decide you would like to be in an Elder's Oversight, please feel free to contact the church office.

**Before I go, may I pray with you?  
Do you have any specific requests or needs?**



# Sample Script for Guest Follow Up Six Month (Already assigned to an Elder's Oversight)



Hi. This is \_\_\_\_\_ from Twin Rivers  
Worship Center.

As part of the guest follow team of Twin Rives, I'm contacting people who have visited within the last six months to ask if the needs of your family are being met.

And, to see if your family is familiar with the GET CONNECTED program at Twin Rivers?

**(If they are unfamiliar with the GET CONNECTED program,  
you might say...)**

Get Connected is all about making certain that families are informed about the ministries of Twin Rivers. And, to provide those who would like to volunteer a class to become ready for that step.

**The next Introduction to Twin Rivers class is on \_\_\_\_\_.**  
**The next Connecting to Your Gifts class is on \_\_\_\_\_.**

If you have more questions about GET CONNECTED, contact Shelia Moran at \_\_\_\_\_.

**Before I go, may I pray with you?**

**Do you have any specific requests or  
needs?**



# Sample Script for Guest Follow Up Six Month (Not Yet assigned to an Elder's Oversight)



Hi. This is \_\_\_\_\_ from Twin Rivers  
Worship Center.

As part of the guest follow team of Twin Rives, I'm contacting people who have visited within the last six months to ask if the needs of your family are being met. Have you been assigned to an Elder's Oversight?

**(If they are unsure about being assigned to an Elder's Oversight, you might say...)**

The Elders ministry is all about providing pastoral care to the families of Twin Rivers. These are spiritual leaders of the church. You probably recognize them as the men who march in on Sunday morning with Pastor Cutshall and pray for the people of Twin Rivers. An Elder will offer spiritual guidance when you have questions or circumstances that call for the wisdom of someone who is knowledgeable about The Word of God and prayer. Elder's and their wives also visit families in the hospital.

**(If they are interested in being assigned to an Elder's Oversight, you might say...)**

Great! I will give your name to the church office. You will be contacted by your Elder when the process is complete.

**(If they are not interested in being assigned to an Elder's Oversight, you might say...)**

Thank you for taking the time to speak with me. If there is anything we can do for you or your family, or if you decide you would like to be in an Elder's Oversight, please feel free to contact the church office.

**The next Introduction to Twin Rivers class is on \_\_\_\_\_. The next  
Connecting to Your Gifts class is on \_\_\_\_\_.**

**Before I go, may I pray with you?**

**Do you have any specific requests or needs?**





**ASSIMILATION OFFICE FOLLOW-UP PROCESS**

Information received in Assimilation Office: \_\_\_\_\_ (Date)

Guest Name: \_\_\_\_\_

First Phone Call - Sent to: \_\_\_\_\_ on: \_\_\_\_\_

Date Received: \_\_\_\_\_

Returned to office on: \_\_\_\_\_ (DATE)

Mail Outs by Aliene on \_\_\_\_\_ (DATE)

Introduction Class	_____	Young at Heart	_____
Children's	_____	ENERGY Youth	_____
Small Groups	_____	CE	_____
Connecting to Your Gifts	_____	Membership	_____
Others:	_____		

8-Week Follow-Up Call to Georgia Martin on \_\_\_\_\_ (DATE)

Georgia Martin Mailed to \_\_\_\_\_ on \_\_\_\_\_

Date Received: \_\_\_\_\_

Elder Assignment? \_\_\_\_\_ YES \_\_\_\_\_ NO

Returned to Georgia Martin for 4-6 month follow-up on: \_\_\_\_\_

4-6 Month Follow Up sent to \_\_\_\_\_ on \_\_\_\_\_ (DATE)

FOLLOW-UP COMPLETED & SENT TO WANDA DAVIS for DATABASE ENTRY as  
COMPLETE ON: \_\_\_\_\_ (DATE)

**ASSIMILATION OFFICE FOLLOW-UP PROCESS**

Information received in Assimilation Office: \_\_\_\_\_ (Date)

Guest Name: \_\_\_\_\_

First Phone Call - Sent to: \_\_\_\_\_ on: \_\_\_\_\_

Date Received: \_\_\_\_\_

Returned to office on: \_\_\_\_\_ (DATE)

Mail Outs by Aliene on \_\_\_\_\_ (DATE)

Introduction Class	_____	Young at Heart	_____
Children's	_____	ENERGY Youth	_____
Small Groups	_____	CE	_____
Connecting to Your Gifts	_____	Membership	_____
Others:	_____		

8-Week Follow-Up Call to Georgia Martin on \_\_\_\_\_ (DATE)

Georgia Martin Mailed to \_\_\_\_\_ on \_\_\_\_\_

Date Received: \_\_\_\_\_

Elder Assignment? \_\_\_\_\_ YES \_\_\_\_\_ NO

Returned to Georgia Martin for 4-6 month follow-up on: \_\_\_\_\_

4-6 Month Follow Up sent to \_\_\_\_\_ on \_\_\_\_\_ (DATE)

FOLLOW-UP COMPLETED & SENT TO WANDA DAVIS for DATABASE ENTRY as  
COMPLETE ON: \_\_\_\_\_ (DATE)







# **Twin Rivers Worship Center**

## **GET CONNECTED**

**A Program of Assimilation**

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## **ATTACHMENTS**

### **General Policies and Procedures**

- A. Twin Rivers Worship Center Comments Card
- B. GET CONNECTED Flyer

### **Meet and Greet**

- C. TRWC Meet and Greet Schedule

- D. TRWC Meet and Greet Letter
- E. Meet and Greet Flyer

### **Introduction Class**

- F. Introduction Class Flyer
- G. Introduction Class Sign Up Sheet
- H. Introduction Class Agenda

### **Connecting to Your Gifts**

- I. Family Information Update
- J. Spiritual Inventory
- K. Connecting to Your Gifts Follow-Up Postcard
- L. Connecting to Your Gifts Follow-Up Form
- M. Connecting to Your Gifts Flyer

### **Membership**

- N. Certificate of Membership
- O. Letter from Senior Pastor

### **Connecting as a Ministry Leader**

- P. Recommendation Form

## ***Section A.***

### **GENERAL POLICIES AND PROCEDURES**

#### **1.0 COMMENTS CARD**

For the Meet and Greet, the Introduction Class, Connecting to Your Gifts Class and the Membership Class, the instructor or responsible party should always bring an adequate number of Twin Rivers Worship Center Comments Cards along with self-addressed, stamped envelopes.

Distributing these comment cards are important in order to give those who attend our classes an opportunity to share some of their feedback in confidence. One of our main goals with all of these classes is to help serve them and make their integration at TRWC as smooth as possible. Their feedback will help us to do just that.

The Comments Card allows them to rate their experience in a variety of areas and share their own comments about the class.

For a sample of the Twin Rivers Worship Center Comments Card, please see the Attachments for this section.

#### **2.0 MISCELLANEOUS FLYERS**

Assimilation is responsible for the design and printing (in house) of various flyers and advertisements for the GET CONNECTED program. These flyers can be used in a variety of ways, including:

- Church bulleting boards
- The Ministry Information Wall
- Inclusion in the church bulletins
- Inclusion in mailings

For a sample of a GET CONNECTED flyer, please see the Attachments for this section.

## ***Section B.***

### **MEET AND GREET**

#### **1.0 PURPOSE OF MEET AND GREET**

The meet and greet offers an informal opportunity for first-time visitors or those who are new to TRWC to meet the Senior Pastor and even ask some basic questions about the church.

#### **2.0 SCHEDULE**

Meet and Greets are to be held every Sunday, except for holiday weekends. They are held after both the 8:30 am and 10:30 am services in Room 107 or whatever other room designated by the Senior Pastor or the Assimilation Office.

#### **3.0 STAFF REQUIRED**

Approximately four people are scheduled to “host” the Meet and Greet in addition to the Senior Pastor and his Armorbearer. Two of the hosts must be Assimilation staff. The other two consist of TRWC Leadership.

##### **3.1 Scheduling Staff**

The Assimilation Office produces a monthly schedule for the Meet and Greet and distributes it to all staff and ministry leaders via email no later than one week prior to the first Sunday of the upcoming month.

For each individual Meet and Greet (two per Sunday), two staff members from Assimilation are scheduled. The schedule is sent along with a cover letter which describes the Meet and Greet, details the duties of those scheduled, and asks the ministry leaders to contact Assimilation if they have a concern or scheduling conflict.

A separate flyer is also posted and circulated which further reminds the staff of the dates and duties for the upcoming Meet and Greets.

Please see the Attachments for this section for samples of the TRWC Meet and Greet schedule and letter along with a sample of the flyer.

#### **4.0     ADVERTISING FOR THE MEET AND GREET**

The Meet and Greets can be advertised in the following ways:

- A. Through advertisements in the weekly bulletin
- B. Ministry Information Wall and/or other church bulletin boards
- C. Through the announcements at the beginning of each Sunday morning service
- D. The Assimilation Office can use the ministry database to target people who are new to TRWC and have not yet attended a meet and greet. They can send a special invitation to this person via email, phone or regular mail.

#### **5.0     PREPARATIONS**

Prior to the Meet and Greet, the Assimilation Office is responsible to make sure there are an ample number of Information Packets. The Information Packets should include an Upcoming Events flyer, Meet the Staff Pictorial Flyer, Small Groups Brochure, an IMAGINE Campaign Brochure and DVD and the TRWC Meet & Greet Sign-In sheets. The Information Packets and other materials will have had to be designed, printed, and assembled in-house by the Assimilation Office.

Please see the Hospitality section of this Manual for a sample of the Information Packet.

They are also responsible for preparing/assembling the necessary number of “special gifts,” which may be a mug of candy, etc. Inventory of all such items will need to be monitored on an ongoing basis and additional supplies for the special gifts will need to be purchased as needed.

Individually-wrapped candies are provided in candy dishes on the table and are accessible to all guests/volunteers. The individually-wrapped candy mix should always include some type of breath mint. (The D-Ops purchases these candies as a part of her regular trip to Sam’s. The money is paid out of the Assimilation budget.)

If bottled water is going to be available for the Guests or the Pastor, they will want to make sure there is enough on hand.

## **6.0 SET UP AND CLEAN UP**

The Assimilation Office is responsible for all set up and clean up, including the following:

- A. It is recommended that all set up for the Meet and Greets should be taken care of prior to the beginning of the church services (instead of during the services). The Assimilation Office is responsible for unlocking Room 107 for all set up.
- B. The Assimilation representative(s) should arrange the tables and chairs accordingly.
- C. Stock the room with all of the necessary Information Packets, Hospitality Candies, Sign-In sheets, special gifts, pens, etc.
- D. Stock the room with bottled water for the Pastor and/or the Guests.
- E. Toward the close of each service, the appropriate staff and Assimilation representatives should leave the church service in order to give themselves enough time to report to Room 107 and be prepared for the Pastor and Guests arrival.
- F. After the first Meet and Greet, Assimilation is responsible to clean up the area, arrange table and chairs, pick up any trash, and refill the supply of any Guest packets, special gifts, bottled water, etc. in preparation for the second Meet and Greet.
- G. After the second Meet and Greet, Assimilation is responsible for arranging tables and chairs back to their original positions, throwing away any trash, and removing all other food and supplies. The responsible key holder will turn off the lights when they are finished.

## **7.0 HOST DUTIES**

A TRWC Staff Member and their spouse should be in the Meet and Greet room at all times with the Senior Pastor and his Armorbearer. They are acting as hosts and are responsible to do the following:

- A. Be the first to greet and welcome the guests who come to the door.



- B. Hand out the Information Packets and special gifts to all first-time visitors or those who are new to TRWC.
- C. Get some basic information about the guests, including their full name, where they are from, etc. Have all Guests fill out the TRWC Meet & Greet sign-in sheet.
- D. Form an orderly line for those waiting to talk with the Pastor and help keep the line flowing.

The Meet and Greets typically last 20-30 minutes, although after the 8:30 am service, there is more of a time constraint in order for the Pastor to have time to rest for a few minutes before the next service begins. The Host (as well as the Armorbearer) should be very aware of this. The Host will need to keep the line moving in order to try to accommodate all of the Guests who have come to meet the Pastor.

In the worst case, the Pastor may need to leave before all of the Guests have had reasonable time to greet him. In these cases, the host is also responsible to explain to the remaining Guests the reason for his leaving.

The Meet and Greet after the 10:30 am naturally affords more time because it is the last service of the morning.

- E. Introduce each Guest to the Pastor, being certain to provide their full name and any pertinent information like “They’ve been looking for a new church and this is their first time here,” or “They are in town from Texas, staying with another church member,” etc. This introduction will make it easier on the Pastor and also keep the Meet and Greet flowing.

## **8.0 FOLLOW UP**

On the first business day, or as soon as possible thereafter, the Assimilation Office enters the Guest information from the Information Cards and the TRWC Meet and Greet Sign-In Sheet and begins the process of Guest Follow Up.

Please see “Guest Information and Follow Up” on page 23 of the Assimilation Section of this Procedure Manual.

## ***Section C.***

### **INTRODUCTION CLASS**

#### **1.0 PURPOSE OF INTRODUCTION CLASS**

The purpose of the Introduction Class is to provide an informal, non-threatening setting where guests and newcomers can attend and learn more about TRWC with “no strings attached.”

#### **2.0 SCHEDULE**

The Introduction Class is held every Wednesday evening at 6 pm in Room xxx.

#### **3.0 STAFF REQUIRED TO CONDUCT THE CLASS**

The class is hosted and taught by the Assimilation Office. During the question and answer portion of the class, the teacher is joined by two or three additional staff members.

##### **3.1 Scheduling Staff**

Staff are scheduled through the Assimilation Office. A schedule is distributed via email to all staff.

#### **4.0 ADVERTISING FOR THE INTRODUCTION CLASS**

The Introduction Class can be advertised in the following ways:

- A. Through advertisements in the weekly bulletin
- B. Ministry Information Wall and/or other church bulletin boards
- C. Through the announcements at the beginning of each Sunday morning service
- D. The Assimilation Office can use the ministry database to target people who have not yet attended the Introduction Class. They can send a special

invitation to this person via email, phone or regular mail. They have a flyer and postcard invitations to mail out.

Please see Attachments for this section for a sample flyer advertisement.

## **5.0 PREPARATIONS**

Prior to the Introduction Class, the Assimilation Office is responsible to make sure there are an ample number of Agenda Sheets, Comment Cards, Sign Up Sheets, etc.

If bottled water or snacks are going to be available for the Guests or the Pastor, they will want to make sure there is enough on hand.

## **6.0 SET UP AND CLEAN UP**

The Assimilation Office is responsible for all set up and clean up, including the following:

- A. The classrooms should be unlocked and opened no later than 15 minutes prior to the beginning of class.
- B. The Assimilation representative(s) should arrange the tables and chairs accordingly.
- C. Stock the room with all of the necessary Agenda Sheets, Comment Cards, Sign Up Sheets, special gifts, pens, etc.
- D. Stock the room with bottled water and individually wrapped candies.
- E. After the class is over, the Instructor/Assimilation is responsible for arranging tables and chairs back to their original positions, throwing away any trash, and removing all other food and supplies. The responsible key holder will turn off the lights and lock the doors to the classrooms unless another class is being held immediately following.

## **7.0 GENERAL RESPONSIBILITIES**

General responsibilities include:

- A. The guests of the Introduction Class have paid us a high compliment by

choosing to take a step forward in becoming part of the congregation. Let them know how pleased you are that they have taken time to learn more about TRWC.

## **8.0 AGENDA**

The agenda is as follows:

- A. Greeting and prayer
- B. Introductions
- C. Purpose of Class
- D. Sign Up Sheet — asking for name, address, city, state, zip code, phone number, email address and their Elder's name (See Attachments for this section for a sample)
- E. Ministry Information Wall — show the class sample brochures from the wall and discuss getting connected to the church
- F. History of TRWC, including Motto and Mission statement
- G. Q and A segment

Please see Attachments for this section for a sample of the Agenda sheet given to the class.

## **8.1 Q and A Session**

The Q and A segment is a time to open the floor for questions. It is good to have a few topics handy to discuss for those times when there is a lull in conversation. Be cautious not to allow the discussion to turn into a theological debate. When these questions arise, unless they can be addressed with just a few words, it is best to refer them to a later appointment with a staff pastor or another ministry leader within the church.

## **9.0 FOLLOW UP**

After the Introduction Class, Assimilation should mail a follow-up thank you to each participant. The thank you should be mailed from the church office no later

than one week after the class.

This package may also include a “Connecting to Your Gifts” invite letter/flyer.

## ***Section D.***

### **CONNECTING TO YOUR GIFTS**

#### **1.0 PURPOSE OF CONNECTING TO YOUR GIFTS CLASS**

The purpose of this class is two-fold:

1. To allow people to learn more about themselves, their gifts and talents, and ministry desires
2. For TRWC to learn about the gifts, talents and ministry desires of those interested in serving at the church

#### **1.1 Pre-Requisite for Volunteering**

Regardless of what other classes a person has taken or experience they may have, the Connecting to Your Gifts class is a pre-requisite for volunteering at TRWC on any level.

#### **2.0 SCHEDULE**

Connecting to Your Gifts is held every Wednesday from 6-8 pm in Rooms xxx and xxx. There are natural exceptions for holidays and special events, which should be made known in advance.

This class takes two weeks to complete. No sign up is required to attend this class, and people can begin attending on any week they choose. Both sessions 1 and 2 are taught every week, if necessary, so a student is able to begin session 1 on any week they choose.

#### **3.0 STAFF REQUIRED TO CONDUCT THE CLASS**

At least one qualified instructor from Assimilation is required to teach the class. If sessions 1 and 2 are both required to be taught on the same evening, then a minimum of two instructors are required.

When both sessions are taught the same week, the entire group will begin together in one classroom, then separate into two classrooms when different

subjects need to be taught.

#### **4.0 PREPARATIONS**

Prior to the class, the Assimilation Office is responsible to make sure there are an ample number of Personality Tests, Spiritual Inventory forms, Family Information Updates, Comment Cards, and Small Group Brochures. These are all printed in house.

If refreshments, snacks or bottled water are going to be available for the students, they will want to make sure there is enough on hand or purchase the necessary supply.

The Assimilation Director will want to check beforehand to determine how many instructors are needed for the upcoming class. If sessions 1 and 2 are not both needing to be taught, then they may need to notify an instructor of any staffing changes.

#### **5.0 SET UP AND CLEAN UP**

The Instructors/Assimilation Office is responsible for all set up and clean up, including the following:

- F. The classrooms should be unlocked and opened no later than 15 minutes prior to the beginning of class.
- G. Stock the room with all of the necessary Tests, Brochures, pens, etc
- H. Stock the room with any refreshments, bottled water or snacks that may be provided.
- I. Arrange all tables, chairs or desks appropriately for the class.
- J. After the class is over, the Instructor/Assimilation is responsible for arranging tables and chairs back to their original positions, throwing away any trash, and removing all other food and supplies. The responsible key holder will turn off the lights and lock the doors to the classrooms unless another class is being held immediately following.

## **6.0 AGENDA**

The agenda for the Connecting to Your Gifts Class is broken into two sessions:

### **6.1 Agenda for Session 1**

The agenda for session 1 is as follows:

- A. Review TRWC Motto, Mission Statement and Strategy
- B. Introduction of Class Attendees.

We ask the participants to introduce themselves and tell what brought them to the class. For some, it will be a strong desire to be active in ministry. For others, it is a need to learn more about the ministries. Still others desire to learn more about themselves and what God has placed within them for ministry. It is important to remember there are no wrong answers. This will help us determine how their needs can best be met.

- C. Complete Family Information Update

This should be taken home before the class ends and taken home by the instructors for review before the second class. For those listing a specific interest, the ministry leader should be contacted and encouraged to attend the last thirty minutes of the second class.

This update is very important because every piece of information we gather is like a piece to a puzzle. This form gives us past, present and future information.

Please see the Attachments for this section for a sample of the Family Information Update.

- D. Pictures Taken

Using a digital camera, the participants' pictures are taken and then placed in the database.

- E. Explanation and Purpose of Testing Tools

During this first class, the participants will be provided with two very beneficial tests. They are easy to use and have very specific instructions for scoring and interpreting.



### 1. Florence Littauer's *Personality Plus*

This is a traditional personality profile that gives results to one of the four basic personalities: sanguine, choleric, melancholy and phlegmatic. The resource has forty word-sets that students rank, based on applicability. Both strengths and weaknesses are presented for the areas of emotions, work and friends. (A contact number for this test is 714-888-8665.)

### 2. *INJOY Spiritual Gifts Assessment*

This provides students with a list of their personal spiritual gifts. Students rank themselves on a scale of 0 to 16 for each of the 24 spiritual gifts listed. The resource has 96 questions to help students find their place in ministry. Each spiritual gift listed provides a brief explanation of the gift and the corresponding Scripture verses to reference. An additional resource can be purchased that explains spiritual gifts more in-depth and gives explanations of possible ministry opportunities. (For further information, call 800-333-6506.)

Please see the Attachments for this section for a sample of this test.

### F. Explanation of Small Groups Brochure

At the end of the class, the administrator should distribute the Small groups Brochure, listing all the active Small Groups at TRWC. Volunteers should be encouraged to prayerfully consider which ministries speak to their hearts and gifts. Jesus said, "I did not come to be served, but to serve" (see Matthew 20:28).

Encourage them to think about what this mean to them. Do they enjoy working with their hands? Are they passionate about being creative, creating order and cleanliness, fixing what's broken, or leading others? Maybe they enjoy serving children or helping those in financial or material need. Perhaps they have professional skills that can assist the administrative needs of the church family by taking photos or repairing cars.

### G. Distribution of Tests and Classroom Time to Work on Tests

For the remainder of your time, allow the students to begin taking their tests. Score any tests that are completed during class time. Remind them at the end of the class to finish these test and bring them back the following week for scoring and discussion.

## H. Distribution of Volunteer Positions Available

### 6.2 Agenda for Session 2

The agenda for session 2 is as follows:

#### A. Collect Remaining Tests

Score any remaining tests in class and return the testing tools to the students.

#### B. Class/Group Discussion

Discuss the tests and the testing process with the class. They may have a lot to share since they have most likely learned several new things about themselves, their gifts and how they interact with others. Ask how they feel concerning their experience with the testing process. Ask if they have any other questions about the tests or the Small Groups or Volunteer Brochures they have been reading at home. This can be a good time to gain insight into people and what motivated them.

#### C. One-On-One Interview

This final segment of the class offers the students the chance to have one-on-one interviews with either ministry leaders or staff discussing ministry interests or how become connected.

While you do not want anyone to feel pressured about volunteering, this is the perfect time to spend with those who are interested. After the tests are completed, encourage anyone who would like, to stay and fellowship and enjoy the refreshments you have provided. *Informal* and *hospitable* are a winning combination. For those who are interested, offer to spend time one-on-one to answer questions and gain insight into the areas of ministry they would like to serve.

The success of this class is follow up. Let everyone know from the start that you are not going to pressure them to sign a commitment card during the class; however you would be happy to act as their mentor and liaison with the church until they are connected. Being connected means something different to everyone. For some, it's volunteering on a regular basis. For others, it's knowing somebody cares and knowing somebody is available when *they* are ready to volunteer.

If a ministry leader was notified after session 1 about a particular student, then this is the time for them to talk.

Some students may not be interested in talking at all, and they are certainly free to leave if they do not have any questions or need for discussion.

## **7.0 FOLLOW UP**

The Assimilation Office is responsible for the following follow up after a student has attended a Connecting to Your Gifts class:

- A. Enter the student's information from the Family Information Update and other forms into the database.
- B. If the student expresses an interest in a specific area of ministry, contact the ministry leader in this area to notify them about the student. Help that ministry leader access the necessary information and send them any information they may not be able to access from the database.
- C. Mail out a postcard from the office to all participants letting them know they can call with any questions or if they need assistance. Please see the Attachments for this section for a sample of this postcard.
- D. Approximately one week after the second session has ended, contact the students from that class to see if they have gotten connected, have any questions, etc. For those wanting assistance, continue to help them until they are connected to their areas of interest.

Please use the Connecting to Your Gifts Follow-Up Form to document all communication and information. See Attachments for this section for a sample of this form.

- E. After two weeks, touch base again with the students who you haven't been in contact. Unless a student shows interest in receiving further help, this will be the last contact. We do not want to pressure anyone to go forward if they do not want to at that time. (If at any point in the process a student conveys their desire not to get involved presently, then we should stop communicating for the time being.)

## **8.0 ADVERTISING FOR THE CLASS**

The Connecting to Your Gifts Class can be advertised in the following ways:

- A. Through advertisements in the weekly bulletin
- B. Ministry Information Wall and/or other church bulletin boards
- C. Through the announcements at the beginning of each Sunday morning service
- D. The Assimilation Office can use the ministry database to target people who have not yet attended this class. They can send a special invitation to this person via email, phone or regular mail. All those who attend the Introduction Class will automatically receive an invitation.

Please see the Attachments for this section for a sample of a Connecting to Your Gifts flyer.

## ***Section E.***

### **MEMBERSHIP**

#### **1.0 PURPOSE OF MEMBERSHIP CLASS**

The Membership Class gives specific information TRWC's denomination and fellowship. This time is also used to provide more information about the specific structure and organization of the church, including the elders' ministry, pastoral ministry, and church operations.

Membership is not a prerequisite for volunteering at TRWC, however, it is a prerequisite for certain areas of ministry leadership.

#### **2.0 SCHEDULE**

Membership class is held the second Wednesday of every month at 6 pm in a TRWC classroom. There are natural exceptions for holidays and special events, which should be made known in advance.

This class takes one session to complete.

#### **3.0 STAFF REQUIRED TO CONDUCT THE CLASS**

Assimilation works with the TRWC Elder in charge of Membership Class. This elder is the instructor for the class, and no other Assimilation staff member is required to attend.

#### **4.0 PREPARATIONS**

Prior to the Membership Class, the Assimilation Office is responsible to make sure there are an ample number of Membership Packets, which contain all the necessary documents, brochures, etc. used in the class. The Elder will pick these packets up, along with Family Information Sheets for his class, from the Assimilation Office a few days prior to the class.

If refreshments, snacks or bottled water are going to be available for the students, the Elder will want to make sure there is enough on hand or purchase the necessary supply.

## **5.0 SET UP AND CLEAN UP**

The Elder in charge of the Membership Class is responsible for all set up and clean up, including the following:

- A. The classroom should be unlocked and opened no later than 30 minutes prior to the beginning of class.
- K. Stock the room with all of the necessary Membership Packets, pens, etc.
- L. Stock the room with any refreshments, bottled water or snacks that may be provided.
- M. Arrange all tables, chairs or desks appropriately for the class.
- N. After the class is over, the Instructor/Assimilation is responsible for arranging tables and chairs back to their original positions, throwing away any trash, and removing all other food and supplies. The responsible key holder will turn off the lights and lock the doors to the classrooms unless another class is being held immediately following.

## **6.0 INSTALLATION CEREMONY**

One week prior to the Installation Ceremony, the Assimilation Office should send out a postcard reminder to each person being installed as a new member. This postcard is designed and printed in house and mailed from the office. Please see the Attachments for this section for a sample of this postcard.

During the 10:30 am service the Senior Pastor asks all new members to come stand at the altar. He addresses them in the following way:

“Twin Rivers Worship Center is a Healing Ministry to a Wounded World. God has put together a unique ministry of people who are genuinely concerned about each other and who seek to glorify God in their lives. We are trusting the Holy Spirit to order our steps with His Word. Your choice to be a member of this great church reflects your discerning character and is a reflection of your own commitment to please the Lord. Consider this brief ceremony a part of your personal and public testimony as you answer the following questions.

Do you confess that you know Jesus Christ as your Lord and Savior?

(Answer: Yes)

Are you willing to walk in the light of the Holy Scriptures as you understand them?

(Answer: I am)

Are you willing to support the church with your gifts, talents and attendance to the best of your ability as the Lord shall prosper you?

(Answer: I am)

Are you willing to follow the leadership of the Pastors, Elders and Deacons of this local church as we follow the leadership of our Lord Jesus Christ?

(Answer: I am)

Please allow me to be the first to welcome you into the Twin Rivers Family!”

## **6.1 Scheduling the Installation Ceremony**

At the beginning of each year, the Director of Assimilation meets with the Senior Pastor’s assistant to formulate the dates for that year’s installation services. Four dates are planned for each calendar year. The service is always scheduled to be a part of the 10:30 am service.

## **7.0 CERTIFICATE AND LETTER**

After the installation ceremony, the Assimilation Office sends each new member an official Certificate of Membership along with a letter from the Senior Pastor. These are sent out within two weeks of the service.

The certificates are created and printed in-house by Assimilation. The letter is an existing letter previously written by the Senior Pastor. The certificates and letters are mailed from the Assimilation Office.

Please see the Attachments for this section for samples of the Certificate of Membership and the letter from the Senior Pastor.

## **8.0 FOLLOW UP**

After the installation ceremony, no further follow up is necessary. Assimilation is

responsible for entering and updating the appropriate people's files in the database.

## **9.0 ADVERTISING FOR THE MEMBERSHIP CLASS**

The Membership Class can be advertised in the following ways:

- A. Through advertisements in the weekly bulletin
- B. Ministry Information Wall and/or other church bulletin boards
- C. Through the announcements at the beginning of each Sunday morning service
- D. The Assimilation Office can use the ministry database to target people who have not yet attended this class. They can send a special invitation to this person via email, phone or regular mail.



## ***Section F.***

### **CONNECTING AS A MINISTRY LEADER**

#### **1.0 OVERVIEW AND PURPOSE**

Connecting as a Ministry Leader is a four-week, eight-hour training series that focuses on the leadership process, qualifications of potential leaders, and character of leaders at the church. The leadership opportunities available at TRWC are discussed, as well as the selection and duties of elders.

The purpose of this training course is to create a pool of potential leaders who are thoroughly acquainted with the leadership responsibilities and expectations of the church. Scripture is clear that we are to know those who labor among us and lead the flock of God (see Thessalonians 5:12). It is imperative that each individual recommended for leadership in ministry completes this leadership preparation process.

#### **2.0 THE RECOMMENDATION PROCESS**

In order to attend this training course, an individual must be recommended by someone who is in a position of leadership at the church. If a ministry leader wants to recommend a member of the church, they must fill out a Recommendation Form and submit it to the Elder of Leadership Processing.

Approximately 1 ½ months prior to the start of each four-week session, the Care Pastor puts a letter and a Recommendation Form into the mailboxes of all Pastors, Staff, Elders, Deacons and ministry leaders as a reminder to turn in names of those they think would be good for the class. These forms should be given to or placed in the mailbox of either the Care Pastor or the Elder of Leadership Processing.

Please see Attachments for a sample of the Recommendation Form.

The Elder of Leadership Processing then calls all individuals who have been recommended to see if they are interested in attending the class. If they are interested, then the Care Pastor mails each participant a letter which officially invites them to attend the classes and gives all of the pertinent dates and times.

### **3.0 SCHEDULE**

This training course is an eight-hour, four-week course that is held on four Thursdays in a row. It is held three times a year—once in February, May and September.

### **4.0 CLASS AGENDA**

Following is the agenda for the Connecting as a Ministry Leader class. Each session is taught by a Pastor, an Elder or a Ministry Leader. All participants are asked to read Dr. Bryan Cutshall's book, *Where Are the Armorbearers?* over the course of the first three weeks in preparation for the final week.

#### **A. Week #1**

1. Connecting to the Leadership Process—the qualifications and the process of choosing leaders
2. Profiles of Ministry Leadership

#### **B. Week #2**

1. Connecting with the Character of a Leader
2. Organization/Intro to Ministries
3. Understanding the Elder's Ministry

#### **C. Week #3**

1. Understanding the Elisha Ministry
2. Understanding the Deacon's Ministry
3. Handling the Holy Things

#### **D. Week #4**

1. Where Are the Armorbearers?
2. Connecting to the Challenge of Leadership

## **5.0 FOLLOW UP**

At the completion of the training course, the Elder of Leadership Processing submits the names of all those who have completed the class to the Assimilation Office. Assimilation then enters the new information into the ministry database.

### **5.1 Leadership Completion Letter**

Within two weeks of the completion of the course, the Assimilation Office mails a letter of completion to the attendees. Assimilation is responsible for printing out the letters, acquiring the necessary signature for each, stuffing the envelopes, and mailing from the ministry office.

### **5.2 Leadership Pool**

During their monthly Administrative Elders Committee meeting, the committee discusses those who have just recently completed the course and decide which pool to place them in. They either will enter the “Leadership Pool” or the “Elder Pool.” Every six months, this committee reviews each pool of names to discuss if any should be added, deleted or moved for any reason.

# Twin Rivers Worship Center Comments Card



Please take a moment to confidentially let us know about your experience in this class. We have included a self-addressed, stamped envelope for your convenience.

Please rate your experience:  
1 = Excellent    2 = Very Good    3 = Good  
4 = Okay    5 = Needs Help

Presentation of Speaker(s) \_\_\_\_\_

Quality of Materials \_\_\_\_\_

Quality of Information \_\_\_\_\_

My questions were answered \_\_\_\_\_

Class Overall \_\_\_\_\_

Comments:

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# Twin Rivers Worship Center Comments Card



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Please rate your experience:  
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Presentation of Speaker(s) \_\_\_\_\_

Quality of Materials \_\_\_\_\_

Quality of Information \_\_\_\_\_

My questions were answered \_\_\_\_\_

Class Overall \_\_\_\_\_

Comments:

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# Get Connected

Becoming a part of the Twin Rivers family

At Twin Rivers, we want each family to find their place.  
We realize that every one is not at the same place on their journey.

GET CONNECTED is a program that will help you connect with the families of Twin Rivers, regardless of where you're at on your journey!

GET CONNECTED has different levels of involvement for you to choose from.

## Introduction to Twin Rivers Worship Center (Learning more about TRWC)

This class is for individuals and families who would like to learn more about Twin Rivers, our history and vision for the future, and have the opportunity to meet with and ask questions of the TRWC staff. This class is all about Twin Rivers serving your family!



## Connecting to Your Gifts (Volunteering at TRWC)

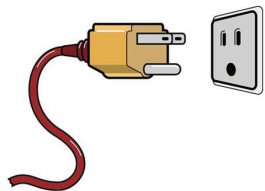
This series is a pre-requisite for any one wanting to volunteer or start a ministry of TRWC. This 2-week class, **Personality & Spiritual Gifts** and **Making the Connection** will help you understand the gifts God has placed in your life and the best fit between those gifts and the vision and mission of TRWC. You will also receive a Get Connected Volunteer Catalog listing all volunteer positions and ministry leader contacts.

## Connecting to Your Church in Membership (Becoming a Member of TRWC)

This series focuses on commitment to spiritual growth and provides insight into our denominational affiliate, Church of God. This step is a pre-requisite to becoming a ministry leader at Twin Rivers. While offered on two separate dates, it is necessary to attend only one class.

## Connecting as a Ministry Leader (Leadership at TRWC)

For those who sense a call to leadership, this four week, eight hour series focuses on the leadership process, the qualifications of potential leaders, and the character of a leader. We will discuss leadership opportunities available at Twin Rivers as well as the selection and duties of Deacons and Elders. **In order to attend this class an individual must have completed both the 100 and 200 series of Get Connected and be recommended for leadership by a current ministry leader.** For more information contact Elder Ponzar. [DEPONZ4321@hotmail.com](mailto:DEPONZ4321@hotmail.com)



Watch your bulletin for upcoming class dates and times!

Or, for more information contact Shelia Moran at 314-729-0704, Ext. 16 or [SMoran@trwc.com](mailto:SMoran@trwc.com)

# TRWC Meet and Greet

## January 2009

*Please come to room 108 immediately following the service you are scheduled to serve.*

January 4	After 8:30 a.m. Service	Chris & Stephanie Gilbert Elder, Deacon or Leader
	After 10:30 a.m. Service	Larry & Julie Ridenour, Jr. Elder, Deacon or Leader
January 11	After 8:30 a.m. Service	Jeff & Brittany Eastham Elder, Deacon or Leader
	After 10:30 a.m. Service	Chuck & Sharon Noel Elder, Deacon or Leader
January 18	After 8:30 a.m. Service	Kathy & Guy Scott Elder, Deacon or Leader
	After 10:30 a.m. Service	Janet & Greg Cassidy Elder, Deacon or Leader
January 25	After 8:30 a.m. Service	Leta Padgett Elder, Deacon or Leader
	After 10:30 a.m. Service	Randy & Vickey Morrison Elder, Deacon or Leader



# TRWC Meet and Greet 2009 1st Quarter

Beginning in January 2009, we will offer a Meet and Greet to our visitors and returning guests.

## *What is a Meet and Greet???*

A Meet and Greet is an environment created to make first time guests and returning guests feel welcome. It is intended to give us the opportunity to extend a personal and and friendly “hello” and to give them the opportunity to ask questions.



The TRWC Meet and Greet will be held following both the 8:30 a.m. and 10:30 a.m. Worship services. We will meet in Room 108 for approximately 20-30 minutes. This will be a very informal atmosphere, with light refreshments and mingling with our guests. We will provide them with a packet of information about Twin Rivers.

We are asking some of the TRWC leadership to consider being a part of this endeavor as we introduce ourselves to our guests. While most of the staff will be a part of this endeavor, some will not because of areas of responsibility they currently serve.

When you are scheduled to serve, we ask that your spouse accompany you if they are available.

I have attached a serving schedule for the first quarter of 2009. Please look and if the dates/times you are scheduled to serve will conflict with something already on your calendar, please let me know. I will gladly reschedule you.

## *Thanks so much!*



## Meet and Greet @ TRWC

**Target Audience:** First Time Guests, Repeat Guests & New Comers

Each Sunday, following the 8:30 a.m. & 10:30 a.m. Worship services, guests are invited come to Room 108, for a time of meeting the Senior Pastor/Administrator and leadership of TRWC.

The atmosphere is very informal. No presentations. Plenty of mixing, mingling and light hospitality.

When you are scheduled to host the Meet & Greet, please make an intentional effort to greet and talk with those who visit us.

When he is available, please introduce them to Senior Pastor.  
Remember to use their names in your conversation! :)

As you greet and talk with people in the congregation, please remember to invite them to attend the Meet & Greet. If possible, offer to escort them to the room after service.





# *You're invited!*

**(CLASS DATE)**

## **Introduction to Twin Rivers Worship Center**

This class is for those who would like to learn more about Twin Rivers.

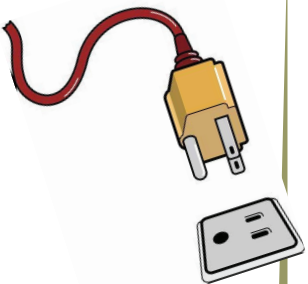
You'll learn more about our history and vision for the future. And, you'll have the opportunity to talk with Staff members in an informal Q&A session.

**This class is all about Twin Rivers  
serving your family!**



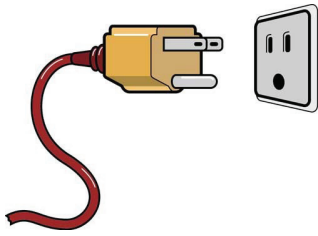
## *Get Connected!*

*Shelia Moran*  
*TRWC Staff Member*  
*Assimilation & Communications*  
*314-729-0704, Ext. 16 or [SMoran@trwc.com](mailto:SMoran@trwc.com)*



# Introduction to TRWC Class

[illegible]



# Introduction to Twin Rivers

(Class Date)

**Greeting and Prayer**

**Introductions**

**Purpose of Class**

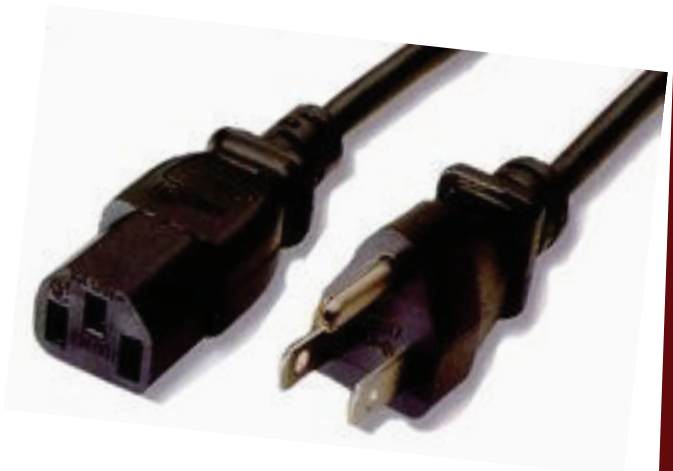
**Sign Up Sheet**

**Ministry Information Wall (Sample)**

**Getting Connected**

**History of TRWC, Motto and Mission Statement**

**Q&A**





# Get Connected!

## Connecting to Your Gifts

### FAMILY INFORMATION UPDATE

**Name:**

**Today's Date:**

**Email Address:**

**Birth Date:**

**Occupation:**

**Address:**

**Phone: (H):**

\_\_\_\_\_  
(Street)

**Phone: (W):**

\_\_\_\_\_  
(City and Zip Code)

**Phone: (Cell):**

**Phone (Fax):**

**Phone (Pager):**

**Marital Status:**

**Spouses Name:**

**Names and Birth Dates of Children who reside in your household:**

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Please list any skills you possess:**

\_\_\_\_\_  
\_\_\_\_\_

**Please list any hobbies you enjoy:**

\_\_\_\_\_  
\_\_\_\_\_

## SPIRITUAL INVENTORY

Have you accepted Christ as your personal Savior? ☐ YES ☐ NO When \_\_\_\_\_  
Have you been baptized in water? ☐ YES ☐ NO When \_\_\_\_\_  
Have you been filled with the Holy Spirit ☐ YES ☐ NO When \_\_\_\_\_  
with the evidence of speaking in tongues?

Have you ever served in full-time ministry? ☐ YES ☐ NO

**If yes, please explain:** \_\_\_\_\_

Have you previously worked in ministry at another church or with another organization? ☐ YES ☐ NO

**If yes, please explain:** \_\_\_\_\_

Is there a specific area of ministry you would like to serve? If yes, please explain:

Have you ever or are you currently working in a ministry at TRWC? ☐ YES ☐ NO

**If yes, what area, when and how long:** \_\_\_\_\_

When did you begin attending TRWC? \_\_\_\_\_ Are you a member of TRWC? ☐ YES ☐ NO

Who is your Elder? \_\_\_\_\_ What Sunday service(s) do you attend? \_\_\_\_\_

### How May We Serve You?

- ☐ I would like more detailed information about \_\_\_\_\_
- ☐ I am "connected" and need no further information.
- ☐ I would like more information about being assigned to an Elder's Oversight.
- ☐ I would like a ministry leader or staff person to contact me regarding:

\_\_\_\_\_

For Office Use Only		NAME:	
Spiritual Gifts Inventory		Personality Inventory	
A. Helps	_____	I. Sanguine	_____
B. Leadership	_____		
C. Hospitality	_____	II. Choleric	_____
D. Service	_____		
E. Administration	_____	III. Melancholy	_____
F. Discernment	_____	IV. Phlegmatic	_____
G. Faith	_____	Ministry Interview Notes	
H. Music	_____		
I. Tongues	_____		
J. Miracles	_____		
K. Craftsmanship	_____		
L. Healing	_____		
M. Giving	_____		
N. Mercy	_____		
O. Wisdom	_____		
P. Knowledge	_____		
Q. Exhortation	_____		
R. Teaching	_____		
S. Pastor/Shepherd	_____		
T. Apostleship	_____		
U. Missionary	_____		
V. Prophecy	_____		
W. Evangelist	_____		
X. Intercession	_____		



## TWIN RIVERS WORSHIP CENTER

*It was a pleasure meeting you at the Connecting to Your Gifts class. We trust you enjoyed the class as much as we enjoyed you!*

*If you have any questions or I can be of any assistance now, or in the future, please don't hesitate to give me a call.*

[illegible]

HAVE YOU BEEN ASSIGNED TO AN ELDER'S OVERSIGHT? \_\_\_\_\_ IF YES, WHO IS YOUR ELDER? \_\_\_\_\_

[illegible]





# Connecting Your Gifts to

Wednesday Evenings  
6:00 p.m. - 7:00 p.m.

Looking for your place to serve?  
Interested in learning more about Twin Rivers ministries and how you can become involved?

IS IT YOUR TIME???

CHILDREN'S CLASSES AVAILABLE, 1ST - 6TH GRADE

JOIN US ON WEDNESDAY EVENINGS IN ROOM 205

314.729.0704 OR SMORAN@TRWC.COM

## WEEK ONE

### Introduction & Class Explanation

**Getting Acquainted, Tell us about YOU and we'll tell you about US!**

**Let's find out what you like doing... And, what you don't like doing!**

## WEEK TWO

**There is a perfect place for you to serve... What is it?**

**What gifts has God placed in your life?**

**Let's take a tour!**

*This is to certify that*

*Sara Spagnolo*

*Has been accepted as a member of*

*Twin Rivers Worship Center*

*St. Louis, Missouri*

*on Sunday, the 24<sup>th</sup> of May, Two Thousand Nine*

*by*

*Bryan Cutshall, D.Min*

  
Bryan Cutshall, Senior Pastor



(DATE)

Christian greetings in the name of our Lord and Savior, Jesus Christ!

I would like to welcome you to the wonderful Twin Rivers Church family. Now that you have taken membership, we would like to provide you with our member's handbook, which will give you insight to simple policies and procedures. In addition, we are sending you this membership certificate for your records. May it serve as a reminder of the day you united with your church family.

If you are not familiar with TRWC's Get Connected series, I would like to encourage you to do so. It will help you to find a ministry where you can serve the Lord and be fulfilled in using your gifts and talents. You may contact Shelia Moran at 314-729-0704, Ext. 16 for more information. Watch the weekly bulletin for details.

If we can do anything to serve you, please do not hesitate to call us or your Elder. If you have not yet been assigned an Elder, we will begin that process. We are very excited about this new journey that God has placed us on together. We look forward to caring for you and your family as well as serving you daily. May God's choice blessings be upon you as you continue your journey with Him.

Serving God and You,

Dr. Bryan Cutshall  
Senior Pastor

enclosures

*"A Healing Ministry to a Wounded World"*

**Twin Rivers Worship Center**  
10575 Tesson Ferry Rd.  
Saint Louis, Missouri 63123



**Church: (314) 729-0704**  
**Fax: (314) 729-0699**

RECOMMENDATION FOR "CONNECTING TO MINISTRY LEADERSHIP" TRAINING

Date: \_\_\_\_\_

Candidate Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Leadership Information:

Completed GC 100 \_\_\_\_\_ Date: \_\_\_\_\_

GC 200 \_\_\_\_\_ Date: \_\_\_\_\_

Recommended by: \_\_\_\_\_

Candidate's Elder: \_\_\_\_\_

Copy to candidate's Elder for approval: \_\_\_\_\_

Elder's approval Date: \_\_\_\_\_

Follow-Up Actions:

- \_\_\_\_\_ Invitation sent to candidate to attend CTML Training
- \_\_\_\_\_ Notice of CTML Training schedule sent
- \_\_\_\_\_ CTML Certificate issues





**Twin Rivers Worship Center**

**HOSPITALITY**

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- B. Greeter/Usher Schedule
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- D. Reminders Flyer
- E. Information Card

## ***Section A.***

### **GENERAL PROCESSES AND PROCEDURES**

#### **1.0 HOSPITALITY MEETINGS**

The Assimilation Staff and all Hospitality volunteers meet together three or four times a year for a time of fellowship, appreciation and training. These dates are set by the Director of Assimilation in accordance with the TRWC Calendar. There is usually one event each year that is larger than the others.

##### **1.1 Meeting Preparation**

The Assimilation Office is responsible for the following duties in preparing for Hospitality Meetings:

- A. Create Conference Agenda and Material — This includes designing, printing and preparing any training materials, schedules, etc. that may be needed for the meeting. Specific materials for training may also need to be purchased.
- B. Staff the Conference — Secure any speakers along with all necessary staff to help set up, serve, and tear down.
- C. Invitations — Assimilation is responsible to design, print and mail (or distribute to volunteers on Sundays) invitations for special meetings.

Please see the Attachments for this section for a sample of a Meeting Flyer/Invitation.

- D. Name Tags
- E. Gifts of Encouragement — Assimilation is responsible to purchase and prepare whatever gifts of appreciation are decided upon.
- F. Coordinate Food — If food is a part of the meeting/gathering, the Assimilation is responsible for the purchase and logistics involved in serving and cleaning up.

##### **1.2 Meeting Agenda**

The agenda for the meetings differ from one to another, but these three elements are a vital part of every Hospitality gathering:

A. Fellowship

B. Gifts of Appreciation

C. Training — Training at these meetings usually concentrates on one area that applies to the entire group and/or break-out groups. Specific training for new volunteers is addressed on church service days.

## **2.0 HOSPITALITY TRAINING**

Assimilation uses the Buddy System as the primary source of training for new volunteers. For the first few weeks, the new volunteer is paired with an experienced member of the team for “on-the-job training.” Spending this time with an experienced volunteer allows them the opportunity to observe, learn and ask questions as they immediately gain first-hand experience.

### **2.1 The 3 “T”s**

Assimilation uses the Train, Transfer, Terminate system for volunteers. If a volunteer has been trained and given adequate time to learn yet is still not working out for some reason, then, after discussion with the individual, the Assimilation Director will recommend they transfer to another position on the team. If, after time, this also does not work out, then the volunteer may be asked to lay down their position on the Hospitality Team.

The heart of TRWC is for every volunteer to serve in a position that is not only a good fit for the church but also for them. TRWC is dedicated to helping every church member find the perfect place to serve.

## **3.0 CRITERIA FOR SERVING AS A HOSPITALITY VOLUNTEER**

Completion of the Connecting to Your Gifts class is the only criteria for serving as a volunteer on the Hospitality Team. Assimilation looks for volunteers who are good with people and have a gift for making others feel welcome and at ease.

## **4.0 ADVERTISING FOR VOLUNTEERS**

Assimilation advertises for new volunteers in the following ways:

- Database — Those who are looking for a place to serve at TRWC or have expressed a desire to serve as part of the Hospitality Team can be contacted.
- Church Bulletin
- GET CONNECTED Classes
- Word of Mouth

## **5.0 PROCESS FOR SCHEDULING VOLUNTEERS**

The Assimilation Office makes up the Hospitality schedules for the month and emails them to the appropriate volunteers. If necessary, it will be mailed to the volunteer. These schedules are also posted in Room 107, the Hospitality meeting area during service days. Assimilation also sends out weekly schedule reminders.

A volunteer assists the Director of Assimilation with the schedules. The Director sends the volunteer all of the necessary information, and the volunteer inputs all of the information and formats it accordingly. When the schedules are complete, the volunteer will email to all volunteers.

In producing the schedule, the Director of Assimilation takes into account that volunteers often have other personal and church commitments. These commitments are factored in and the Director tries to schedule accordingly to accommodate as much as possible.

Please see the Attachments for this section for a sample of a Greeter/Usher schedule.

## **6.0 HOSPITALITY ROOM**

Room 107 is the official meeting and gathering place for all Hospitality volunteers on church service days. This is where all Hospitality personnel should report to first before taking their positions.

For each Sunday service or special service, a continental breakfast is provided in Room 107 for all volunteers. Assimilation is responsible for ordering the necessary food and for coordinating volunteers to prepare and clean up all food and beverages.

The Hospitality Room is where all volunteers pick up their name tags, radios, headsets and attendance clickers. They also check the schedule to verify their positions for that day. The Assimilation Office is responsible to provide all of the necessary name tags and equipment for all volunteers.

Assimilation should also provide a mirror, so all volunteers can take a last-minute look to ensure they look appropriate, as well as breath mints.

Bulletin board flyers are also a good way to remind the volunteers of some of their primary duties before they go out to meet the people. Please see the Attachments in this section for samples of these Reminder Flyers.

The Hospitality Room should be unlocked and opened no later than forty-five minutes prior to the service. After the services for that day, all food and beverages should be taken out of the room. The necessary tables and chairs should be wiped down and all furniture should be put back in its original position. The appropriate party from Assimilation is responsible to lock the room when everyone has left. All materials, Information Cards, pens and other business items must be brought the Assimilation Office

## **7.0 EQUIPMENT PURCHASING AND MAINTENANCE**

Assimilation is responsible for purchasing and maintaining all radios, headsets, attendance clickers and other equipment necessary for the Hospitality Team.

Equipment is currently purchased from Bearcom. All maintenance is either performed in house by Assimilation or a member of the Facilities staff, or it is returned to Bearcom for maintenance.

All expenses for equipment and repairs are taken from the Assimilation budget.

## **8.0 BROCHURES**

For special services or Camp Meetings, Assimilation is responsible to design and print brochures in house for the Hospitality volunteers. These brochures break down the different positions being worked during that event and include any other event-specific information. They can be emailed, put in ministry boxes, provided in the Hospitality Room or handed out at a pre-event meeting.

## ***Section B.***

### **USHERS**

#### **1.0 USHER POSITIONS**

During a TRWC service, ushers should be scheduled to work at the following positions:

A. Main Sanctuary (One person occupies each position)

- 1 = Pastor's Side or Audience Right
- 2a = Pastor's Side or Audience Right
- 2b = Pastor's Side or Audience Right
- 3a = Center Aisle
- 3b = Center Aisle
- 4a = Band's Side or Audience Left
- 4b = Band's Side or Audience Left
- 5 = Band's Side or Audience Left

B. Sanctuary Wall (One person occupies each position)

Pastor's Side

Band Side

C. Balcony (One person occupies each position)

Pastor's Side

Center

Band Side

D. Floating Usher (Number Varies)

#### **2.0 USHER DUTIES — MAIN SANCTUARY**

The main responsibility of the ushers in these positions is to greet people as they enter their area and to assist them in finding available seats.

These ushers are asked to wear headsets in order to communicate with each other about seats that are still available as well as other pressing needs. These headsets especially help when seating people during praise and worship, when the music and standing congregation reduces the ability to communicate as easily as before the service.

These positions are also responsible to serve during the offering, distributing and collecting the offering buckets. Once the offering has been collected, these ushers may return to their seats.

Ushers are encouraged to sit in the area they are serving. This is helpful in case assistance is needed by someone in the area. Once seated, ushers are not required to wear their headsets.

### **3.0 USHER DUTIES — SANCTUARY WALL**

The responsibility of these positions is to provide an atmosphere of hospitality. They are encouraged to greet at least five people they do not recognize. It is important for those who regularly attend to see people stationed in regular positions, willing to be of assistance. These workers should not hesitate to offer assistance to someone who appears to be looking for someone or something.

### **4.0 USHER DUTIES — BALCONY**

The main responsibility of the ushers in these positions is to greet people as they enter their area and to assist them in finding available seats.

One of the ushers in the balcony is required to wear a headset in order to communicate with others in the church about available seats as well as receive any other pertinent information before or during the service.

These positions are also responsible to serve during the offering, distributing and collecting the offering buckets. Once the offering has been collected, these ushers may return to their seats.

Ushers are encouraged to sit in the area they are serving. This is helpful in case assistance is needed by someone in the area. Once seated, ushers are not required to wear their headsets.

## **5.0 USHER DUTIES — FLOATING USHER**

Floating Ushers are scheduled as needed based on the expected attendance for the given service. There can be as many as two floating ushers during a service.

The duties of a floating usher are the same as the Main Sanctuary and Balcony Ushers, however they are not required to assist with the offering unless a need arises.

The Hospitality Leaders are responsible to give direction to the Floating Usher as to where he or she is needed most on that particular day. If no direction is given, they are expected to monitor the main sanctuary and move to areas that most require their assistance.

Floating Ushers are not required to wear headsets.

## **6.0 ATTIRE AND PRESENTATION**

Ushers are asked to dress business casual and wear black and white in order to distinguish themselves from the rest of the congregation. Unless it has been declared a “casual service,” jeans are not permitted and appropriate church attire is required.

For those services that are deemed “casual,” ushers are allowed to wear jeans with a black shirt.

Ushers are also encouraged to use breath mints if possible. A small detail like this can often have a big impact on the impression they make.

## **7.0 ARRIVAL TIME**

Ushers are required to be in the Hospitality Room thirty to forty minutes prior to the service they are scheduled to work. This allows them time to check the schedule for their position, acquire their name tag and equipment, have a few minutes to eat if they desire, then man their stations.



## ***Section C.***

### **GREETERS**

#### **1.0 GREETER POSITIONS**

During a TRWC service, greeters should be scheduled to work in the following positions:

- A. Front Door Greeters (two)
- B. Sanctuary Doors (one at each location)
  - 1. Door by ENERGY
  - 2. Center Door
  - 3. Door by Mural in Lobby
- C. Floating Greeter (one or two)
- D. Guest Desk Attendant (one or more)
  - 1. Before Service
  - 2. After Service
- E. Guest Desk Assistant (one)
- F. Top of Stairway (one, if necessary)
- G. Upstairs Hallway (one, if necessary)

#### **2.0 GREETER DUTIES — FRONT DOOR GREETERS**

Following are the duties of Front Door Greeters:

- Front Door Greeters are to greet regular TRWC attendees and guests as they arrive. They are expected to be friendly and courteous and make a strong presence of hospitality.
- Make special efforts to greet people they are unfamiliar with. However, they should avoid asking the question, “Are you new to TRWC?” Many people have been attending regularly, but they just haven’t personally met them yet.

A better question to ask would be, “How long have you been attending TRWC?”

- If a person is new, the greeter should ask if they have been to the Guest Information Desk and received a gift. If not, then they should ask if they may take them to the Guest Desk.
- Hugging people is perfectly acceptable if it is someone the greeter is familiar with or if the person indicates with body language that a hug is welcome. However, it is VERY important to be aware that not everyone is receptive to hugs and touches. A handshake and friendly smile can go a long way.
- One of the Front Door Greeters should wear a headset.

### **3.0 GREETER DUTIES — SANCTUARY DOORS**

The Sanctuary Door Greeters have two primary responsibilities. They make bulletins available to the congregation, and they also identify people who need assistance in finding a seat. The Sanctuary Door Greeters communicate this information to Usher Greeters. Like the Front Door Greeters, they greet people warmly and are friendly and courteous, continuing a strong presence of hospitality. If they encounter a new person who has not yet attended the Guest Desk, they take them there themselves. Headsets are required for Sanctuary Door Greeters.

### **4.0 GREETER DUTIES — FLOATING GREETER**

The duties of the Floating Greeter are primarily the same as the Front Door Greeter, however they are not stationed at any one spot. They are to especially target new people or those they haven't personally met.

The Hospitality Leadership Team may assign the Floating Greeter to a general area. If not, then the Floating Greeter is to work in whatever areas present the greatest need.

The number of Floating Greeters may change depending on the expected number of people in attendance.

### **5.0 GREETER DUTIES — GUEST DESK ATTENDANT**

The Guest Desk Attendant is stationed at the Guest Desk. They are to warmly

greet guests of TRWC and ask them to fill out an Information Card. They are to also provide them with a Guest Packet.

Please see the Attachments for this section for a sample of the Guest Packet Information Card.

All Information Cards are placed in the mailbox of the Assimilation Director. Information Cards are processed and entered into the database through the Assimilation Office. The Guest follow-up process then begins. Assimilation is responsible to keep the Guest Desk stocked with Information Cards and Guest Packets.

Headsets are required for one of the Guest desk Attendants.

## **6.0 GREETER DUTIES — GUEST DESK ASSISTANT**

The Guest Desk Assistant should be stationed in close proximity to the Guest Desk. They are responsible to assist guests and help the Guest desk Attendant. They should be prepared to take guests to areas such as the restrooms, the sanctuary, children's or nursery areas, etc.

A Guest Desk Assistant isn't always necessary and is scheduled on an as-need basis. Headsets are not required for Guest Desk Assistants.

## **7.0 GREETER DUTIES — TOP OF STAIRWAY**

This greeter should be stationed at the top of the stairway and should be prepared to direct people to either the Kidz Planet area, Holy Grounds Café or the restrooms.

They should greet people warmly and be ready to direct people to the appropriate place, including the Guest Desk or other areas on the floor below. However, they are not to leave their position upstairs. If a guest requires help finding a destination on the floor below, the greeter may call downstairs for assistant using their headset.

A headset is required for the Top of Stairway Greeter.

## **8.0 GREETER DUTIES — UPSTAIRS HALLWAY**

This greeter should be stationed in the hallway leading to Kidz Planet/Banquet

Center. They should be prepared to direct people to the Kidz Planet area and/or assist parents needing help with children.

A headset is not required for the Upstairs Hallway Greeter.

## **9.0 ATTIRE AND PRESENTATION**

Greeters are asked to dress business casual and wear black and white in order to distinguish themselves from the rest of the congregation. Unless it has been declared a “casual service,” jeans are not permitted and appropriate church attire is required.

For those services that are deemed “casual,” greeters are allowed to wear jeans with a black shirt.

Greeters are also encouraged to use breath mints if possible. A small detail like this can often have a big impact on the impression they make.

## **10.0 ARRIVAL TIME**

Greeters are required to be in the Hospitality Room thirty to forty minutes prior to the service they are scheduled to work. This allows them time to check the schedule for their position, acquire their name tag and equipment, have a few minutes to eat if they desire, then man their stations.

Guest Desk Attendants are required to be at the Guest Desk thirty to forty-five minutes prior to each service.

All greeters are required to stay in their positions until twenty minutes after the service begins.

Guest Desk Attendants who are scheduled to work after a service must stay at the desk for twenty minutes after the service concludes. All other greeters are not required to work after church services.

## ***Section D.***

### **ALTAR TEAMS**

#### **1.0 PURPOSE OF ALTAR TEAMS**

The altar service at the conclusion of Pastor's sermons has always been very important. It is an opportunity for people to come forward who have a variety of needs and prayer requests. These altar services need to be as comfortable and accessible as possible.

Because of the size of the congregation, it is very easy for bottle-necks to occur in many of the aisles, hindering people from reaching the altar.

The purpose of the altar teams is to help things flow smoothly at these times. Altar team members take their position in the aisles during a prayer line or altar call to help direct the flow. If there are lines for people to pray with the Pastors or Elders, they help direct people to a minister who is available to pray for them.

#### **2.0 SCHEDULING**

The Hospitality Leadership Team is responsible to schedule the Altar Teams for each Sunday. The Hospitality Leadership Team will select members from the current days schedule to also serve at the Altar.

#### **3.0 "GO-TO GUYS"**

"Go-To Guys" is the name given to the Hospitality Leadership Team who is responsible for overseeing the Hospitality volunteers and service. They also participate themselves, taking positions towards the front to alleviate some of the heaviest traffic. During the altar service, they are ultimately responsible for making sure all areas are flowing smoothly.

The Leadership Team is responsible for using the attendance clickers to track how many people attended TRWC that day. They count everyone who is present in all areas of the facility except for the children's areas. These areas are tracked separately. All numbers are tracked and turned into the Assimilation Office for reporting purposes.

This team is also responsible for making sure there is ample water on the platform

before each service.

#### **4.0 ADVERTISING FOR THE ALTAR TEAMS**

Most of the teams are made up of Ushers, Greeters and other volunteers who are already working in another area. The Assimilation Office, the Prayer Force and the Elder's Ministry advertise for the Altar Teams in the following ways:

- By communicating word of mouth to their own members and volunteers
- By using the ministry database to identify and then contact potential volunteers.
- Using a flyer to advertise to other ministry volunteers and leaders. These can be posted, put in ministry mailboxes or even emailed.

# Greeters Get Together!

Friday, October 17  
6:30 p.m., Holy Grounds  
Cafe

## TRWC Hospitality

Recently we've made some changes in the structuring of our Hospitality leadership team. JR Reed has begun working more closely and one-on-one with our greeters. **That's you!**

We would like to have a meeting just for  
**GREETERS.**

At this meeting, you'll have an opportunity to spend time with JR and other Greeters of TRWC.

We'll have food (of course), fun and learn a bit more about the vital role of the greeters!

Please RSVP to [Smoran@trwc.com](mailto:Smoran@trwc.com) or 314-398-3942  
Spouses are invited too!  
You may also bring a guest who would be GREAT at greeting!

## Greeter / Usher Schedule - May 31, 2009

<b>GREETERS</b>	<b>8:30am</b>	<b>10:30am</b>	<b>6:00pm</b>
Guest Desk Attendant	Theresa Williams		
Guest Desk Attendant	Rose Tepe		
Drive up Attendant			
Front Door Greeter	Kendra Perry	Pat Arnold	
Front Door Greeter	Ray Davis	Donna Kaczmarczyk	
Floating Greeter	Diane Schodroski		
Floating Greeter			
Top of Stairway			
Upstairs Hallway			
After service - Guest Desk			

<b>USHERS</b>	<b>8:30:00am</b>	<b>10:30:00am</b>	<b>6:00pm</b>
1 - Pastor's side	Jan Vierling	Ann Blank	
2a - Pastor's side	Rudy Estopare	Karen Skaggs	
2b - Pastor's side	Amy Estopare	Rick Skaggs	
3a - Center aisle	Donese Sheperd	Donese Sheperd	
3b - Center aisle	Heather Shepherd	Heather Shepherd	
4a - Band side	Jill Giunta	Ebony Brabham	
4b - Band side	Andrew Gottlieb	Gary Parham	
5 - Band side	Greg Tepe	Pam Schmidt	
Floating Usher		Sue Iverson	
Floating Usher			
Balcony - Pastor's side			

<b>SANCTUARY DOORS</b>	<b>8:30:00am</b>	<b>10:30:00am</b>	<b>6:00pm</b>
Door by ENERGY	Marianne Sanazaro	Marianne Sanazaro	Marianne Sanazaro
Center door	Heather Shepherd	Kim Scott	
Door by Mural in lobby	Christine Morgan	Karla Reed	





## For our guests:

Smile, smile, smile

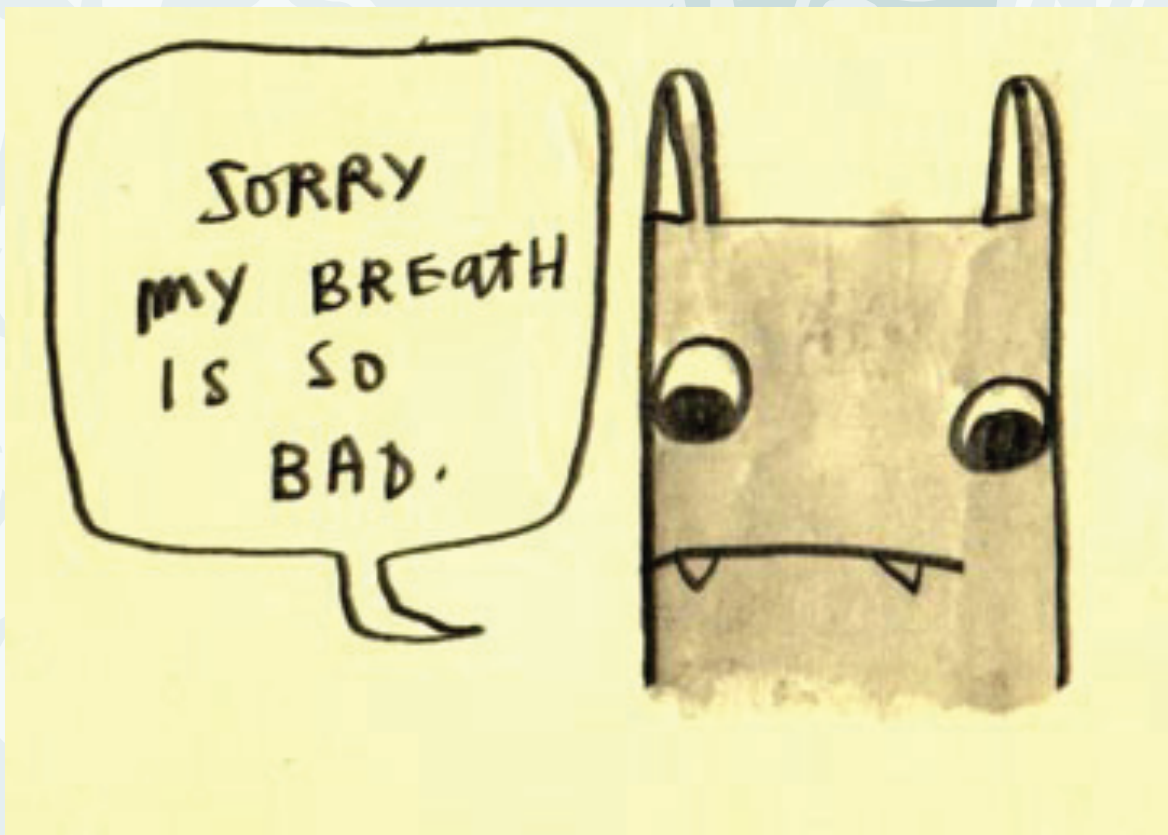
Offer them a Guest Packet

Ask our guests to complete a Guest Information Card. Keep the completed card. Someone will pick these up from the Guest Desk after service.

If our guests have children, please offer to escort them and their child to the Nursery or Kidz Planet.

Nursery (6 weeks - 4) is located through the hallway to the right of the Sanctuary, at the end of that short hallway.

Kidz Planet (5 - 12) is located upstairs, down the hallway and to the left.



**Help yourself to the mints...**

**Please...**

**Ready to serve???**

**Business casual dress?  
(preferably white top and black pants or shirt)  
Hair combed? Smile in place?**

**Not sure???  
Check yourself out in the mirror!**

# Twin Rivers Worship Center Information Card

Today's Date:

Your Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Spouse's Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Names and birthdates of children residing in your household:



W e l c o m e Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Home Phone (     ) \_\_\_\_\_

Marital Status: (     ) Married (     ) Single

Email Address: \_\_\_\_\_

You may text me at \_\_\_\_\_

- (     ) First-Time Guest (     ) Returning Guest (     ) Regular Attendee  
(     ) I attend another church and am just visiting Twin Rivers.







**Twin Rivers Worship Center**

**SECURITY**

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## *Section A.*

### **POSITIONS AND RESPONSIBILITIES**

#### **1.0 PURPOSE**

The purpose of Security is to protect and maintain order during worship services. Security is responsible for providing a safe and peaceful worship experience, securing the safety of the staff, congregation, property and other assets.

“And later Zechariah son of Meshelemiah had been responsible for guarding the entrance to the Tabernacle. In all, there were 212 gatekeepers in those days, and they were listed by genealogies in their villages. David and Samuel the seer had appointed their ancestors because they were reliable men.

These gatekeepers and their descendants, by their divisions, were responsible for guarding the entrance to the house of the Lord, the house that was formerly a tent. The gatekeepers were stationed on all four sides—east, west, north and south.”

— 1 Chronicles 9:21

#### **2.0 SECURITY TEAM**

The TRWC Security Team is a group of volunteers from the church who have dedicated themselves to the protection and safety of the Pastors, Staff, congregation and the TRWC facilities. The Security Team is comprised of the following positions:

**Deacon of Security**—The Deacon of Security for TRWC oversees the entire Security Team. His position functions like a Colonel on the Police Force. This individual brings years of experience as a police officer to this position.

**Director of Security**—Answers directly to the Deacon of Security and helps oversee the entire Security Team. This position functions like a Lieutenant on the Police Force.

**Director of Safety**—The Director of Safety assesses the church on a regular basis for safety issues like:

- Check to make sure fire extinguishers are fully-functioning and in place
- Check hand rails to make sure they aren't loose, etc.

- Check for loose wiring
- Check all outlet coverings

If the Director of safety notices anything that needs attention, he writes it up and gives the informal report to the Facility Director for him to attend to.

**Security Team Members**—The entire Security Team consists of approximately fifteen men in all.

### 3.0 SCHEDULE

The Director of Security makes the security schedule and sends it to the Deacon of Security and the TRWC Director of Operations. This schedule is posted in the Hospitality Room for all the Team Members to see.

Two or three Security Members are required for a Sunday service.

In addition, the Security Team Members are aided by the Hospitality Team and the Armorbearers, who have also been trained for emergency situations. The Hospitality Team is the first line of defense for most incidents. The Armorbearers stay with their person at all times. Armorbearers are assigned to the following:

- Senior Pastor
- Administrative Pastor (this armorbearer also has a radio)
- First Lady / Minister of Music

One Security Member is required on Wednesday nights.

The Security Teams for Youth, Children's Ministry and the Nursery & Preschool all operate under the direction of the Director of Security. Each individual team is responsible for their schedules.

### 4.0 RESPONSIBILITIES DURING A SUNDAY SERVICE

During a typical Sunday church service, the Deacon of Security and the Director of Security are usually seated in their regular places in the auditorium.

The Deacon of Security's primary role during the service is to protect the Senior Pastor.

Prior to each service, the Deacon of Security and the Director of Security check with the Senior Pastor to see if there are any specific needs, threats, etc. that they

need to be aware of. If so, appropriate precautions are taken.

Throughout the service, the third member on duty is responsible for the following:

- Roam the building.
- Check to make sure the appropriate doors are locked and secured.
- Stop by all children's areas to touch base with their security and make sure everything's okay.
- Check furnace rooms, electric areas for fires, smell of gas, etc.
- After the collection of the offering, they must stay with collection at all times.

It is important to have a Security Member with the Ushers in case of an incident where they would need to radio for help. It also provides another level of accountability.

All Security Team Members on duty must report to the Hospitality Room prior to the service to pick up their radios and check in. They should then radio the Deacon of Security and the Director of Security to let them know they are officially on duty.

Security stays for approximately thirty minutes after the service or longer if there is a need.

#### **4.1 Sanctuary Temperature**

The Director of Security is responsible for setting and adjusting the temperature of the sanctuary during all services.

### **5.0 SECURITY FOR SPECIAL EVENTS**

The Security Team voluntarily provides security for all TRWC church services and major church-wide events. They also provide security services for other events held at the church for a small fee. The fees are as follows:

- For an event that requires 2 hours or less—\$50
- More than 2 hours—\$100

This fee secures the services of one Security Team Member for an event.

### **6.0 TRAINING**

Once a quarter, the deacon of Security and the Director of Security hold a training session for the Security Team, the Armorbearers and the necessary members of the Hospitality Team. The agenda covers policies and procedures in this manual along with pertinent issues that arise. They are occasionally addressed by guest speakers as well.

## ***Section B.***

### **POLICIES AND PROCEDURES**

#### **1.0 BACKGROUND CHECKS**

A criminal background check is recommended for all Staff Members. This includes all ministry leaders, volunteers in the Nursery and Preschool, volunteers in the Children's Ministry, volunteers in the Youth Ministry and any other volunteers TRWC deems necessary.

Background checks are necessary to protect church members and their children. It is also vital in the protection of church assets. The investment may seem costly, but without it, it could cost many times that investment.

#### **2.0 SECURITY DEVICES**

TRWC utilizes the following security devices:

- Motion detectors
- Video Surveillance
- Keyless Entry
- Security Guards

#### **3.0 SECURING THE FACILITIES**

The TRWC Facility Director is responsible for securing the building as follows:

A. Sunday Morning Services as needed

- **30 minutes after the service ends**, he should turn off the lights and secure the main sanctuary and the Youth area. He may ask people to exit so he can secure the area.
- He will check Holy Grounds Café and the main kitchen. He will secure it unless it is in use.
- He will lock the west set of doors
- He will lock *all* doors and *arm the system* unless the building is in use. If any

staff member is staying beyond 30 minutes after, he should ask them to please arm the security system for the area they are using.

- The Children's Pastor is responsible for securing the Banquet Center (Children's Church) along with the Christian Education rooms in the adjoining hallway, making sure no one else is still there.
- The Nursery and Preschool Director is responsible for securing her area and arming the security system. She is also responsible for arming the security system for the business offices.

#### B. Sunday Evening Services

The Facility Director is responsible to turn off all lights and secure the building (first floor, second floor and office area). The Nursery and Preschool Director is responsible for appropriately securing the Nursery and Daycare area.

#### C. Wednesday Evenings

The Facility Director is responsible to turn off all lights and secure the building (first floor, second floor and office area). The Nursery and Preschool Director is responsible for appropriately securing the Nursery and Daycare area.

#### D. Special Events

For special events such as church-wide events, concerts, weddings, etc., the Facility Director is responsible for securing the building after the event or making sure that another responsible party will do so.

The main doors to the facilities open at least one hour prior to any event.

### **4.0 KEYS AND SECURITY CODES**

The Dean of Security and the Director of Security each have a master key to the facilities along with a security code to arm and disarm the facilities. Other Members of the Security Team do not regularly carry a key or have an access code unless one is specifically given to them by the Director.

### **5.0 RADIO PROCEDURES**

- If you are asked to take a position that requires you to use a radio, please secure your own radio.
- Keep radio talk to a minimum.
- If there is a crisis, do not talk on the radio unless you are involved in the crisis.
- Do not discuss any details concerning the offering (other than the collection) with anyone in any manner.
- Channel 1—Hospitality
- Channel 2—Nursery & Preschool
- Channel 3—Platform
- Channel 4—Security/Parking Lot

## **6.0 DEALING WITH DISTURBANCES**

The following procedures apply to all Hospitality Team Members:

- Move quickly to the area of the disturbance accompanied by someone with a radio
- Determine the nature of the disturbance and alert Security via radio (i.e. “Personal situation,” “disruptive person,” “medical emergency,” etc.)

### **6.1 Disruptive Person**

The following procedures apply to all Hospitality Team Members:

- Alert Security via radio indicating the seating section ***and*** ask the person to cease the disruption.
- If the disruption continues, ask the person to accompany you to the foyer. Radio your actions to Security, who will meet you in the foyer.
- If the person resists, alert Security via radio ***and*** motion to the closest Security personnel to come to your assistance.

- Under no circumstances should you make physical contact with a person who is causing the disturbance.

## **6.2 Medical Emergencies**

The following procedures apply to all Hospitality Team Members:

- Move quickly to the person in distress. Alert Security via radio, indicating the seating section.
- If possible, assist the person to the foyer. Radio your actions to Security, who will meet you in the foyer.
- If the person cannot be moved, contact your Captain or Coordinator.
- Only the closet Usher, Captain and Coordinator should move to the person. All other Ushers should maintain their positions.
- Only the Director of Security or the Director of Safety can authorize a 911 call.
- Never attempt to move a person who has fallen or who has a back, head or neck injury.

## **7.0 INDIVIDUAL THREATS**

In situations where a potential threat is anticipated, Security has the authority to lock the outside doors to the facility during the service and post a Security member on watch at the doors. Situations may include a believed threat by a spouse of a TRWC attendee who is under a restraining order, a possible threat to the Pastor or his family, etc. The TRWC doors can be fixed so that they lock from the outside only, allowing people to exit if need be.

## **8.0 POSSESSION OF WEAPONS AND FIREARMS**

TRWC prohibits the possession of any weapons or firearms by non-authorized personnel in the office, on church grounds or at any locations where any church activity is conducted. Only qualified personnel who have been authorized by TRWC are allowed to carry weapons.



Due to the seriousness of this offence, a zero tolerance approach is taken, and violation of this policy will result in immediate termination.

Any employee who suspects that an individual on church property possesses a weapon should immediately contact church security and the Deacon or Director of Security will be notified immediately. Non-authorized personnel should make no effort to restrain anyone suspected of possessing a weapon. They will immediately call 911, then lock down the building so the person cannot go into any other parts of the facility. From there, the Deacon or Director of Security will act accordingly based on the specific situation.

This procedure should be followed for all major threats, such as bomb threats, the case of any other dangerous activity, etc.

## **9.0 GENERAL GUIDELINES**

The following guidelines apply to all those on the Security and Hospitality Teams:

- If a person becomes upset with a policy, procedure or a person, call for a Captain or Coordinator.
- Never allow yourself to become angry when you are dealing with a situation.
- Never use sarcasm. Remember: “A bulldog can whip a skunk any day, but it’s just not worth it.”
- No one is allowed on stage.

## **10.0 EVACUATION FOR SEVERE WEATHER AND EMERGENCIES**

In the case of a fire, tornado or other emergency, the Security Team is responsible to take appropriate measures and direct the congregation to the safest part of the building or lead them out of the building in the appropriate way. All Youth and Children’s Ministries have their own evacuation procedures as well.







**Twin Rivers Worship Center**

**NURSERY &  
PRESCHOOL**

**“Small Steps”**

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C.	Sample Lesson
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E.	Small Steps Newsletter
F.	Small Steps Ministry Volunteer Application

DIRECTOR, SMALL  
STEPS NURSERY &  
PRESCHOOL

Assistant

1<sup>st</sup> Sunday  
Team Leader

1<sup>st</sup> Sunday Team  
Leader Assistant

Newborn Teacher  
Assistant Teacher

1 year old Teacher  
Assistant Teacher

2 year old Teacher  
Assistant Teacher

3 year old Craft Teacher  
3 year old Traveler

4 year old Snack Teacher  
4 year old Traveler

5 year old Lesson Teacher  
5 year old Traveler

2<sup>nd</sup> Sunday  
Team Leader

2<sup>nd</sup> Sunday Team  
Leader Assistant

Newborn Teacher  
Assistant Teacher

1 year old Teacher  
Assistant Teacher

2 year old Teacher  
Assistant Teacher

3 year old Craft Teacher  
3 year old Traveler

4 year old Snack Teacher  
4 year old Traveler

5 year old Lesson Teacher  
5 year old Traveler

3<sup>rd</sup> Sunday  
Team Leader

3<sup>rd</sup> Sunday Team  
Leader Assistant

Newborn Teacher  
Assistant Teacher

1 year old Teacher  
Assistant Teacher

2 year old Teacher  
Assistant Teacher

3 year old Craft Teacher  
3 year old Traveler

4 year old Snack Teacher  
4 year old Traveler

5 year old Lesson Teacher  
5 year old Traveler

4<sup>th</sup> Sunday  
Team Leader

4<sup>th</sup> Sunday Team  
Leader Assistant

Newborn Teacher  
Assistant Teacher

1 year old Teacher  
Assistant Teacher

2 year old Teacher  
Assistant Teacher

3 year old Craft Teacher  
3 year old Traveler

4 year old Snack Teacher  
4 year old Traveler

5 year old Lesson Teacher  
5 year old Traveler



## ***Section A.***

### **STAFF AND GENERAL RESPONSIBILITIES**

#### **1.0 NURSERY AND PRESCHOOL STAFF**

The following staff are needed to operate the Small Steps Nursery & Preschool:

A. Nursery & Preschool Director (N/P Director)

B. Director's Assistant

C. Registration Coordinator

- Assist parents in registering their children
- Provides pagers and ID cards to Parents
- Pages parents when needed
- Puts away pagers and ID cards when they are returned

D. Registration Attendant

E. Baby Class Coordinator

- Welcomes babies into the classroom
- Makes sure that Babies' bottles, cups and diaper bags are labeled
- Entertains children
- Provides snacks (N/P Director puts snacks in room beforehand)
- Bottle feeds (when needed)
- Changes diapers
- Empties trash and cleans table and church-provided cups and toys prior to leaving
- Stays until all children have been picked up

F. Baby Class Attendant

- Assists Coordinator with the day's tasks
- Stays until all children have been picked up

G. Toddler Class Coordinator

- Welcomes children into the classroom

- Provides snacks (N/P Director puts snacks in room beforehand)
- Changes diapers (when needed)
- Empties trash and cleans table and church-provided cups and toys prior to leaving
- Stays until all children have been picked up

#### H. Toddler Class Assistant

- Assists Coordinator with the day's tasks
- Travels with the three-year-old children to the snack, lesson, music and play areas (second service only)
- Stays until all children have been picked up

#### I. Toddler Class Teacher

- Teaches the day's lesson

#### J. Preschool Class Coordinator

- Welcomes children into the classroom
- Provides snacks (N/P Director puts snacks in room beforehand)
- Empties trash and cleans table and church-provided cups and toys prior to leaving
- Stays until all children have been picked up

#### K. Preschool Class Assistant

- Assists Coordinator with the day's tasks
- Travels with the three-year-old children to the snack, lesson, craft, music and play areas (second service only)
- Stays until all children have been picked up

#### L. Preschool Class Teacher

- Teaches the day's lesson

#### M. Floater

- Assigned to fill in for an absent Coordinator or Assistant in a particular class

#### N. Fundraising Coordinator

- Creates innovative ideas to raise funds for the N & P.

O. Special Activities

- Helps with Kidz Krusade, staff and volunteer events

P. Puppeteer

- Uses a stage and puppets to teach a Biblical lesson or illustrate a story to the children

Q. Music Director

- The Music Director prepares all of the songs and music herself and changes the presentation and worship for different ages groups.

R. Music Assistant

- Assists the Music Director with teaching children new music and teaching them to worship.

S. Greeter

- Assists registration before and between services by welcoming first-time visitors and helping them to their class.

T. Traveler

- Takes children from class to class

U. Guest Follow Up

- Follows up with parents of first-time visitors

V. Special Friendz Teacher

- Teach and conduct a special needs class. This position requires experience in a special needs environment.

W. Special Friendz Assistant

- Assist teacher with day's tasks.

## X. Special Friendz Assistant

- Assist teacher with day's tasks.

## Y. Security

The Security Team consists of two men—one is the Team Leader.

- Monitors the flow of people coming in and out of the nursery area
- Checks nursery doors and corridors during the church service
- Stands at entrance to N & P. Only adults with an ID card or pager are allowed entrance.
- Checks for ID cards or pagers from parents when people are being picked up. A child cannot be released unless they see one of these.
- Acts as liaison to building security and hospitality

### 1.1 Teams and Team Leaders

N & P volunteers are split up into four teams, which each serve one Sunday a month. They rotate for fifth Sundays. Each team has a team leader chosen by the Director. Following are some of the Team Leaders responsibilities:

- Prepare and set up for their Sunday in N & P—set up rooms, get snacks out, gets sign-in sheets out, etc
- Responsible for everything running smoothly on their team that week.
- Call all workers on their team early in the week to remind them about Sunday
- Fill in wherever necessary on Sundays
- Recruit volunteers for her Team and the N & P in general. They recruit friends, parents of children, etc. The N/P Director and Assimilation Director supply the Team Leader with names and phone numbers of potential volunteers.

Please the Attachments for this section for a Checklist of some of the Team Leader's Saturday/Sunday responsibilities.

## ***Section B.***

### **CLASSES, CURRICULUM AND EVENTS**

#### **1.0 THE CLASS ROTATION SYSTEM**

When the appropriate number of staff, personnel and classrooms allow, the class rotation system is an excellent way to organize N & P. Using this system, the students rotate classes every twenty minutes to begin a new segment of the learning experience. The classrooms are called *stations*. Each station is set up to provide a new experience for the children. There are a total of six stations:

- A. Craft Station
- B. Video Station
- C. Snack Station
- D. Lesson Station
- E. Play Station
- F. Music Station

Children spend fifteen minutes at each station. Five minutes are allowed to change stations. The number of stations and the length of each segment can vary given the resources and time allowed.

Please see the Attachments for this section for a sample of the Class Rotation System.

The class rotation system includes children from two years old and over. Children under two years old (Nursery) participate in their own separate curriculum.

#### **2.0 CURRICULUM AND SCHEDULING**

The curriculum for those two and older is taken from lessons by “The Next Generation” titled “Living Like Jesus.”

The N/P Director has distributed this lesson book to all teachers. At the beginning of the month, the Director contacts the Team Leaders to tell them which lessons will be taught that month. The Team Leaders then email or call their teachers to let them know.

Each lesson is naturally adjusted appropriately for each age group. Please see the Attachments for a sample lesson.

One-year-olds have a separate teacher/curriculum (not in Rotation System) and their class includes lots of songs, props, puppets, etc. to communicate Bible principles.

## **2.1 Special Needs Class**

A class for those with special needs, including those with Down Syndrome and learning disabilities, is held during the first morning service. Qualified special needs teachers are required to teach this class.

## **3.0 WEDNESDAY CLASSES**

### **3.1 Rainbows, Daisies and Ranger Kids Classes**

The N/P Director is responsible for the classes on Wednesday evenings for all children ages six-weeks-old through Kindergarten.

- A. A nursery-age class is taught for children six-weeks-old through two-years-old from both 7 – 8 pm and 8 -9 pm. The Director personally teaches this class, and there are a total of three workers for each hour of this class.
- B. The “Rainbows” class is for boys and girls ages three to Kindergarten. It is held from 7 – 8 pm. One teacher and one assistant.
- C. The “Daisies” class is for Kindergarten girls and is held from 7 -8 pm. One teacher and one assistant.
- D. The Ranger Kids is for Kindergarten boys and is held from 7 – 8 pm. One teacher and one assistant.

The classes for Rainbows, Daisies and Ranger Kids include a Bible lesson, a craft, a snack, songs and games.

### **3.2 Choir**

The N & P Music Director teaches and directs the choir for three-year-olds through Kindergarten from 8 – 9 pm. They often rehearse for performances to be given during services in the main sanctuary and for the Annual Christmas program.

## **4.0 YEARLY EVENTS**

The N/P Director is responsible to oversee and coordinate the following yearly events.

### **A. Kidz Krusade**

Sunday through Wednesday event in the summer that is held on the church grounds. Each day begins with a lesson or service. The rest of the day consists of a carnival with games, prizes, clowns, food, etc.

Parents of children three and under are required to stay with them the entire time.

### **B. Christmas Program**

All children participate in the Christmas program which is held in the church sanctuary on a Sunday evening prior to Christmas. Each age group has rehearsed to perform something special.

### **C. Breakfast with Santa**

Held at church in several classrooms. Each classroom has a different activity:

- Classroom with donuts, cookies, juice, milk, etc.
- Classroom to take pictures with Santa
- Classroom where Mrs. Clause reads stories
- Classroom with a Christmas movie
- Classroom with crafts

### **D. Ester Extravaganza**

This is an Easter egg hunt held at a local park. It is usually scheduled for Saturday of the weekend prior to Easter. This is coordinated in conjunction with the Children's Pastor.

## **5.0 FUNDRAISERS**

The Fundraising Coordinator plans several events each year to help raise money for Kidz Krusade, the Imagine building campaign, etc. Following are a few of the

fundraising events:

- Bake sales
- Cardinal ticket packages
- Family Photos

As needed, the Fundraising Coordinator requests a kiosk in the church lobby for sign ups, purchases, etc.



## *Section C.*

### **PARENTS HANDBOOK**

The following policies are included in the Parents Handbook, which is given to them upon their first visit to the TRWC Nursery and Preschool.

#### **1.0 REGISTRATION POLICIES**

Registration begins fifteen minutes prior to each service, **and all children should be picked up immediately following each service.** If for some reason you are unable to pick up your child in a timely manner, please send an authorized adult to pick them up along with the security ID or pager. **No child will be released to anyone not in possession of a pager or security ID card.**

#### **2.0 SNACK POLICIES**

- Some sampling of food may take place during service.
- We will provide the snacks. Please do not bring them from home unless you child has food allergies.
- Infants will be fed formula, milk, juice or water as provided by parents in plastic bottles. Please have bottles prepared in advance. **Time and circumstances do not allow for spoon feeding.**

#### **3.0 SECURITY POLICIES**

- All children must be dropped off and picked up by an authorized adult.
- To eliminate confusion, we ask that parents and siblings do not enter the rooms. Please wait until a worker can receive, go get, or check on your child.
- In all Nursery and Preschool classes, a pager or security ID card is given. This must be presented to the teacher when picking up your child.

If there is any question, the Registration Attendant and/or Teacher may ask to see a driver's license to match with the names on the sign-in

sheet.

- The security ID cards contain a number. These numbers appear on the lower right hand corner of the Power point screens inside the sanctuary when a parent is needed.
- All children must be signed in and checked out by an adult. No child will be released to a teen or sibling under the age of eighteen.

#### **4.0 WELLNESS POLICIES**

- A. For the protection of your child, as well as other children, they should be free from noticeable sickness. Symptoms include coughing, vomiting, diarrhea, undiagnosed skin rashes and eye infections, yellow or greenish mucus oozing from the nose or eyes, and fever.

If any of these symptoms occur, the child may not enter the Nursery & Preschool until medication has been taken for at least twenty-four hours or they have been symptom-free for twenty-four hours. Continuous symptoms may require a physician's note stating that the child is not contagious before they can return to the Nursery & Preschool.

- B. Parents will be notified to pick up their children should they become ill at church.
- C. As a courtesy to other families, please notify the Nursery and Preschool Director if your child develops communicable or infectious issues within 24-48 hours after attending the Nursery or Preschool class.
- D. Any serious allergies, problems or feeding concerns should be reported to the Nursery and Preschool Director before the child may enter the Nursery and or Preschool rooms.
- E. An "Ouch" report will be sent home and a parent will be notified if an accident occurs and a child becomes hurt while in class.
- F. No child will be able to run or climb on any items within the classrooms. Children will be asked to follow the rules. If a child continues to break the rules after a teacher talks with them and explains why we have rules, they will have to sit in "time out" and/or their parent will be notified and asked to talk with child.

- G. We do not allow any child to cry continuously for more than fifteen minutes without contacting a parent.

## **5.0 HELPFUL GUIDELINES**

- Children should be adequately fed, taken to the restroom (if potty trained) and/or changed before being signed in to the Nursery & Preschool.

If your child needs to be changed just prior to coming into the Nursery & Preschool, there are changing stations located in the men's and women's restrooms on the first floor. Please do not bring your child into the Nursery just to change or feed them. Bringing them to the changing station will cause less confusion for the children in the Nursery and also provides them more safety. Their safety is our number one priority.

- Please label all items (bottles, bags, pacifiers, diapers, cups, etc.).
- Please hang coats on the coat racks in the hallway and keep personal items such as purses, toys, stuffed animals, etc. with you.
- We make every attempt to ensure that a Registered Nurse is available when needed. However, children should have a current registration card on file with updated allergies and/or health problems. If changes need to be made, please see the Registration Attendant or Nursery & Preschool Director.
- After registering your child, please leave quickly. Your child will be able to adjust more quickly if you do not linger.

If you would like to know how your child is doing, please ask the Nursery & Preschool Director or Registration Attendant to check on them for you. It is best for you not to come into the room to check on your child.

- A child's adjustment to church is easier when they attend consistently, so we recommend bringing your child to church on a regular basis.

## ***Section D.***

### **POLICIES AND PROCEDURES**

#### **1.0 REGISTRATION DESK**

Registration begins fifteen minutes prior to each service.

When bringing children to the N & P, parents must sign their own name on the Registration Form for verification. If their children are allowed to have a snack, they check off the appropriate box.

Parents with children three and under will receive a pager. They will be paged during the service if they are needed for any reason.

Parents with children four and over receive a card with a number on it. If their presence is required during the service, then that number will appear on the screens in the main sanctuary.

Parents of children from six weeks to two years old, fill out an orange sheet of paper to mark any special comments concerning allergies, special care, etc. It also has places for the nursery workers to report whether or not they took a nap, were fed, had a diaper change, etc. This is given to the parent when they come to pick up their children.

#### **1.1 Guest Registration**

All first-time visitors to the N & P are asked to fill out a Small Steps Guest Registration Form. These forms are designed and printed in house. Please see the Attachments for this section for a sample of the form.

All first-time visitors receive a colorful; backpack for the child, filled with following:

- Parents Handbook—containing necessary information, policies and procedures, many of which are contained in this Manual.
- Those with children two years old and over receive a coloring book which details what types of activities take place in N & P. It also comes with a box of crayons.

- Those with children under two years of age receive diaper tags.

### **1.11 Guest Follow Up**

All new visitor information is put into the ACS database. The N/P Director also fills out a Visitor Card and mails it to the family. These cards are designed and printed in house. They include the following information:

Front of Card:

“Wee enjoyed having you! Thank you for visiting with us!”

Back of Card:

“Come see us again really soon in our nursery.”

TRWC address

Director’s name and contact information

Scripture

The Director also emails these cards on occasion as well.

## **2.0 NEWSLETTER**

The N/P Director’s Assistant produces a newsletter each month, designed and printed in house. These newsletters are put into the children’s mailboxes the first Sunday of each month for them to take home. The newsletter contains reminders for upcoming events, a list of birthdays, games and puzzles, etc.

Please see the Attachments for this section for a sample of the Small Steps Newsletter.

## **3.0 PRESCHOOL AND TODDLER PRESS**

Every Sunday, the N & P places a report of what was taught in the class in the children’s mailboxes for the parents to read. There is one for the Preschoolers called “Preschool Press” and one for Toddlers called “The Toddler Press.”

## **4.0 WORKER/CHILD RATIO**

The following worker/child ratios must be enforced at all times:

- A. Babies—4 to 1
- B. Toddlers—8 to 1
- C. Preschool—10 to 1

## **5.0 SUPPLIES**

N/P Director orders supplies as needed and submits all receipts to Business Office for reimbursement.

## **6.0 BROCHURES**

All brochures for N & P for the Ministry Information Wall are created and produced by the Assimilation Office. The N/P Director supplies all of the information.

## **7.0 NURSERY GUIDELINE**

Men are not allowed to change diapers in the Nursery at any times.

## ***Section E.***

### **MEETINGS, TRAINING AND REQUIREMENTS**

#### **1.0 MEETINGS**

##### **1.1 Monthly Team Leader Meetings**

Once a month, the P/N Director holds a meeting for all of the team leaders to discuss pertinent issues, changes, needs and concerns.

##### **1.2 Volunteer Meetings**

Once a year, the P/N Director holds a meeting for all volunteers. The Director meets once a week for four weeks in a row, meeting with one team each week. This meeting primarily consists of training and going over policies and procedures.

##### **1.21 Volunteer Criteria**

All N & P Staff are volunteers, except for the Director. To become a volunteer, a person must have completed or intend on completing the Connecting to Your Gifts classes. In addition, all volunteers must fill out a Small Steps Ministry Volunteer Application. Please see Attachments for this section for a sample.

The Application is very thorough. Background checks are also required for all potential workers. The N/P Director interviews each volunteer applicant after receiving the results of the background check and reviewing their Application.

##### **1.211 CPR Training**

Once a quarter, all workers participate in CPR training at the church. This is a pre-requisite for volunteering in the P/N area.

#### **2.0 ABSENTEEISM**

If a volunteer is going to be absent, they must call their Team Leader as soon as

possible. The Team Leader will supply them with phone numbers of other volunteers who may be able to work. The Team Leader will also help find a replacement.

### **3.0 ATTIRE**

All volunteers must wear the uniform smocks at all times while serving in the N & P.

### **4.0 SPECIAL GATHERINGS**

Each year, TRWC funds a Christmas party for all of the Team Leaders as well as a Volunteer Appreciation Picnic for all volunteers.





## TRWC Nursery & Preschool Check List

### Set-up

- \_\_\_\_\_ Pray before the children arrive.
- \_\_\_\_\_ Make sure all children have been signed– in and registered before entering the room.
- \_\_\_\_\_ Comfort children if they are unhappy.
- \_\_\_\_\_ Set toys out on table for when children arrive. .

### Closing

- \_\_\_\_\_ Disinfect with solution:
  - Toys
  - Tables & counter top.
- \_\_\_\_\_ Put all toys and snacks away in its proper place.
- \_\_\_\_\_ Put all dirty laundry in the laundry basket. (smocks)
- \_\_\_\_\_ Stack chairs on top of tables.
- \_\_\_\_\_ Put mail boxes in the coat closet.
- \_\_\_\_\_ Take sing-in sheets and pagers to the nursery window.
- \_\_\_\_\_ Set trash out the door and turn off the lights.
- \_\_\_\_\_ Don't forget your tape slip!

**Thank you so much for all you do. You make a difference in the lives of the children!**

# Class Rotation System

Time	Craft Room	Video Room	Snack Room	Lesson Room	Play Room	Music Room
10:40-10:55	2-year-olds	3-year-olds	4-year-olds	5-year-olds		
11:00-11:15		2-year-olds	3-year-olds	4-year-olds	5-year-olds	
11:20-11:35			2-year-olds	3-year-olds	4-year-olds	5-year-olds
11:40-11:55	5-year-olds			2-year-olds	3-year-olds	4-year-olds
12:00-12:15	4-year-olds	5-year-olds			2-year-olds	3-year-olds
12:20-12:35	3-year-olds	4-year-olds	5-year-olds			2-year-olds
12:40-?	2-year-olds	3-year-olds	4-year-olds	5-year-olds		



Unit 1: God Gives Us Jesus

**LESSON 1**

# John Tells About Jesus

**A**s we begin these lessons on *Living Like Jesus*, we first want to introduce preschoolers to who Jesus is. It's important that they understand that God had a plan for all of us that included sending His Son. He also has a plan for each of our lives, and He forms that plan before we are even born.

Zechariah was a priest who served in the Lord's temple while people prayed outside. One day in the temple, the angel Gabriel told Zechariah that he and his wife, Elizabeth, would have a son, who was to be named John. John would help people know God and prepare the way for Jesus, the Messiah. He would be filled with the Holy Spirit from birth.

Zechariah questioned how God could do this, because they were very old. Gabriel said that because he had not believed, he would not be able to speak until these things came to pass.

Zechariah went outside, and he couldn't speak. Through signs and gestures, he told the people he had seen a vision from the Lord.

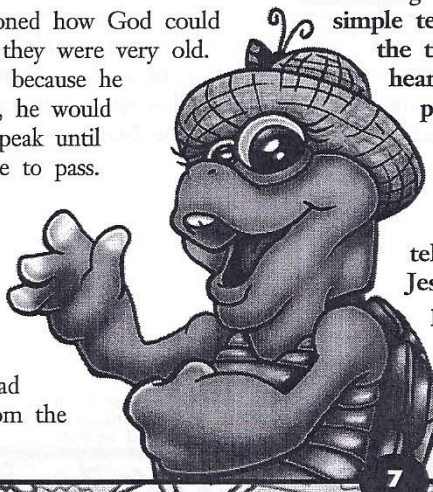
When Zechariah's time of service had ended, he went home. Elizabeth soon became pregnant and had a son, just as the angel had said.

John eventually traveled all over, telling people to quit sinning and turn to God. John was careful to let others know that he was not the Messiah, he was just helping them to know God. Even though John told people about the Messiah who was coming to save them, the Bible doesn't record any meetings between John and Jesus until they were both 30 years old.

This lesson will introduce the children to concepts that are foundational to a relationship with God. Although preschoolers cannot yet think abstractly, communicating these concepts in

simple terms will plant the truth in their hearts. God's

plan was to give us Jesus. And His plan for John to spend his life telling others about Jesus exemplifies a part of the plan He has for our lives.



**POWER POINT**

God gives us Jesus.

**MEMORY VERSE**

Jesus is God's own Son, but still he had to...obey God.

—Hebrews 5:8

**LESSON SCRIPTURE**

Matthew 3:1-11; 11:1-19; Mark 1:1-8

**HIDDEN TREASURE**

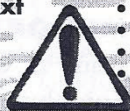
As you pray for your preschoolers this week, remember that they have a destiny. Before they were even born, God had specific assignments for them. Pray that they and the people who care for them will nurture the plans that God has for their lives.





### SAFETY FIRST

Be sure to warn children not to imitate John the Baptist the next time they take a bath or go swimming!



### Station 5

Be aware of allergies to honey before serving this snack.

## Going Deeper

Be open to the leading of the Holy Spirit as you look for an opportunity to go deeper with today's lesson. As you present and teach the Power Point, stress to the preschoolers that, as He did with John the Baptist, God has a plan for us before we are even born. We can know God's plan for our lives because He sent Jesus to earth for us. John's job was to let people know that the Messiah was coming so that people would realize that through Jesus, God had come to Earth.

## Everything You Need

In addition to this list, you will need basic supplies, including: CEV Bible, CD player, video equipment, pencils, pens, various colors of construction paper, washable and permanent markers, adult and children's scissors, crayons, glue sticks, white glue, tape, hole punch, smocks, disposable wipes, paper cups, and table and chairs for each Creation Station.

**Welcome Time:** Megaphone (or bullhorn).

**Creation Station 1:** Enlarged copy of pictures (page 14), jar of honey, jar of water, and jar of sand.

**Creation Station 3:** 18- by 4-inch strips of bright fabric (glittered organza or lamé), and sewing supplies (or Fray Check).

**Transition Time:** Megaphone (used in Welcome Time).

**Power Praise:** *Power Praise* CDs\*, *Praise Experience* DVD\*, Instrument Pak\*, and Praise Streamers (made in Station 3).

**Lesson Introduction:** Megaphone (used in Welcome Time).

**Sharing God's Word:** Pictures 1-1 and 1-2, stuffed camel (or camel picture), and leather belt.

**Show-n-Teach Time:** Gozer\*\*\* and Nick\*\* puppets, and *Power Praise* CD\*.

**Creation Station 5:** Honey, pretzels, green gum drops (one per child), and paper plates. ⚠

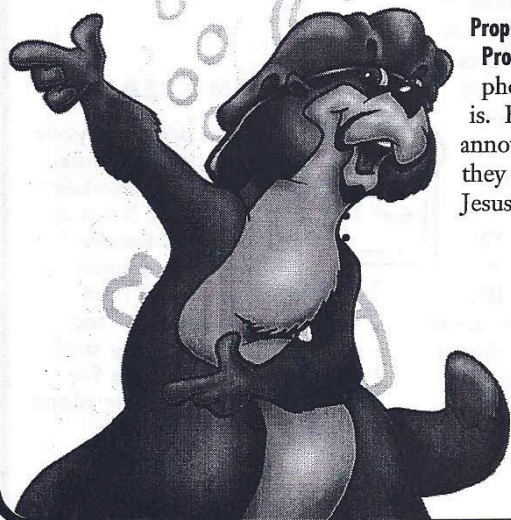
**Creation Station 6:** Teekaboo\*\*\* puppet.

**Later, Gator!:** *Power Praise* CD\* and *Fridge Fun* take-home papers.

## Welcome Time

**Props:** Megaphone (or bullhorn).

**Procedure:** As children enter, greet them by name with the megaphone. Remove the megaphone, and ask if children know what it is. Explain that a megaphone is used when people have a special announcement they want everyone to hear. Tell them that today they will learn about a man who had a special announcement about Jesus as you guide children to Creation Stations.



\*Available in Deluxe and Ultimate Combo only.

\*\*Available in Ultimate Combo only.

\*\*\*Sold separately.

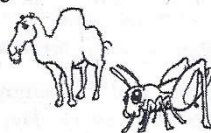


# Creation Stations

## Station 1

**Props:** Enlarged copy of pictures (page 14), jar of honey, jar of water, and jar of sand.

**Presentation:** (Hide item or picture until children guess correctly. Pause between clues to let children guess.) Clues for grasshopper picture: I'm green; I hop; I eat plants; I'm an insect. Clues for honey: I'm yellow, sweet, good to eat, sticky, and made by bees. Clues for river: I'm wet; fish swim in me; I'm outside; I flow into the ocean. Clues for camel picture: I'm an animal; I have four legs; people ride me; I have one or two humps. Clues for desert: I am a very hot place; people and animals cannot find much water to drink in me. Clues for Jesus picture: I was born in Bethlehem; I am God's Son.



## Station 2

**Procedure:** Sing to the tune of "Are You Sleeping?"

**In the desert. In the desert.  
There is John. There is John.  
Prepare the way for Jesus,  
Prepare the way for Jesus.  
He loves you. He loves you.**

See Bright Ideas for additional verses.



## Station 3

**Props:** 18- by 4-inch strips of bright fabric (glittered organza or lamé) and sewing supplies (or Fray Check).

**Preparation:** Cut strips of fabric and serge the edges (or use Fray Check, an inexpensive liquid that finishes edges and eliminates the need for sewing).

**Presentation:** It's fun to tell something we're excited about. We might get so excited that we want to tell everyone. The man we will learn about in our Bible lesson today was excited to tell everyone some good news. Let's make some Praise Streamers that we can use during our Power Praise time to say, "God gives us Jesus." (Allow children to wave their streamers and shout, "God gives us Jesus," several times when their streamers are completed.)



### BRIGHT IDEAS

## Station 2

**Additional verses:**

(Change only the first line of the song to the following)

Eating honey, eating honey.

Munching grasshoppers, munching grasshoppers.

Wearing camel hair, wearing camel hair.

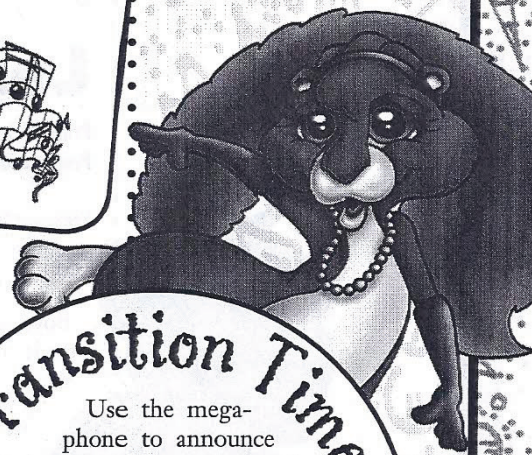
## Station 3

Save the Praise Streamers for use throughout Quarter 1.

## Transition Time

Use the megaphone to announce that it's time to praise the Lord. Have children repeat the following chant as they march after you to the Power Praise area.

God gives us Jesus. (Children repeat.)  
He is God's Son. (Children repeat.)  
He's the One I'll follow. (Children repeat.)  
He's the only One. (Children repeat.)



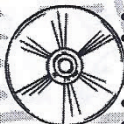


## PRaise PICKS

"My New Testament/  
The B-I-B-L-E"  
(Disc 1, #5)

"Praise the Lord (He  
Can Do All Things)"  
(Disc 1, #11)

"I Can"  
(Disc 1, #16)



# Power Praise

**Props:** *Power Praise* CDs, *Praise Experience* DVD, Instrument Pak, and Praise Streamers (made in Creation Station 3).

**Presentation:** God loves us! Say this, "God loves me!" (*Allow responses.*) Good! We can know for sure that God loves us because His Word (*hold up Bible*), the Bible, tells us so. We know that every word in the Bible is true! Our Memory Verse today says that even though Jesus is God's own Son, He still had to obey God. We can obey God, too, by singing our praises to Him! God loved us so much that He sent His Son, Jesus, to die, so that we can know Him. That makes me want to sing out my praise to Him right now! Will you sing with me? (*Allow responses.*) Great! Stand up with me, and let's praise the Lord! (*Pass out Praise Streamers, and allow children to wave them as you sing a song from the Praise Picks list.*)

God loves us, and He enjoys hearing us sing our praise to Him. We must praise Him every day; at home, at school, on the playground, in the car—*everywhere we go!* Are you ready to tell God, "I love You, too"? Let's tell Him right now as we sing our praise. (*Sing another song from the Praise Picks list.*)

# Power Prayer

Prayer is simply talking to God and listening to Him. He waits for us to spend quiet time with Him. We can really know God. Yes, we can! One of the ways we can get to know Him best is through prayer. I would like to talk to God right now. Would you like to talk to Him, too? (*Allow responses.*) Yes! And let's take time to be very still for just a moment and listen for what He would like to say to us, too. (*Pray, leading children to listen for God's voice for just a few seconds after you are done speaking.*)

# Lesson Introduction

**Props:** Megaphone (used in Welcome Time).

**Preparation:** Ask a parent or teenager to help with this presentation.

**Presentation:** (*Use megaphone.*) Everyone, get ready! We have a special visitor coming! Get ready for him! He's coming because he loves us and he wants to help us learn more about God! (*Guest enters and greets children.*)

Boys and girls, did you all hear that special message? This megaphone made it really loud, didn't it? Remember that people use a megaphone when they have a special announcement they want everyone to hear.

Someone in the Bible was given the important job of delivering a special message just like that one. His name was John, and he told everyone to get ready because God was sending someone very special to Earth. John was excited to tell everyone the good news. You have good news to tell, too. You can tell people that God gave us Jesus! You can tell people how much God loves us.

(*Use megaphone.*) I'm so glad *God gives us Jesus* because He loves us! (*Remove megaphone.*) Aren't you?





# Sharing God's Word

Matthew 3:1-11, 11:1-19; Mark 1:1-8

**Props:** Pictures 1-1 and 1-2, stuffed camel (or camel picture), and leather belt.

**Presentation:** Have you ever had something really exciting or special you wanted to tell someone about? (*Allow responses.*) Maybe you got a new toy, or a puppy dog. Maybe you were going to have a birthday party, or someone very special was coming to visit. When I know that someone very special is coming to visit me, I want to tell people. Have you ever had someone special coming to visit you, and you just had to tell someone? (*Allow responses.*)



(*Open your Bible to Matthew, and point to the words.*) Today's Bible lesson is about a man who had something very special to tell people. (*Show Picture 1-1.*) His name was John.

(*Point out the clothes in the picture.*) John wore clothes made of camel's hair. How many of you

know what a camel looks like? (*Allow responses, and show the stuffed camel.*) This is what a camel looks like.

He also had a leather strap around his waist. (*Pull out a leather belt, and put it around your waist.*)

Can anyone look at this picture and tell me what you think he ate? (*Allow responses.*) John ate grasshoppers and wild honey. (*Point to the grasshoppers and wild honey in the picture.*) Do any of you eat grasshoppers? (*Allow responses.*) I've eaten honey before, but I have never eaten a grasshopper. Yuck!



He was called John the Baptist, because people would come to him, and he would put them under water to wash away the bad things they had done. (*Show Picture 1-2.*) When he put them in the water, he said, "Turn back to God! Jesus will soon be here. Get ready for Him!"

A lot of people went to John. They told how sorry they were for the bad things they had done, and he baptized them in the river. (*Point to John baptizing the person in the river.*)

John the Baptist was very excited about Jesus coming. He spent a lot of his time telling people that Jesus was coming. John the Baptist wanted to help the people get ready for when Jesus came. He wanted people to know that *God gives us Jesus* and that Jesus loves us and wants to help us stop doing bad things and start doing good things.

Just as John was excited about Jesus coming and told people about it, God wants us to tell people about how *He gives us Jesus*.

## BRIGHT IDEAS

Glue some faux fur on John's garment in Picture 1-1 or 1-2 and let the children feel it.

You may also bring in a picture of a honeycomb and show it with Picture 1-1.

## LET'S REVIEW

• **What was John the Baptist excited about?**

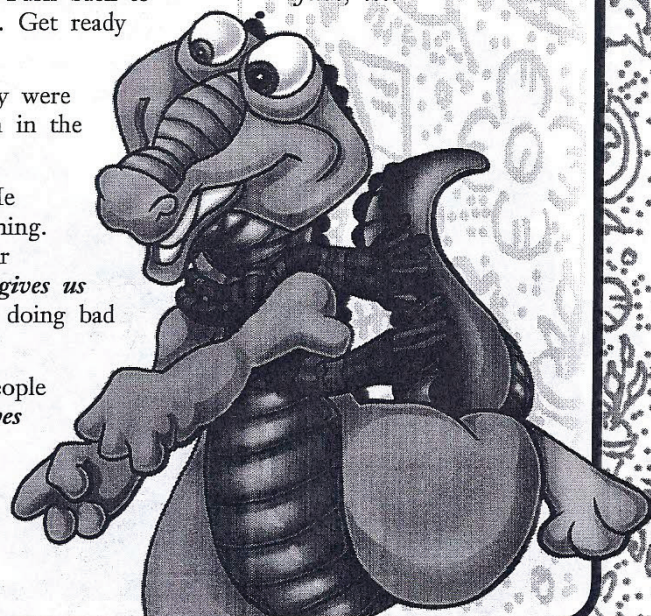
*He was excited because God gives us Jesus.*

• **What did he tell people?**

*"Turn back to God! Jesus will soon be here. Get ready for Him!"*

• **What can we tell people?**

*We can tell people that God gives us Jesus, and He gives them Jesus, too.*



\*To purchase 11- by 17-inch posters of these pictures, call (800)451-4598.



# WIGGLE BREAK

John didn't have a megaphone. What could he do to make his voice louder? Put his hands around his mouth. Let's shout out a rhyme of the things John said. You repeat after me. (Have the children put their hands around mouths as they repeat each line after you.)

I've got good news!  
Listen, everyone!  
God is sending Jesus!  
He's God's Son!



# Show-n-Teach Time

**Props:** Gozer and Teekaboo puppets, and *Power Praise* CD cued to "Gozer's Theme Song" (Disc 1, #8).

[Signal Gozer's arrival with green light, green circle or siren. Gozer enters, dancing until music fades.]

**Children:** Go, Gozer! Go, Gozer! [Gozer dances until music fades.]

**Gozer:** Go, Gozer! Get ready! Get ready!

**Teekaboo:** What are you getting ready for, Gozer?

**Gozer:** I'm getting ready to go fishing!

**Teekaboo:** Gozer, you're always ready to go fishing!

**Gozer:** But this is a big fishing party with my brothers! And I'm getting ready to hear the swamp preacher again!

**Teekaboo:** Oh yes, that's the man comes to the swamp and tells everyone about Jesus!

**Leader:** Our lesson today is about another preacher named John the Baptist who preached at the Jordan River and told everyone to get ready for Jesus.

**Gozer:** That's cool! Another swamp preacher. Where does this one preach?

**Leader:** Oh, Gozer, John the Baptist lived hundreds of years ago, when Jesus was on the earth. He was the person God called to get the people ready to meet Jesus.

**Teekaboo:** How do we get ready? I want to see Jesus, too!

**Leader:** We get ready for Jesus by reading the Bible and learning His words.

**Teekaboo:** I can't read very well. I'm little.

**Leader:** But you can listen at church and also ask your mother to read to you.

**Teekaboo:** And maybe my older friends can read Bible stories to me, too. They like to read!

**Gozer:** I like looking at the pictures here at Jr. KIDS Church. They help me learn about Jesus, too. Teekaboo, we can get ready together, right?

**Teekaboo:** Yes, we can! Let's get ready to see Jesus right now. When is He coming?

**Leader:** Jesus will come back to Earth again one day. But today, we can see Him with our special eyes of faith. We can see Jesus on the inside of our hearts, where He comes to live when we trust in Him.

**Gozer:** When I hear the Bible lessons and sing songs about Jesus, I feel so happy that *God gives us Jesus*.

**Teekaboo:** Me, too, Gozer. Can we do something right now to get ready for Jesus?

**Leader:** We sure can! Let's start by saying today's Memory Verse. Repeat after me: "Jesus is God's own Son," Hebrews 5:8. Great!

**Gozer:** Go, Gozer! Get ready, Gozer!

**Leader:** What a wonderful gift God gave us when He gave us His own Son, Jesus! Let's all tell our friends about Jesus this week, and help them get ready, too!





# Creation Stations

## Station 4

**Procedure:** When John told people about Jesus, he got excited. We can get excited when we tell people about Jesus, too. We're going to say the words *God gives us Jesus* in different ways. Are you ready? Let's say it like we're tired. (Encourage children to say, "*God gives us Jesus*," in a tired voice and with drooping body posture). Now, let's say it like we're excited! (Encourage children to say the words with enthusiasm.) Now let's say it and jump up and down like we're really excited! (Children shout, "*God gives us Jesus!*," several times.)

## Station 5

**Props:** Honey, pretzels, green gum drops (or gummy snacks), and paper plates.

**Preparation:** Create one complete grasshopper snack as a sample. **Presentation:** John was excited when he told people about Jesus. Do you remember what John ate when he was out in the desert? (Allow responses.) That's right, grasshoppers and honey. Do you think they were crunchy? (Allow responses.) We're going to make grasshoppers with these green gum drops and pretzels. (Show sample.) The green gum drop will be the grasshopper's body, and the pretzels are the legs. After you build your grasshopper, you can drizzle honey over it and then eat it just like John the Baptist. Mmm! Good and crunchy!



## Station 6

**Props:** Teekaboo puppet.

**Leader:** Teekaboo, do you know that God gives us a very special gift?

**Teekaboo:** [Shakes head, then whispers to leader]

**Leader:** Boys and girls, Teekaboo wants to know what God gives us. Can you tell her?

**All:** Jesus!

**Leader:** That's right. *God gives us Jesus* because He loves us. John was excited when he told people about Jesus. And we can be excited when we tell people about Jesus, too! Let's say our Memory Verse together. "Jesus is God's own Son, but still he had to...obey God," Hebrews 5:8. (Repeat several times.)

## BRIGHT IDEAS

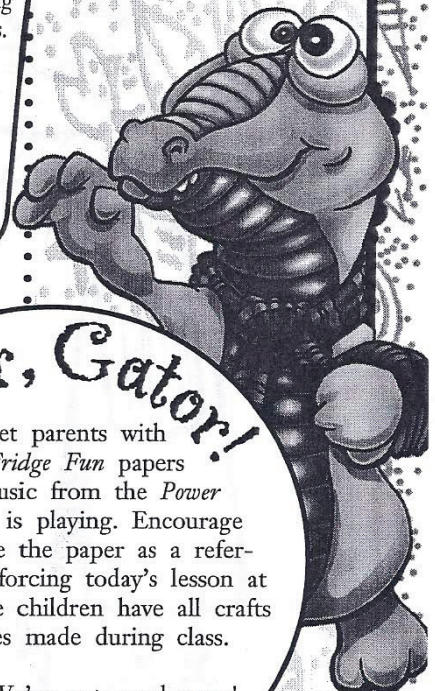
### Station 6

Practice the Memory Verse for this unit each week by singing "Jesus Is God's Own Son" (Disc 2, #12).

## Later, Gator!

Greet parents with the *Fridge Fun* papers while music from the *Power Praise* CD is playing. Encourage them to use the paper as a reference for reinforcing today's lesson at home. Be sure children have all crafts and activities made during class.

**Presentation:** We've got good news! (Children respond, "*God gives us Jesus.*")





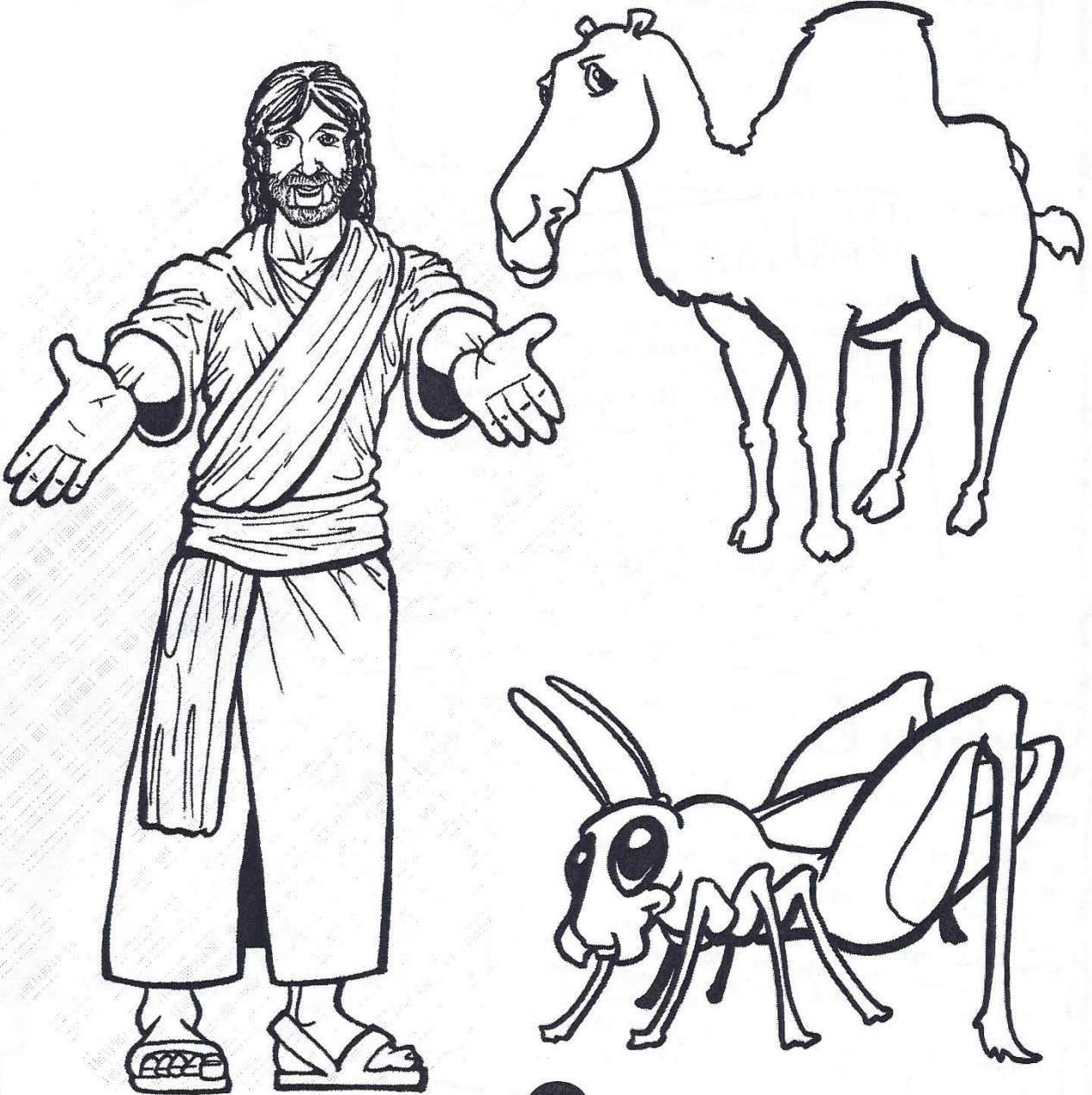
HERE'S HOW

Lesson 1

Station 1



Make enlarged copies of the pictures below (or print them from the *Living Like Jesus* CD-ROM). See page 9 for further instructions.





## Small Steps Guest Registration

Child's Last Name:	Child's First Name:	Child's Birth Date:
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____

Mother's First Name: \_\_\_\_\_ Mother's Last Name: \_\_\_\_\_  
Father's First Name: \_\_\_\_\_ Father's Last Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone Number: (\_\_\_\_) \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

Please List Communicable Issues and Allergies: \_\_\_\_\_  
\_\_\_\_\_

If the child comes to church with someone other than mother or father, complete the following on the adult responsible:

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Relationship to child: \_\_\_\_\_ (for example: grandparent, aunt, cousin etc.)



Taking small steps to a GREAT BIG GOD!

MAY, 2009

**thank you**

Ministering to the children, while serving with excellence is what we strive for. We could not do it without our volunteers.

THANK YOU!

**Welcome Visitors!**

If today was your first time with us, welcome to Small Steps Nursery and Preschool. We hope your children enjoyed themselves. We also trust that you enjoyed the adult worship service. We look forward to serving you again!

**CELEBRATION**

*Service*

Please join us for adult worship on Sunday evening, May 3rd at 6:00 p.m.

Child care will be provided for children age 3 and under.



My mommy cuddles me, kisses me, hugs me and misses me  
pampers me, praises me, always amazes me  
Washes my clothes for me, tickles my toes for me,  
giggles and talks with me, and goes on long walks with me,  
Says "sweet dreams" to me, Sings sweet songs to me,  
I am glad she belongs to me.  
~ author unknown

**MAY 7TH is the NATIONAL DAY OF PRAYER**

Train up a child in the way he should go, and when he is old he will not depart from it. Proverbs 22:6



**IT'S NEVER TOO EARLY TO TEACH YOUR CHILD TO PRAY!**





Emily Gibbons	5/1
Owen Dalton	5/2
Averi Aubuchon	5/3
Marissa Flores	5/5
Kassidy Schmitz	5/6
Cadence Schrader	5/6
Joleena LaBrier	5/9
Zoey Parker	5/11
Riley Iverson	5/12
Serenity Schodroski	5/13
Anthony Chapman	5/14
Ethan Brickman	5/15
Will Brickman	5/15
Jacob Guinta	5/15
Parker Hartman	5/16
Noah May	5/16
Tyler Heathman	5/17
Owen Dodson	5/19
Collin Tobias	5/21
Jacob Boyles	5/22
Mike Johnson	5/25
Aaliyah Kuelker	5/25
Effie Linson	5/31
Shyanne Nguyen	5/31



Beginning May 6th, we will be assembling a children's choir that will include ages 3 thru kindergarten). Practices will be at 8:00 p.m. on Wednesdays.



Did you know That Twin Rivers offers a class for children with special needs?

Special Friendz is designed to show God's love to those with cognitive challenges, through music, lessons, crafts and social interaction.

Classes are held at 8:30 a.m. each Sunday in room

## WANT TO VOLUNTEER?

Small Steps Nursery & Preschool is looking for individuals who have a heart for ministering to the children of our church.

If you are interested in working just one service per month, please stop by the registration desk and pick up an application.

Thank you.

# Twin Rivers Worship Center

## Children's Ministries Volunteer Application

### Confidential

This Application is to be completed by all applicants for any position involving the supervision or custody of minors. This is not an employment application form. Persons seeking a position in the church as a paid employee will be required to complete an employment application in addition to this screening form. This application form is being used to help Kidz Planet Children's Ministries provide a safe and secure environment for those children and youth who participate in our ministry and use our facilities.

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Male \_\_\_\_\_ Female \_\_\_\_\_ Birth Date: \_\_\_\_\_ Marital Status: \_\_\_\_\_ No. of children \_\_\_\_\_

Spouse's name (if married): \_\_\_\_\_ Anniversary Date (if married): \_\_\_\_\_

Is your spouse involved in a TRWC ministry? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, Where: \_\_\_\_\_

Maiden name: \_\_\_\_\_ Your SS#('s) present and past: \_\_\_\_\_

Alias (or other names you've gone by): \_\_\_\_\_

Present Employer: \_\_\_\_\_ May we call you at work? \_\_\_\_\_ Work phone: (\_\_\_\_) \_\_\_\_\_

Are you a member of TRWC? \_\_\_\_\_ How long have you attended TRWC? \_\_\_\_\_

Have you been born again? \_\_\_\_\_ If yes, where? \_\_\_\_\_ Year: \_\_\_\_\_

Have you been filled with the Holy Spirit (according to Acts 2:4)? \_\_\_\_\_ If yes, where and when? \_\_\_\_\_

Have you been baptized? \_\_\_\_\_ If yes, when? \_\_\_\_\_ Do you tithe on a regular basis to TRWC? \_\_\_\_\_

Have you ever completed an application for any other TRWC ministry? \_\_\_\_\_ If so, for what ministry and when? \_\_\_\_\_

#### DO YOU BELIEVE:

Yes	No	
_____	_____	In the verbal inspiration of the Bible?
_____	_____	In one God eternally existing in three persons; namely, the Father, Son, and Holy Ghost?
_____	_____	That all have sinned and come short of the glory of God and that repentance is commanded by God for all and necessary for the forgiveness of sins?
_____	_____	That Jesus Christ is the only begotten Son of the Father, conceived of the Holy Ghost, and born of the Virgin Mary?
_____	_____	That Jesus was crucified, buried, and raised from the dead?
_____	_____	That He ascended to heaven and is today at the right hand of the Father as the intercessor?
_____	_____	That Holiness is to be God's standard of living for His people?
_____	_____	Divine healing is provided for all in the atonement?
_____	_____	In speaking with other tongues as the Spirit gives utterance and that it is the initial evidence of the baptism of the Holy Ghost?
_____	_____	That justification, regeneration and new birth are wrought by faith in the blood of Jesus?
_____	_____	In the pre-millennial second coming of Jesus?
_____	_____	In the bodily resurrection; eternal life for the righteous, and eternal punishment for the wicked?

Please list two close personal acquaintances who also attend TRWC:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Please list any other TRWC ministries that you are involved in: \_\_\_\_\_

List (names and address) of other churches you have attended regularly during the past five years:

\_\_\_\_\_

\_\_\_\_\_

List any gifts, callings training, education or other factors that have prepared you to work with children:

Have you ever led anyone to Christ? \_\_\_\_\_

Do you have any physical handicaps or conditions preventing you from performing certain types of activities relating to children's ministries? \_\_\_\_Yes \_\_\_\_No

If yes, please explain: \_\_\_\_\_

*The questions listed below are a part of our interview process in order to help provide a safe and secure environment for our children. All information is held strictly confidential by the Kidz Planet Children's Ministries paid staff. Answering "yes" to any of these questions may not necessarily preclude your involvement in children's ministries.*

Have you ever been accused of and/or convicted of child abuse or a crime involving actual or attempted sexual molestation of a minor? \_\_\_\_Yes \_\_\_\_No If you answered yes, please explain: \_\_\_\_\_

Have you been involved in homosexual activity within the last five years? \_\_\_\_Yes \_\_\_\_No

Do you presently have any communicable diseases (including HIV or AIDS)? \_\_\_\_Yes \_\_\_\_No

If yes, please explain: \_\_\_\_\_

Do you smoke? \_\_\_\_ Do you Drink? \_\_\_\_ Do you use illegal drugs? \_\_\_\_

Have you ever been convicted for use or sale of drugs? \_\_\_\_

Have you ever been hospitalized or treated for alcohol or substance abuse? \_\_\_\_

Have you ever been arrested for a criminal offense excluding minor traffic violations? \_\_\_\_

Why do you want to be involved in Kidz Planet Children's Ministries? \_\_\_\_\_

### Indicate Areas of Interest

*If you mark more than one area, please put a number to indicate the order of your preference*

#### Kidz Church:

\_\_\_\_ Audio/Video  
\_\_\_\_ Characters  
\_\_\_\_ Greeter  
\_\_\_\_ Hospitality  
\_\_\_\_ Musician  
\_\_\_\_ Puppets  
\_\_\_\_ Praise Team  
\_\_\_\_ Prayer Force  
\_\_\_\_ Set Building  
\_\_\_\_ Usher  
\_\_\_\_ Visitor Follow-up

#### Missionettes:

\_\_\_\_ Arts & Crafts  
\_\_\_\_ Rainbows  
\_\_\_\_ Daisies  
\_\_\_\_ Prims  
\_\_\_\_ Stars  
\_\_\_\_ Friends

#### Royal Rangers:

\_\_\_\_ Arts & Crafts  
\_\_\_\_ Ranger Kids  
\_\_\_\_ Pioneers  
\_\_\_\_ Trailblazers

#### Misc:

\_\_\_\_ Drama  
\_\_\_\_ Kidz Choir  
\_\_\_\_ Kidz Crusade  
\_\_\_\_ KP Limited  
\_\_\_\_ K.P.U.  
\_\_\_\_ Special Events

#### Nursery/Preschool:

\_\_\_\_ CraftCorrdinator  
\_\_\_\_ Curriculum Coord.  
\_\_\_\_ Playroom Attendant  
\_\_\_\_ Registration  
\_\_\_\_ Nursery  
\_\_\_\_ Toddlers  
\_\_\_\_ Preschool

Which service(s) do you normally attend? Sunday 1<sup>st</sup> AM Sunday 2<sup>nd</sup> AM Sunday PM Wednesday

Which service(s) are you able to work in? Sunday 1<sup>st</sup> AM Sunday 2<sup>nd</sup> AM Sunday PM Wednesday

Is your spouse and/or family in agreement with you working in children's ministry? \_\_\_\_\_

### Personal References

*(not church employees or relatives)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

### Pastoral Reference

*(Former Senior Pastor, Associate Pastor or Ministerial Supervisor)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

### Applicant's Statement

The information contained in this application is correct to the best of my knowledge. I authorize any references or churches listed in this application to give you any information they may have regarding my character and fitness for ministry. I release all such references from liability for any damage that may result from furnishing such evaluations to you.

Should my application be accepted, I agree to submit to TRWC leadership and policies. I agree to refrain from unscriptural conduct.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_







**Twin Rivers Worship Center**

**CHILDREN'S  
MINISTRY**

**“Kidz Planet”**

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## **Motto**

“We revolve around the Son!”

# **Mission Statement**

The purpose of Kidz Planet Children's Ministries is to heal hurts of our world by presenting the Gospel in a way that non-Christians and hurting people become whole individuals who love God, themselves, their families, and are confident enough to go back into the world to reach others who are hurting or without God.

# Vision Strategy

We believe that it is important to set goals and have a strategy for reaching those goals we set. Since we are Kidz Planet, and “we revolve around the Son,” the only way we can survive is by rotating on an **AXIS**.

This, much like the planet we live on, is what keeps us on track and alive.

**A – Acceptance**

**X – Xtracurricular Activities**

**I – Inner Action**

**S – Service**

So how does this work?

**Acceptance** is the first step to everything. God accepted us, no matter what condition we approach him in. We do the same. No matter what the circumstance, you are accepted at Kidz Planet. This is also the area of our ministry that covers our guest follow-up program, Game Room, and birthday cards.

Although we are a ministry, we cannot lose sight of who it is that we are ministering to—children. We know that Disney and Nickelodeon are successful because they are creative. But more importantly, they make education fun! We have to be fun if we can reach children. In this spirit, we create and plan **Xtracurricular Activities** just for the sake of having fun and building relationships with the children and their families. We do this on purpose! Don’t worry, you can too.

Make no mistake, we are a ministry. We know that our main goal is to train, educate and disciple children. Just like you, God has to do something in the lives of the children. Through **Inner Action**, God changes who we are on the inside, causing those around us to see it on the outside. We facilitate this inner action through Kidz Church, our



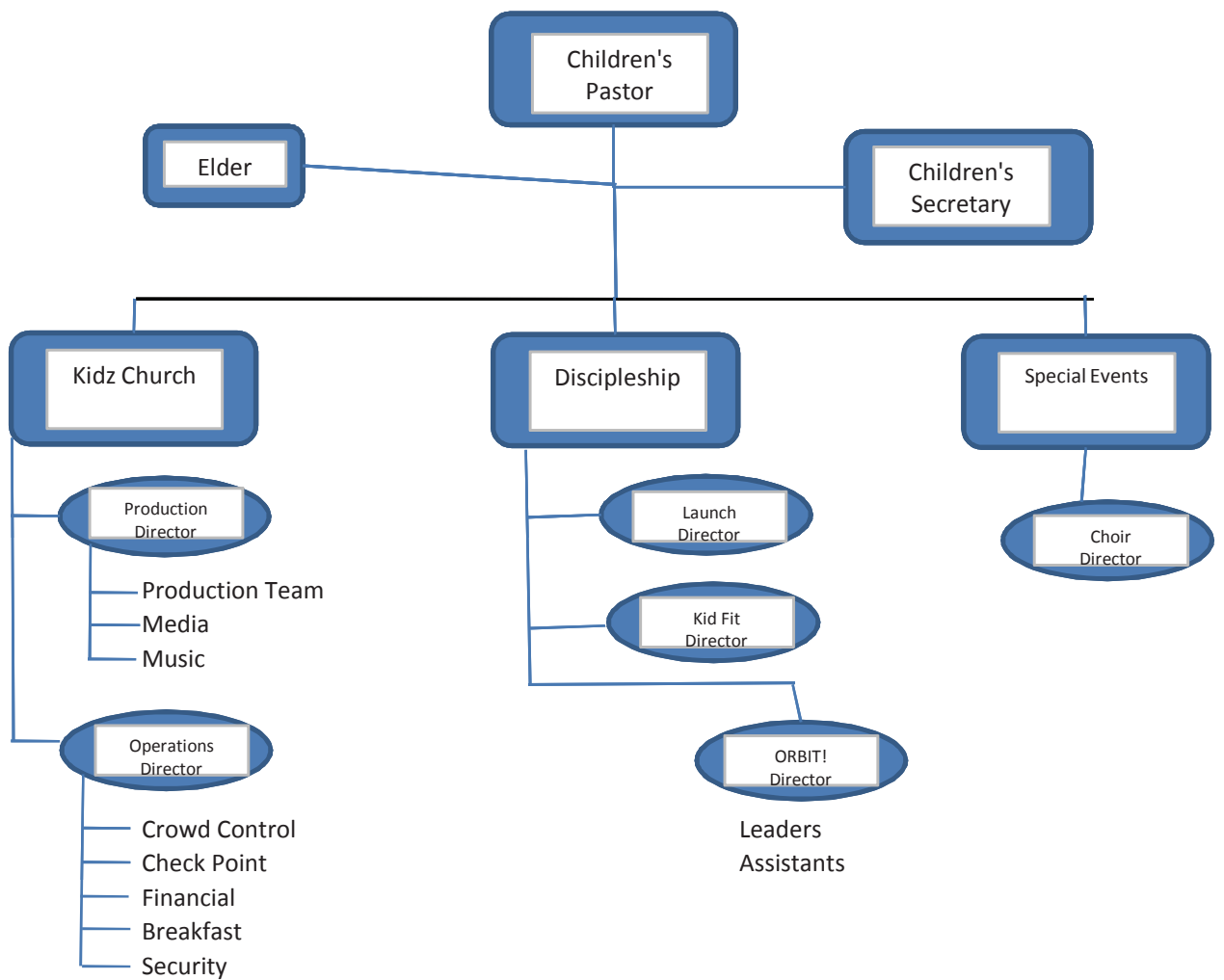
boys and girls clubs, discipleship classes, prayer teams, drama teams, choir, etc.

No ministry would be complete without reaching into the community. Through **Service** we are able to go out and change our world around us.

We set our goals each year through an AXIS check. Everything we do must fit within our strategic plan.

# Kidz Planet Children's Ministry

Current Organization - May 2009



## ***Section A.***

### **STAFF RESPONSIBILITIES AND REQUIREMENTS**

#### **1.0 ORDER OF SERVICE**

Each Sunday Kidz Planet service is thematically-driven and broken into 12-15 individual segments. The segments include:

- Welcome Time (rules, announcements, etc)
- 3 teaching segments (one teaching revolves around the “verse of the day”)
- Several action song segments
- Giving/offering segment
- Puppets segment
- Skits segment
- Games segment
- Worship segment
- Video segment

#### **2.0 CREW MEMBERS REQUIRED FOR SUNDAY SERVICES**

The Children’s Pastor leads and oversees all services and all Crew Members involved. He also acts as the Production Director and the Operations Director. He often appoints an adult worker to act as Operations Director.

##### **2.1 Production**

A. Teaching Team

B. Production Team

The production team is responsible for producing and executing several of the segments. They are the puppeteers, actors, etc.

C. Media Team

This team includes the Audio Technician responsible for all audio for the service. It also includes the Media Tech who is responsible for lighting and all video projection. These positions must be filled by teenagers or adults. Their

responsibilities include, but are not limited to, the following:

- Powering up all equipment
- Check the battery status of all microphones before service begins
- Check sound levels
- Review and edit the PowerPoint presentation as needed
- Review and cue all video
- Monitor and run all the boards
- At end of final service: power down, collect all equipment and put it away

Only those trained and authorized to use the media equipment are allowed to touch it or use it in any way. Children are not allowed to ever use the Media equipment.

#### D. Music

All music and worship is prepared and led by the Children's Ministry Worship Director.

## 2.2 Operations

#### A. Crowd Control

All Kidz Planet Crew Members are expected to assist with crowd control. This includes talking to children who are being a distraction in any way to help them settle down, return to their seats, etc.

#### B. Check Point

1. Registration Desk Attendant—This must be an adult
2. An attendant to work in the Kidz Planet store, etc. This can be a teen or an adult.

#### C. Financial

This must be an adult. They are responsible for the collection of money during the service. This includes tithes and also any giving for the building campaign, upcoming children's events, etc.

After the services for that day, the Children's Pastor must personally deposit the money in the drop safe in Room 108 using the appropriate forms provided by the Business Office.

#### D. Breakfast

In-between services, this adult Crew Member prepares juice, milk, pop tarts and other breakfast foods for the workers and the children.

#### E. Security

This adult Crew Member stands outside the Children's Ministry door to monitor activity. He also walks in and out and around the entire area to make sure it is secure. The security Crew Member wears a wire in case he needs to communicate with other security downstairs for additional help or information. He also helps the Children's Pastor know when the service in the main sanctuary is letting out so the Pastor has an idea of how much time they have left.

### 2.3 Arrival Time

All Crew Members in Kidz Planet must arrive at least fifteen minutes prior to the beginning of service to get their badges and get in their positions.

### 3.0 THE ORBITER

Each week, Kidz Planet prepares an information sheet for the parents to pick up at the Registration Desk detailing what their children are learning that particular Sunday as well as other important weekly announcements.

### 4.0 PROCESS FOR BECOMING A CREW MEMBER

The following instructions are given to potential Children's Ministry Crew Members, along with a Kidz Planet Children's Ministry Manual and a volunteer application. The Kidz Planet Manual contains many of the policies and procedures outlined in this Children's Ministry section of the TRWC Church Operations Manual.

#### A. Express an Interest/ Initial Contact

You may have an interest in serving God by loving children, but you may be unsure as to where you can help. We will help you with this. Some of the most "unlikely people" make the greatest children's workers, so take the next step as you prayerfully consider this ministry. We will briefly connect, give

you a general overview of the ministry, hear your desire to be involved in ministry, and arrange for you to visit and observe our programs.

## **B. Receive Children's Ministry Material Packet**

This packet provides you with the basic information that will help you make decisions about the ministry. We have tried to explain as much as we can, but the clear picture happens when you observe a program.

## **C. Connecting to Your Gifts Class**

Before you fill out an application, we encourage you to attend the "Connecting to Your Gifts" class offered monthly at TRWC. This is required for all ministry workers at TRWC. These classes will get you started with determining your spiritual gifts and personality traits, and it will inform you about all possible ministry opportunities.

## **D. Observe Programs**

This is a good opportunity to get a better feel for the ministry without having expectations or responsibilities placed on you. You will have a chance to meet some of the children and staff as well as write down questions for our future meeting.

## **E. Complete the Application**

This application was developed to obtain appropriate information for our screening process. We request two references (you can choose close friends, and/or an employer within the past year) and a Pastoral reference.

## **F. Interview with Children's Pastor**

This is an opportunity for you to share thoughts from your observations, describe your spiritual journey, and communicate your gifts and desires for working in Children's Ministry. We will discuss a more specific position that fits your abilities and strengths based on the following: Spiritual Gifts, Heart, Abilities, Personality, and Experience.

## **G. Prayerful Consideration / Return Signed Commitment Sheet**

We want you to take time to pray and think through this commitment. We also encourage you to seek the counsel of family and/or friends regarding your commitment. After you have decided you want to make a commitment, please sign the commitment sheet and return it to a Children's Ministry Crew

Member.

## **H. Ministry Training**

Once we have received your signed commitment sheet, we will provide training for your specific ministry position. The amount of time required for training will vary depending upon the ministry position chosen.

## **I. Begin Ministry / Evaluations**

We will discuss your beginning date when you complete the training process. Once you are plugged in, we will meet 30 days later to evaluate your feelings and perceptions regarding your involvement. We will continue to evaluate throughout the year and adjust your role to better fit your style, personalities and strengths.

### **4.1 Background Checks**

As a part of the Volunteer Application, all applicants are asked to sign a form which gives TRWC permission to conduct a background check. Satisfactory results from a background check are a requirement for working in the Children's Ministry area. Copies of all background checks are kept in the Children's Ministry Office and in the Business Office.

### **4.2 One-Year Commitment**

After going through the evaluation, training and all other introductory stages, a volunteer is asked to make a commitment to serve for one year in the Children's Ministry area.

## **5.0 OTHER CLASSES AND PROGRAMS**

### **5.1 "Orbit"**

Orbit is a discipleship program held on Wednesday evenings for children in Grades 1-6. The Children's Pastor also serves as the Orbit Director. He has sub-leaders who help oversee and instruct the three separate groups/classes.

- 1<sup>st</sup> and 2<sup>nd</sup> Graders
- 3<sup>rd</sup> and 4<sup>th</sup> Graders

- 5<sup>th</sup> and 6<sup>th</sup> Graders

## **5.2 “Launch”**

The Children’s Pastor personally teaches this discipleship training Class on Tuesday evenings. It is for 6<sup>th</sup> graders only.

## **5.3 “Kid Fit”**

This is a fitness class for children in 1<sup>st</sup> through 6<sup>th</sup> grade. The Director (not the Children’s Pastor) uses active games to make fitness more fun.

## **6.0 SPECIAL EVENTS**

Kidz Planet also puts on and/or takes part in the following events each year:

- Missouri Junior Camp—A week-long event sponsored by the Church of God which includes a combination of ministry and fun. It is occasionally held in town but not always.
- Easter Egg Hunt—Held the weekend prior to Easter at a local park
- Kidz Krusade—Held in TRWC’s main sanctuary for four evenings in a row during the summer. Carnival atmosphere with teaching and games.
- Harvest Carnival—Held on TRWC campus as a Halloween substitute. Games, prizes, food, carnival atmosphere.
- Christmas Program—Children rehearse songs, etc and perform them in the main sanctuary on a Sunday prior to Christmas.

## **7.0 MEETINGS**

Meetings for all Kidz Planet Crew Members are held once a quarter in the Children’s Church area after the morning services have concluded. Lunch is provided by TRWC. The agenda for the meetings includes training, pertinent issues, announcements, and reminders about upcoming events.



## **8.0 NEWSLETTER**

Once a quarter, the Children's Pastor and his assistant design and print a newsletter in house to mail from the church office to all of the children and their families. The newsletter contains seasonal informational like upcoming events, deadlines for events, etc. It is also used to address pertinent issues (example: be sure to always attend your child to Children's Church).

## ***Section B.***

### **POLICIES AND PROCEDURES**

#### **1.0 RESTROOM BREAKS**

Parents are asked to take their child to the restroom prior to class. Children are discouraged from going to restroom during class time. They are allowed to go to the restroom in between classes.

For the safety of both children and Crew Members, it is advised to always take a least two children with you to the restroom. An adult worker must accompany all children 1<sup>st</sup> – 3<sup>rd</sup> grade. Children 4<sup>th</sup> – 6<sup>th</sup> grade are allowed to go own their on.

#### **2.0 STAFF IDENTIFICATION**

All adults in the classroom are required to wear a Kidz Planet Staff ID tag as a means of recognizing them as an adult authorized to be in the classroom. New Crew Members who are observing in the class must wear an Adult Temporary Visa Tag available from the Kidz Planet Registration Table.

All Kidz Planet Crew Members must wear their Kidz Planet shirt for identification purposes. Please direct all parents and visitors to a Kidz Planet Crew Member or to the Registration Table.

#### **3.0 GENERAL SECURITY**

During services, children are not allowed to wander around the church grounds. If you see a child who is “skipping” class, please approach them or contact an usher or staff member. We will take the child to their proper class or to the sanctuary so that they may sit with their parent.

If you see an adult or “stranger” wandering around the Children’s Ministry Department, please approach them or notify a Crew Member. We will ask them if we can assist in directing them to the proper place. We do not permit people to wander around. Because of the size of our ministry and the church facilities, we depend on you to help us maintain a safe and secure environment for all the children.

### **3.1 Check In Procedures**

Each Sunday, at least one parent or adult guardian must bring the child to the Registration Table. The adult must sign his or her name to the Sign In sheet or the Registration Attendant may do it for them.

At the end of service, this same parent or guardian must pick up the child. The guardian is not allowed to go inside the Children's Church area. A Kidz Planet Crew Member will go get the child for them. A child will absolutely not be released to anyone besides the parent or guardian who signed them in at the beginning of service.

### **4.0 MEDICAL PROCEDURES**

Typically, an injury can be treated with a little love and attention, a cool cloth and a first aid kit with a Band-Aid. A first aid kit is available in each of our children's classes, in the Banquet Center Kitchen and at the Registration Desk.

Crew Members should treat the child and complete the Injury Report form. The Injury Report form should be completed in duplicate so that both the parents and the Children's Pastor receive a copy. Crew Members should talk with the parents or appropriate people informing them as to exactly what happened and how the injury was treated.

We are not allowed to dispense any over-the-counter or prescription medications. In the event a child needs more attention, please contact one of our Kidz Planet Crew Members and the parent will be contacted.

Serious Injuries involving broken bones, convulsions, fainting, unconsciousness or other serious bodily injury should be treated as follows:

- A. Keep the children and the injured person as calm as possible. Speak calmly to assure the child.
- B. Do not move the injured child and do not leave him/her.
- C. Send a fellow teacher/Crew Member to the Kidz Planet Registration Table to get assistance from one of the Kidz Planet Crew Members.
- D. The Crew Member will contact the child's parents and advise them of the child's situation and procedures being followed. 911 will be called if needed. Another church Staff Member should be notified if more help is required to deal with the medical situation, the parents, etc.

- E. The Crew Member/Staff Member should refer to the parents for details on doctors or hospital preferences.
- F. If the child is to be transported to a hospital and the parents cannot be located in time, one of the Kidz Planet Crew Members should accompany the child to the hospital.
- G. The Crew Member will follow up with the parents as needed.
- H. All Crew Members and Staff Members involved in the emergency will be required to give a full account of what happened.

## **5.0 WELLNESS POLICIES**

- A. For the protection of your child, as well as other children, they should be free from noticeable sickness. Symptoms include coughing, vomiting, diarrhea, undiagnosed skin rashes and eye infections, yellow or greenish mucus oozing from the nose or eyes, and fever.

If any of these symptoms occur, the child may not enter the Children's Ministry area until medication has been taken for at least twenty-four hours or they have been symptom-free for twenty-four hours. Continuous symptoms may require a physician's note stating that the child is not contagious before they can return to the Children's Ministry area.

- B. Parents will be notified to pick up their children should they become ill at church.
- C. As a courtesy to other families, please notify the Children's Pastor if your child develops communicable or infectious issues within 24-48 hours after attending the Children's Ministry.
- D. Any serious allergies, problems or concerns should be reported to the Registration Table or Children's Pastor before the child may enter the area.

## **6.0 FIRE EMERGENCIES**

Classroom evacuation instructions for Kidz Planet workers:

- A. Acquaint yourself and your students with the evacuation route for your classroom.

- B. Before evacuating, count the number of students in your class. Be sure to take your attendance sheet with you.
- C. Evacuate to an area designated to be a safe distance from the building. Upon arrival, take a head count to insure that all of your students are with you.
- D. Await further instructions from a member of the Kidz Planet Crew.
- E. First aid will be brought to you as needed. Do not leave your group.
- F. Remain calm, which will keep your students calm. Keep them informed as you have information to share with them.
- G. Release the children to their parents only after you have been given the okay to do so from a Kidz Planet Crew Member. Do not dismiss any child, regardless of age, to go on their own.

## **7.0 TORNADO PROCEDURES**

In the event of a possible tornado, the Children's Pastor and other workers will lead the children down the back steps to designated rooms located inside the Kidz Street area.

## **8.0 LOCK DOWN**

If the Children's Ministry team receives information that there is a dangerous person on the TRWC campus, then workers are to lock down the Banquet Center (where Children's Ministry is held) and bring the children to the inner corner of the room.

## **9.0 CHILD ABUSE**

### **9.1 Definitions of Child Abuse**

The following are definitions of child abuse as defined by the National Committee for the Prevention of Child Abuse.

### ***Physical Abuse***

Non-accidental injury, which may include beatings, violent shaking, human bites, strangulation, suffocation, poisoning or burns. The results may be bruises and welts, broken bones, scars, permanent disfigurement, long-lasting psychological damage, serious internal injuries, brain damage or death.

### ***Neglect***

The failure to provide a child with basic needs including food, clothing, education, shelter and medical care; also abandonment and inadequate supervision.

### ***Sexual Abuse***

The sexual exploitation of a child by an older person as in rape, incest, fondling of the genitals, exhibitionism or pornography. It may be done for the sexual gratification of the older person, out of need for power or for economic reasons.

### ***Emotional Maltreatment***

A pattern of behavior that attacks a child's emotional development and a sense of self worth, such as constant criticizing, belittling, insulting, manipulation; also, providing no love, support or guidance.

## **9.2 Child Abuse Policies**

Is the desire of Kidz Planet Children's Ministries to provide a safe, secure, loving atmosphere for children to participate in—one where parents feel comfortable leaving their children. Therefore we have a policy that reflects our desire to prevent child abuse and to stop child abuse once we become aware of it.

The first line of defense in preventing child abuse is the application, screening, and interview process that all Crew Members in the Children's Ministry must complete prior to being placed permanently in a classroom.

**Everyone who works with children regardless of their area of ministry will be expected to adhere to the following policies. Failure to do so will result in dismissal from their ministry position.**

### **9.21 Worker Approval and Identification**

- All Crew Members must have a completed and approved application on file in the Children's Ministry Office.
- All workers must wear an approved identification nametag when on duty.
- All visitors to the classrooms (including parents) must first register with a Kidz Planet Crew Member located at the Registration Table in the lobby of our Children's Center.
- People wandering around or suspicious activity must be reported to the Children's Pastor or one of the Kidz Planet Crew Members.

## **9.22 Restroom Procedures**

- Crew Members may never take a child to the restroom alone. Another adult or other children must accompany them.
- It is recommended that Crew Members should only take children of their own gender to the restroom.
- Children in grades 4<sup>th</sup> – 6<sup>th</sup> may be sent in pairs to the restroom without the supervision of an adult. Teachers should monitor this situation closely.
- Children should have as much privacy as possible. Enter the bathroom stall only when absolutely necessary to assist the child, keeping the door open.

## **9.23 Classroom Procedures**

- Physical contact with children should be minimal and only in the presence of other adults. Appropriate touching should be limited to handshakes, "high fives," brief hugs or a brief touch on the shoulder.
- At least two Crew Members should be present whenever possible. No child should be alone with a Crew Member. If a child arrives before other members of your team arrive, prop open the door of your classroom so that other Crew Members and adults can see into the room.
- Window blinds are to be kept open at all times unless it is necessary to darken the room for proper showing of videos or projected audiovisual equipment.
- Crew Members may not have children sit on their lap.

## 9.24 Approved Activities

- All activities or outings apart from regularly scheduled classes or childcare must be pre-approved by the Children's Pastor.
- Crew Members are never to take a child to the child's home without another adult accompanying them.

## 9.25 Reporting Suspected Child Abuse

- A. Familiarize yourself with the definitions and descriptions of child abuse listed above.
- B. If you suspect that a child involved in any of the programs of Twin Rivers Worship Center has been abused; the following steps are to be followed.
  1. Report the suspected abuse to the Children's Pastor or the appropriate member of the Children's Ministry Crew under which you are working.
  2. **Do not** interview the child regarding the suspected abuse. This will be conducted by a trained professional.
  3. **Do not** discuss the suspected abuse with the other workers, parents, etc. All information regarding the child should be kept confidential with your ministry supervisor or the proper authorities.
- C. Confidentiality will be maintained where possible. This report of abuse is to be completed within twenty-four (24) hours and given to the Children's Pastor.
- D. After the suspected child abuse case has been reported by a Crew Member, proper steps will be taken to insure the report is given to the proper authorities.

## 10.0 AIDS POLICIES

We believe that a personal relationship with Jesus Christ can deliver individuals from the power of sin and disease, and we believe that we must minister to all peoples, Christian and non-Christian, saint and sinner. In light of this, we have instituted the following policies for our church.



## **10.1 AIDS Education**

Proper education can dispel fear, instill hope, and enhance ministry; therefore, we are committed to educating our membership about AIDS.

According to the most recent research published by the Institute of Medicine, National Academy of Sciences, and the American Red Cross, the AIDS virus spreads mainly through infected persons to others by sexual intercourse, direct blood transfer, and intravenous drug use (IV). The virus can also be passed from infected mothers to their babies during pregnancy, at birth, or shortly after birth, (probably through breast milk) and by other bodily secretions.

AIDS is caused by a virus that does not survive well outside of the body. The virus is not usually spread by casual, non-sexual contact, such as a hug, handshake, cough or sneeze. Scientists have not found a single instance where the AIDS virus has been transmitted through ordinary non-sexual contact in a family, work or social gathering.

## **10.2 Kitchen and Food Preparation Policies**

All individuals who work directly with food preparation and serving must remove themselves from such tasks when there is physical evidence of illness or there are exposed lesions. Individuals who test positive for the AIDS virus will not be allowed to assist with food preparation and/or service.

## **10.3 Confidentiality**

As in all personal matters, confidentiality will be maintained by all professional and lay members of the congregation.

Because of the unique nature of this disease, we must reaffirm our belief in celibacy outside heterosexual marriage, monogamy with marriage, and honoring the human body as the temple of the Holy Spirit.

While a clear need exists to guard against spreading a contagious disease, the church needs to reach out in a compassionate, loving way to AIDS sufferers, demonstrating the same attitude as Jesus when He reached out and touched the leper (Luke 5:13).

## **11.0 HOSPITAL VISITATION**

### **Step 1:**

Upon notification, the Children's Pastor will contact the family by phone to express concern on behalf of the Kidz Planet Children's Ministry. This conversation is to obtain pertinent information about the situation and permission from the immediate family to visit the child if circumstances permit.

### **Step 2:**

The Children's Pastor will notify the family's Elder concerning their situation and provide the necessary plans for visitation. The TRWC Prayer Chain is also contacted for an immediate prayer covering. (In extreme medical cases, a prayer pager may be provided for the child.) Please note that the Children's Pastor and Elder have the primary responsibility of visitation, however, the Senior Pastor is notified and kept informed of the situation.

### **Step 3:**

The Children's Pastor will visit the child at the hospital and inform the Kidz Planet Crew of the prayer request. If visitation is not possible, then follow-up calls will be made by the Children's Pastor.

### **Step 4:**

A "get well" letter is sent on the same day of notification. At the Children's Pastor's discretion, the child may be sent flowers, candy or other appropriate amenities on behalf of the Kidz Planet Children's Ministry.

### **Step 5:**

Upon the child's first visit back to the church, the Children's Pastor and Kidz Planet Crew will be sure to acknowledge the child's recovery and welcome them back to church.

### **Step 6:**

The Children's Pastor will maintain communication with child's family and respond in any way possible to help the child's complete recovery (i.e., prayer, phone calls and cards).

### **Step 7:**

At the appropriate time, the Children's Pastor and/or child will testify at Children's Church about what God has done in the person's life. In so doing, this provides encouragement to others who may suffer similar circumstances.

## **12.0 GUEST FOLLOW UP PROCEDURES**

### **Step 1:**

A Registration Table Host or Hostess identifies guests as they enter the church and/or Children's Church facility. The guest is immediately escorted to our Registration table, introducing the guest(s) by name to a Kidz Planet Crew Member.

### **Step 2:**

The Registration Host or Hostess will then assist the guest in filling out an information card that contains the following:

Name  
Grade  
Date of Birth  
Phone Number  
Parent(s) Names  
Complete Address  
Who Brought Them

### **Step 3:**

By the end of the week, the Registration Team has addressed a postcard to the child. The post card is designed to thank them for attending Kidz Planet, as well as encourage them to come back and see us again.

### **Step 4:**

On Monday, each guest information card is input into our database so that we will have a permanent record of their visit. This helps establish a mailing list for future events and programs. We also forward this information to the church Assimilation Office for church-wide follow up for the entire family.

### **Step 5:**

One week after the postcard is sent out, a letter is sent to our guest. This letter is designed to thank them for joining us and offers them an event flyer for the next big event. This letter is written with a personal touch that makes the child feel that we really enjoyed getting to know them and we really want to see them again.

#### **Step 6:**

One week later, a letter is sent to the guest's parents. This letter is designed to thank them for allowing us to get to know their child, giving us the opportunity to minister them. A newsletter is included with this letter informing them of upcoming events. This also serves as a repeat contact that lets each of our guests know that we are thinking about them.

#### **Step 7:**

As needed, a Kidz Planet Crew Member will contact the guest and their family to see how things are going, provide further information about the church and offer a time of prayer if needed. This call can prove to be vital to the completion of our guest follow-up procedures. Usually within this four week period, the guest and their family may have made a decision about attending the church regularly.

#### **Step 8:**

Once a guest and their family have made the decision to make Twin Rivers Worship Center their home church, we will check in on them (usually within about six months) to ensure that they are adjusting to how we operate. This also serves as a good source for recruiting and gaining fresh ideas. We also check to see how well our programs are working with their family schedule and discover any areas of weakness within our ministry.





**Twin Rivers Worship Center**

**YOUTH MINISTRY**

**“Energy”**

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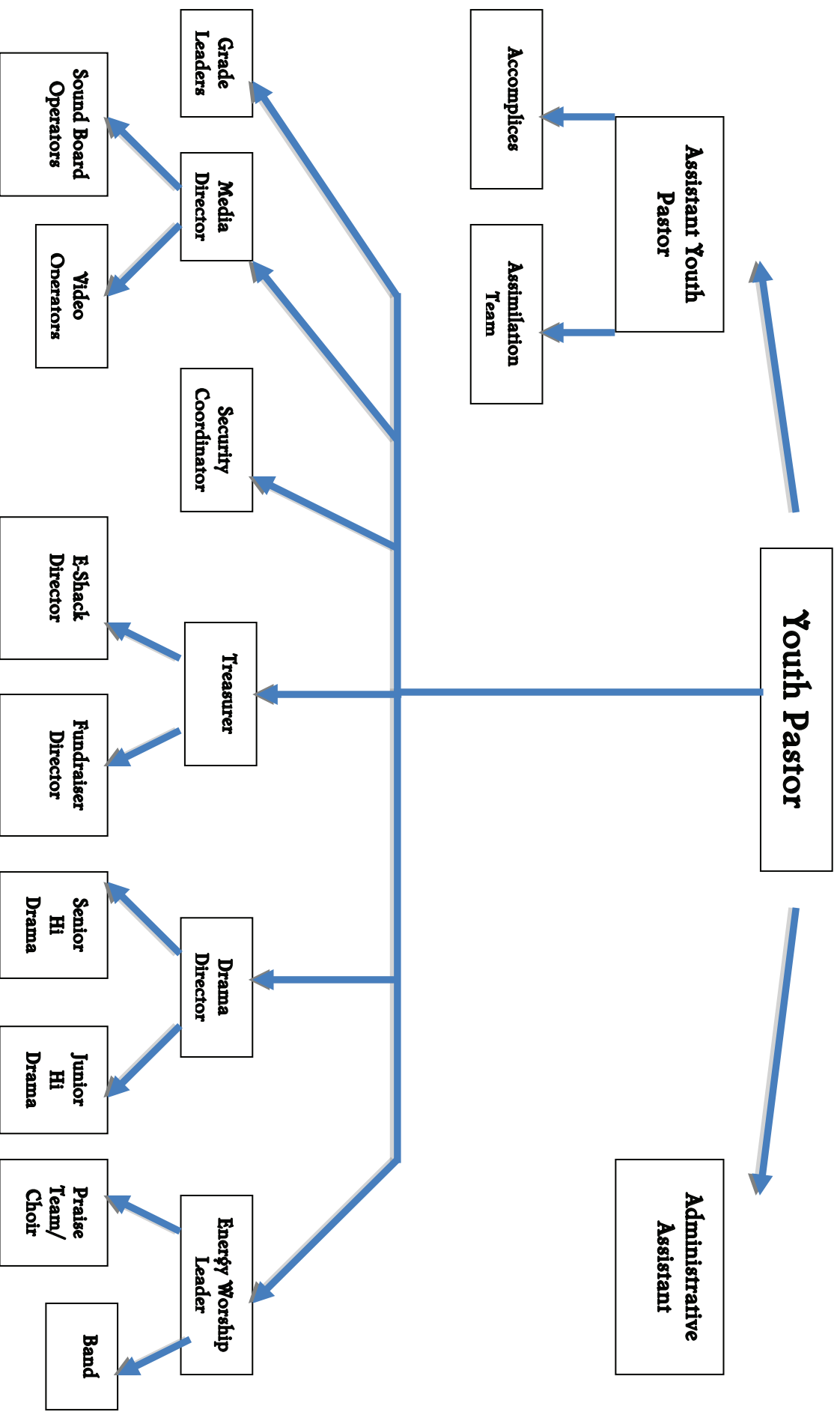
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# ENERGY YOUTH MINISTRIES ORGANIZATIONAL CHART



## ***Section A.***

### **POSITIONS AND RESPONSIBILITIES**

#### **1.0 YOUTH PASTOR**

The Youth Pastor oversees the entire Energy Youth Program and takes on the various roles of leader, teacher, preacher, planner, mentor, coordinator and administrator. The Youth Pastor is responsible to guide the Energy program in the right direction and is accountable to the Administrative Pastor and the Senior Pastor. Please see the Job Descriptions section of this manual for a complete list of duties and responsibilities.

#### **2.0 ASSISTANT YOUTH PASTOR**

The Assistant Youth Pastor aids the Youth Pastor in overseeing the Energy Youth group in whatever ways are needed. Like the Youth Pastor, the Assistant YP should have strong leadership skills and be equipped to organize, coordinate, teach, train and mentor as needed. Please see the Job Descriptions section of this manual for a complete list of duties and responsibilities.

#### **3.0 GRADE LEADERS**

A responsible and loving couple is chosen by the Youth Staff to serve as a leader of a specific grade. This leader must show Christ-like attitudes and lead by example to their students. They are responsible for taking attendance each Wednesday night, contacting their students, engaging in the lives of their students and setting events for their specific grade. Grade Leaders will also serve (if available) on youth trips, events, etc. as chaperones. They provide growth for the youth group.

Grade Leaders stay with their age class from year to year until they have graduated from Energy Youth.

#### **4.0 ACCOMPLICES**

The Youth Pastor and/or Assistant Youth Pastor choose an individual who will serve under the Grade Leader. This person must have a Christ-like attitude and be willing to help with events and other duties assigned by the Grade Leader. It is

important to be available to the Leaders when they are absent. Accomplices are to help in staying connected with the students and help with creating a well-developed relationship within their grade. Accomplices are usually college-aged young adults.

## **5.0 ENERGY WORSHIP TEAM**

The Energy Worship Leader is accountable to the Youth Pastor. He/she is responsible for the Youth Praise Team, Choir and Band. Worship Team practice is held every Tuesday evening at 6 pm.

The Energy Worship Team leads worship for all Wednesday night youth services. On occasion, they are also asked to lead the main TRWC congregation in worship.

## **6.0 MEDIA PRESENTATION**

Energy Youth utilizes sound, lighting and video presentation in an effort to create and maintain a culturally-relevant setting.

### **6.1 Sound Board Operators / Video Operators**

These positions are filled by teenage volunteers from Energy. Their responsibilities include, but are not limited to, the following:

- Powering up all equipment
- Check the battery status of all microphones before service begins
- Check sound levels
- Review and edit the PowerPoint presentation as needed
- Review and cue all video
- Monitor and run all the boards
- At end of final service: power down, collect all equipment and put it away

Only those trained and authorized to use the media equipment are allowed to touch it or use it in any way.

### **6.11 Procedures for Submitting Video Presentations**

The Media Director is responsible for putting together all PowerPoint

presentations. All video and presentations must be given to the Video Operator no later than Tuesday evening. The computer DropBox system is currently used.

## **7.0 ASSIMILATION**

At the beginning of every Wednesday night service, the Assimilation Team (made up of youth members) man the sign-in desk. They take attendance as members arrive, and they have guests fill out a Guest Information Card. Attendance sheets and guest cards are given to the Assistant Youth Pastor. (For an attendance sheet, the Assistant Pastor simply prints out a compiled list from the ACS database.)

(Grade Leaders also take attendance of their grades toward the beginning of the service.)

The following day, the Youth Staff mail out letters from the Youth Pastor to all guests. A newsletter is also sent with the letter. Also, within the first few days of their visit, their Grade Leaders will make another contact by phone, text or email. They let them know how glad they were to meet them, encourage them to come back, and also discuss the Energy program a bit.

All new Youth names are put into the Youth database as well as passed on to the TRWC Assimilation Office. The Assimilation Office then proceeds with their regular guest follow up procedures.

## **8.0 SECURITY**

One male grade leader will be assigned to be “on duty” once a month for the Wednesday night services. This role entails keeping a watch on who enters and leaves the youth room and making sure there are no disruptions.

The Youth Security Coordinator makes a schedule at the beginning of every month and posts the schedule in the Energy closet.

## **9.0 ENERGY FINANCE OFFICER**

The Energy Finance Officer (EFO) is an adult Youth Leader responsible for collecting and depositing all monies collected during Energy services.

All monies collected during the service (as tithes, contributions to the Imagine campaign, donations for upcoming events, etc.) are turned in to the EFO at the E-

shack. At the end of the service, the EFO is responsible to take this money, along with all money collected from food sales at the E-shack, and deposit it in the drop safe in the Hospitality Room. The standard procedures for making a deposit in the drop safe apply.

## **10.0 ORDER OF SERVICE**

Energy Youth services are held each Wednesday evening from 7 – 9 pm. The order of service varies. It includes, but is not limited to, the following elements:

1. **Welcome/Announcements:** PowerPoint slides
2. **Check In:** All Grade Leaders have a sign with their grade written on it. At this time, the youth all report to their section. The Grade Leaders share grade-specific information with them and go through the attendance sheet.
3. **Ground Breaker:** This could be in the form of video, drama, testimony, etc.
4. **Prayer**
5. **Praise and Worship**
6. **Sermon by Youth Pastor or Assistant Youth Pastor**
7. **Altar Call**

Video, dramas, PowerPoint presentation and music are also used throughout the service for affect and transitions.

## **11.0 E-SHACK**

An adult Youth Leader couple operates the E-shack concession stand, which is open every Wednesday for the youth service. They are responsible for purchasing all of the food, cooking, cleaning up, etc. Requests for money go to the Youth Pastor or Assistant Youth Pastor. They then make a check request to secure the needed funds. All funds are taken out of the Youth Ministry budget.

## **12.0 DRAMA TEAMS**

Energy has two Drama Teams—a Junior High team and a Senior High team.

Junior High consists of 7<sup>th</sup> and 8<sup>th</sup> graders. Senior High is made up of youth from grades 9-12.

Each Drama Team has a minimum of one adult Drama Leader and one assistant.

Any youth can be in the Drama Team. They must simply be a member of the Energy Youth Group to participate, then fill out an information sheet to sign up. The Drama Teams perform at Wednesday Energy services, at select Sunday services in the main sanctuary, and in a variety of services and venues.

Regular practices are held weekly. If a Drama Team member misses more than two practices for any one specific performance, they are not allowed to perform in that drama. Appropriate dress, as established by the Drama Team Leaders, is also required to be able to perform.

## **12.1 Drama Leaders**

These are volunteers who are chosen to help create and lead students with dramas. It is important for all Drama Leaders to be at practices and performances. They help create fun, exciting and powerful Christian dramas to reach all ages.

## ***Section B.***

### **PROCEDURES FOR BECOMING A YOUTH LEADER**

#### **1.0 PROCESS FOR BECOMING A YOUTH LEADER**

- A. Any adults who would like to serve as a Youth Leader must approach the Youth Pastor or Assistant Youth Pastor to express their interest.
- B. The Youth Pastor will have the candidate fill out a Youth Leader Information form, which includes the following questions:
  - 1. All address and personal information
  - 2. Children and their names
  - 3. List five strongest gifts or abilities  
(examples: Drama, writing, video, design, computers, athletics, music, counseling, accounting, “handy man,” etc.)
  - 4. List five gifts or abilities they are currently working on
  - 5. Are you saved and have a relationship with Christ?
  - 6. Have you been baptized in water?
  - 7. Are you a member of TRWC?
  - 8. Have you received the baptism of the Holy Spirit?
  - 9. List five interests
  - 10. Why do you want to be involved with Energy Youth?
- C. The candidate also must sign an approval form to have TRWC run a background check on them.
- D. After the candidate fills out and returns the Youth Leader Information form, the Youth Pastor and/or Assistant Youth Pastor sets up a time to interview the candidate. During this interview, they go over all of the Youth Leader policies and procedures, discuss the positions more thoroughly, and help the candidate have a better idea of what their responsibilities would be like.
- E. If the Youth Pastor believes this person or couple would be a good fit for Energy Youth, then they express their desire to have them be a part of the team. The new Youth Leader(s) need to agree to the conditions of the Youth Staff Commitment and sign it.

This is also contingent on the candidate still being interested and their having a clean background check.



## **1.1 Youth Staff Commitment**

Following is the Youth Staff Commitment that each new Youth Leader must read, agree to, and sign:

After praying and discussing the commitments involved with being involved with the Energy Youth Staff, I commit to the following:

- I acknowledge the Lord as my personal savior and have a relationship with Him.
- I am committed to living a Godly lifestyle at all times , knowing that my lifestyle is a model for the Energy students.
- I make a strong commitment to the Youth Ministry for at least the next year.
- I do understand the importance of youth ministry and discipleship among the students.
- I understand the importance of being on time and agree to be consistent in my attendance and punctuality concerning all events, programs, services, etc.
- I agree to be a servant and Christian role model for the TRWC and Energy Youth outside the “church walls.”
- I understand that I must have a consistent personal spiritual life.
- I will be available to all of the students.
- I will be flexible with the schedule and will attend youth leader meetings.

## **2.0 IMPORTANCE OF A YOUTH LEADER**

A Youth Leader is important in helping to develop and minister to students on a one-on-one basis. Because Energy is so big, the Youth Pastor can only reach so many people on a deep, personal level. Changing the youth world means we will have to change one student at a time. Our goal is to develop leaders who connect and minister to students.

Youth Leaders provide growth for the entire youth group because of the personal

relationships that are formed. They help in making this ministry work and exist. They have to show love to all students—even if it is “tough Love” at times.

Students need adults who will:

- Be interested in their lives
- Love God and live for Him
- Take time to spend with them
- Be REAL and go to “their world”
- Believe and encourage them
- Love them for who they are
- Share what God has done for them personally
- Remember their names and be in contact with them
- Be consistently present at events and programs
- Show joy, love and peace at all times

Youth Leaders are essential to the communication between students. They should be authentic, having the Spirit of Christ. (See Ephesians 5:1-21.)

Youth Leaders are another face the students can remember when things look hard, and they are the ones who can build them up and help to share love in every situation. They are a vital part in making sure this ministry is a godly success. Without them, Energy would not be able to continue to grow and raise up students with a strong faith.

## *Section C.*

### **POLICIES AND PROCEDURES**

#### **1.0 POLICIES FOR YOUTH LEADERS**

The following policies and procedures apply to all Youth Leaders serving in the Energy Youth Ministry.

##### **1.1 Two Adults Rule**

A Youth Leader should never be alone with any student.

##### **1.2 Prayer**

Try to pray with the same sex if possible. If you are praying with the opposite sex, have another leader with you. We want to make sure you are protected.

##### **1.3 Youth Dealing with Issues / Personal Problems**

If there is a serious issue or personal problem with any youth, please make the Youth Pastor aware of it. This brings protection in case there is something that needs to be reported to the authorities. (For example, if a child is discovered to be in an abusive situation at home, it will be important to notify the proper authorities.) It is also important to share these things so that the Youth Pastor can try and comfort the person.

##### **1.4 Events Outside of Church**

Youth Leaders must gain approval for grade events held outside of the church. They are required to fill out the Event Form, listing all information about what is going on and who is going. This form must be turned in to the Youth Pastor or the Assistant Youth Pastor.

##### **1.5 Counting Money**

Two leaders are always required to be present when counting money. Please do not ever count money by yourself. This is to be done with the approval and

direction of the Energy Finance Officer (EFO).

## **1.6 Inappropriate Language**

Youth Leaders must use appropriate language at all times.

## **1.7 Drugs and Alcohol**

The use of drugs, alcohol or other illegal objects are not permitted at any youth event. If a Leader has been found to violate this rule, their position will be terminated. Based on the violation, further action may follow.

## **1.8 Event Participation**

All forms required to participate in an event must be filled out and turned in to the Youth Pastor, his wife, or the Assistant Youth Pastor prior to all events.

## **1.9 Training**

All Grade Leaders and Accomplices will receive training and direction at all Youth Leader meetings and other designated events.

## **1.10 Background Checks**

A background check will be completed for all Energy Leaders. Thoroughly investigating who we allow to work with the students brings protection for everyone, and it helps us to be legally accountable.

## **1.11 Student Confidentiality**

Never discuss a student's problem with anyone except the Youth Pastor. You always want the students to be able to trust you as a Leader. Let them know you care by not sharing their issues with others.

## **1.12 Avoiding Criticism**

Avoid all criticism of the Youth Ministry. In order to make disciples in Energy, it is important for everyone to have the same goal and vision.

### **1.13 Communicating Faith**

Have faith in every student and communicate that faith to them.

## **2.0 YOUTH LEADER MEETINGS**

The Youth Pastors hold regular Leaders meetings. The agenda for these meetings includes, but is not limited to, the following:

- Discuss activities, events, etc. for the upcoming calendar.
- Discuss ways to improve the Youth group.
- Address any pertinent issues.
- Make sure everybody understands their responsibilities.
- Discuss ways to raise money to fund different youth events.
- Leadership training

In addition to these meetings, the Youth Pastors congregate with all of the leaders for approximately fifteen minutes prior to every Wednesday Youth service to cover pertinent news, information, etc.

## **3.0 ADMINISTRATIVE MEETINGS**

### **3.1 Weekly Meeting with Administrative Pastor**

The Youth Pastor and the Assistant Youth Pastor meet weekly with the Administrative Pastor. They also submit a weekly report to him, which details the activities from that past week and gives updates on all pertinent issues.

### **3.2 Weekly Youth Staff Meeting**

The Youth Pastor conducts weekly meetings with the Assistant Youth Pastor and the Administrative Assistant. This meeting is for reporting, project and event planning and creative think-tank sessions.









**Twin Rivers Worship Center**

**SENIOR ADULT  
MINISTRY**

**“Young at Heart”**

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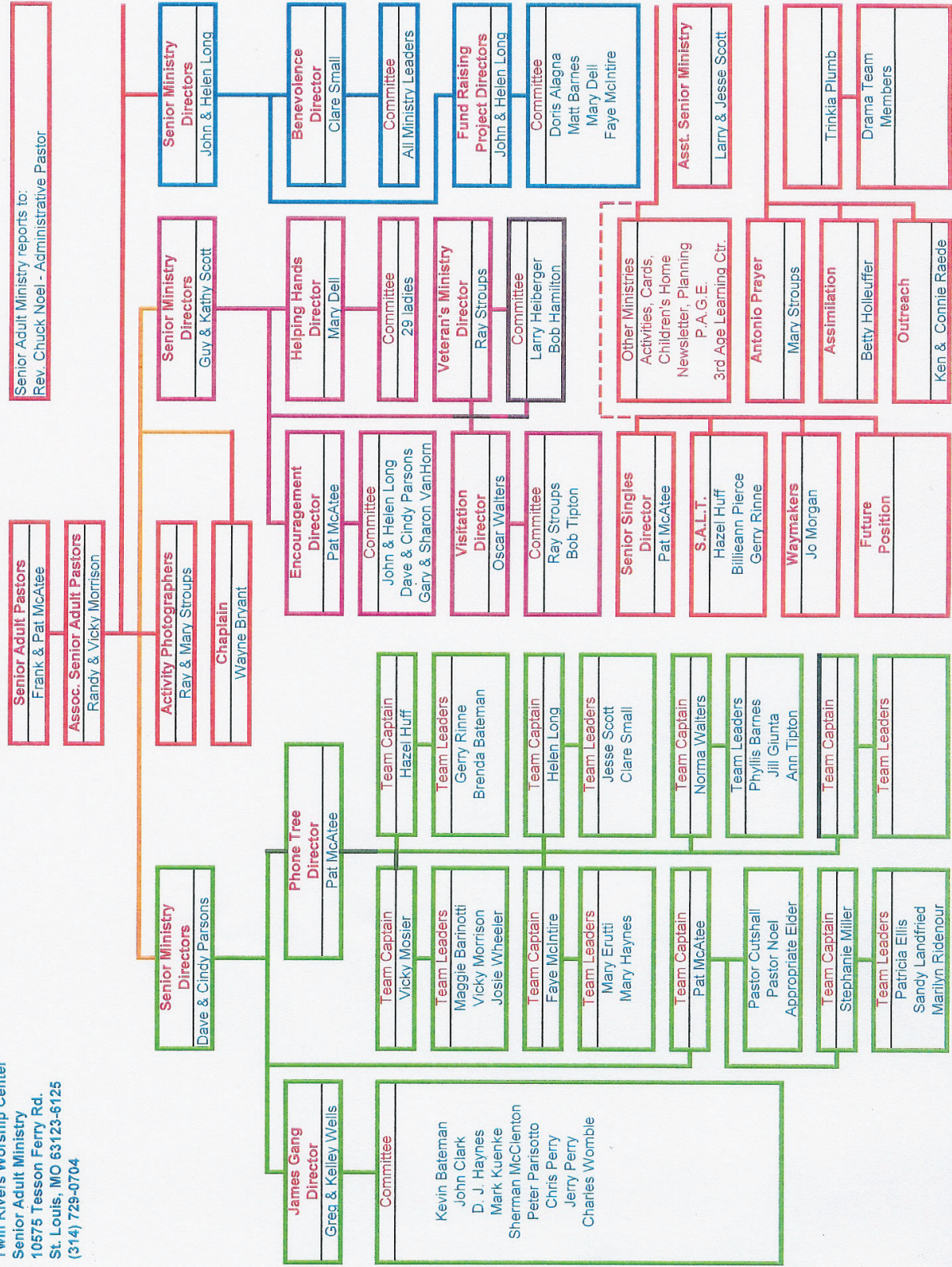
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**Twin Rivers Worship Center  
Senior Adult Ministry  
10575 Tesson Ferry Rd.  
St. Louis, MO 63123-6125  
(314) 729-0704**



## ***Section A.***

### **PURPOSE AND STRUCTURE**

#### **1.0 MISSION STATEMENT**

To involve all Young at Heart (YAH) members in spiritual and social activities to better serve the church and community.

#### **2.0 PURPOSE**

To minister spiritually and socially to the senior members (50 and older) of the church. (See 1 Timothy 5:1a, 2a, 3.) To provide quality leadership, support and encouragement to the members of YAH.

Help harness the tremendous spiritual power in adults that is too often undiscovered and untapped.

Help meet the challenge of sparking new light and new life into the Sr. Adult Ministry.

Help adults discover new life-balance in their faith; the message of the Good News.

Help adults find positive challenge so they can grow fully and find new meaning and new purpose at a time when many feel that these things are behind them.

#### **3.0 GOALS**

To involve as many senior members of the church and community as possible in spiritual and social activities. For those who are unable to leave their homes, a visitation team will visit them on a regular basis.

To expand the ministry of YAH and TRWC to the surrounding community and beyond.

To improve the competence in leaders in knowledge, skills and competencies by providing high-quality training opportunities related to the faith development of senior adults.



Expand professional work opportunities in the area of Sr. Adult Ministry.

Promote lifelong personal and spiritual development as well as the overall well-being of senior adults. Develop and offer teaching tools and learning resources specially designed for the personal and spiritual development of senior adults.

Promote YAH involvement in state and national meetings and activities.

#### **4.0 ORGANIZATION**

YAH is overseen by the Senior Adult Pastor. The Sr. Adult Pastor is appointed by the Senior Pastor.

The Senior Adult Pastor also appoints Senior Ministry Directors, pending the approval of the Senior Pastor. These Ministry Directors help oversee the many individual outreach directors. (Please see the organizational chart.)

All Directors and other YAH officers are appointed by the Sr. Adult Pastor—approved by the Administrative Pastor—and then approved by the Senior Pastor as needed. The group is under the direction of and responsible to the Senior Pastor.

The Sr. Adult Pastor reports directly to the Administrative Pastor.

#### **5.0 OUTREACH DIRECTOR JOB DESCRIPTION**

In addition to their specific duties related to their particular outreaches, each Director shares the following responsibilities:

- A. Work closely with Sr. Adult Pastor(s) and the Sr. Ministry Director(s).
- B. Correlate and coordinate all activities for your particular outreach.
- C. Report all activities or inactivities to the Sr. Adult Pastor(s) and Sr. Ministry Director(s).
- D. Recommend actions to enhance the Sr. Adult Ministry
- E. Provide services to home-bound members (calls, cards, visits, etc).
- F. Complete and submit monthly report to Sr. Adult Pastor(s).

G. Be a good listener.

H. Love senior adults. This is *extremely* important. Without **love**, failure is certain.

## 5.1 Criteria for Leadership in Senior Adult Ministry

All candidates for leadership positions must have completed the Connecting to Ministry leadership training course. All current leaders who have not taken the course are encouraged to do, but they are not required to do so.

**The position of Senior Adult Pastor requires the completion of this course without exception.**

Other criteria:

- Must be a member of TRWC
- Must have a heart for ministry
- Must have a love for senior adults
- Faithful attendee of TRWC
- Pay tithes to TRWC

## 6.0 OUTREACHES

Outreaches include, but are not limited to, the following:

**Encouragement:** This committee send cards and makes phone calls to those who are in the hospital, sick or simply need encouragement. YAH pays for all cards and postage. Cards are mailed from committee member's home.

**Visitation:** This committee visits those who are home bound, in nursing homes and in hospitals to provide love, encouragement, prayer, etc. This is in addition to TRWC's visitation through the Elder's Ministry.

**Helping Hands:** Provides meals for two or three weeks (or as long as it takes) when the primary meal provider is in the hospital or sick. The Director lines up committee members to cook and bring the meals.

**James Gang:** The purpose of this ministry is to help single mothers and seniors in need of minor home or auto repairs or with relocation. They try to limit each job to three hours.

**Benevolence:** Aiding seniors in need of financial help. Help is given in the form of gift cards (IRS does not allow them to give money) or by purchasing food for them through Angel Food Ministries. All gift cards are reported by the Sr. Adult Pastor on the Monthly Report.

**Outreach:** Ministry to nursing home residents and shut-ins. Visits include reading to them, teaching them, and simply loving them.

**Veterans' Ministry:** This group visits the veterans at the Jefferson Barracks nursing home, offering love, prayer and other assistance.

**Drama Team:** Annual drama presentation with spiritual emphasis.

**SALT (Senior Adults Living Triumphantly):** Ministry for retired single senior adults.

**Waymakers:** Ministry to single senior adults who are still working

**Third Age:** Computer class taught by Sr. Adult Pastor

**Church on the Go:** The Sr. Adult Pastor sends DVDs of the church services to several shut-ins. In some cases, he also even personally brings them a portable DVD player to keep and use for a period of time.

## **7.0 YAH MEETINGS AND ACTIVITIES**

The group will meet on the first Friday of every month (except for trips or holidays) for fellowship and spiritual growth. When a trip is scheduled, the regular meeting will not be scheduled. When a holiday falls on the same weekend as the first Friday, the meeting may be moved to the second Friday if attendance would be influenced by that particular holiday. A planning committee will be selected from among the members and leaders who will provide a list of activities to the Assimilation and Production Directors for scheduling purposes. The Committee must include the Sr. Adult Pastor(s) and Senior Ministry Director(s). Activities will be planned in October for the following year.

## ***Section B.***

### **POLICIES AND PROCEDURES**

#### **1.0 COMMUNICATION**

A telephone tree will be selected from among the members to communicate the needs of the membership (i.e. prayer, transportation, activities, etc.). the telephone tree and others will be available to the Pastoral Staff to make calls and/or send emails to the members of the church whenever, and for whatever need, the Sr. Pastor deems necessary.

##### **1.1 Phone Tree Procedures**

All prayer requests come directly to the Sr. Adult Pastor. When he receives a request, he emails this request to the entire YAH Prayer Chain who have email capacity. Those who do not have email are communicated to through the Phone Tree. The Phone Tree Director is notified. The Director contacts the Team captains, who also contact the Team Leaders. No person should ever need to call more than three people. There are approximately 120 prayer requests a month.

All other important information may also be communicated using this method.

##### **1.11 Pagers**

For members dealing severe health conditions, a pager may be given to them. Those praying for the person may dial a number and make the pager vibrate to signal to that person that someone is praying for them. Pagers are given at the discretion of the Sr. Adult Pastor.

#### **2.0 FINANCES**

It is intended that YAH will be self-sustaining. We will endeavor to establish a benevolent fund to assist those financially unable to participate in activities where costs may be prohibitive.

##### **2.1 Financial Reports and Procedures**



YAH has its own external bank account and the Sr. Adult Pastor writes checks as ministry needs arise. He also uses a YAH credit card.

When a Director needs funds for an outreach, they request the funds through the Sr. Adult Pastor. He then writes them a check for that particular need. On occasion, the purchase is made, then a receipt is given to the Sr. Adult Pastor for reimbursement.

The Sr. Adult Pastor must present a monthly report and submit it to the Business Administrator. A copy of the most recent bank statement must be included. The bank statement must be balanced prior to submission. All receipts must also be attached.

All major expenditures (\$1,000 or more) must be approved by the YAH membership. This does not include banquets or meetings, when caterers or suppliers must be paid. In most cases these costs are covered by ticket sales. Similarly, it does not include the expenditure of funds for the Senior Adult Convention in April, the Fall Getaway in September and other trips, cruises, etc. where funds have been received from individuals and related expenses are being paid.

## **2.2 Benevolence**

A number of individuals have signed up to support four cottages at the Home for Children. A check in the amount of the receipts for the month (currently \$950) will be cut on or about the last day of each month and mailed to Home for Children. There is an account for Children's Home monies in the YAH account. All other monies collected in the receptacle at the YAH table in the foyer (these collections are called "Coins for Kids") will be added to the above-mentioned check as well.

A standing gift of \$75 has been approved by membership for the use of helping our widows.

## **2.3 Flowers for the Deceased**

Flowers are ordered for those members who have gone on to be with Lord. The expenditure should be between \$40 and \$50.

## **2.4 James Gang**

The purpose of this ministry is to help those in need of minor home or auto repairs, relocation of members, etc. In cases where individuals can afford the service, they are charged for parts and a nominal charge for labor. If they can only pay for parts, no labor will be charged. If they can't afford parts or labor, the cost will be taken from the James Gang account. All donations to YAH for the James Gang will go into the James Gang account. All payments for labor and/or materials also go into this account.

### **3.0 EQUIPMENT**

All equipment owned by YAH will be maintained by the Sr. Adult Pastor(s) and/or the Senior Ministry Director(s). Loan of equipment will be restricted to responsible individuals who are a part of the YAH Leadership. No equipment shall be removed from the TRWC facilities except for YAH activities or YAH-sponsored events taking place outside of the church, and then only by the Sr. Adult Pastor(s) and/or the Senior Ministry Director(s).

**No equipment will be loaned to any individual, organization or group outside of the TRWC family.**

Equipment currently includes two fully-operational buses.

### **4.0 MINISTRY**

Although YAH has fellowship activities, the primary purpose is ministry. We will endeavor to start new ministries wherever and whenever necessary to meet the needs of our members and community. Senior adults have distinct and unique personal and spiritual developmental needs. For maximum learning success, Senior Adults need to be addressed in ways equally unique, using instructional approaches and learning tools specially crafted for their needs.

### **5.0 ASSIMILATION**

When a person attends a TRWC for the very first time, the Assimilation Director follows up with that person by phone to thank them for coming and tell them more about YAH and TRWC. They may also send them a card in the mail. During the phone call, they try to set up an informal meeting after an upcoming church service to be able to greet them personally and talk a little more. The Senior Adult Pastor will send a follow up letter to each first time guest.

The Assimilation Director will then call and check in them now and then.

These Assimilation procedures are in addition to the procedures used by the Assimilation Office at TRWC. All new names that come into YAH are also given to the main Assimilation Office. The Senior Adult Pastor updates the ACS database with information obtained from new senior members.

## **6.0 WEBSITE**

The website for the Senior Adult Ministry is **[www.trwcyah.org](http://www.trwcyah.org)**. It is completely updated and monitored by the Sr. Adult Pastor.

## **7.0 NEWSLETTER**

A monthly newsletter is published in house and distributed to the membership, staff and others. The newsletter is available on the senior adult table in the church foyer and also mailed to shut-ins. The newsletter will not be mailed to anyone besides shut-ins, except in cases where members are recuperating from a surgery or illness. Arrangements can be made to mail the newsletter for a nominal fee to cover postage and handling.

## **8.0 YAH TABLE IN FOYER**

YAH has been assigned one of the permanent tables in the TRWC church foyer. This desk is manned by one of the YAH members before and after every service to answer questions, facilitate sign-ups for trips, cruises, events, etc., and to sign up new members to YAH. A flat-screen TV is also posted on the wall behind the table with a slideshow of YAH activities, events and pertinent information.







# **Twin Rivers Worship Center**

## **SMALL GROUPS**

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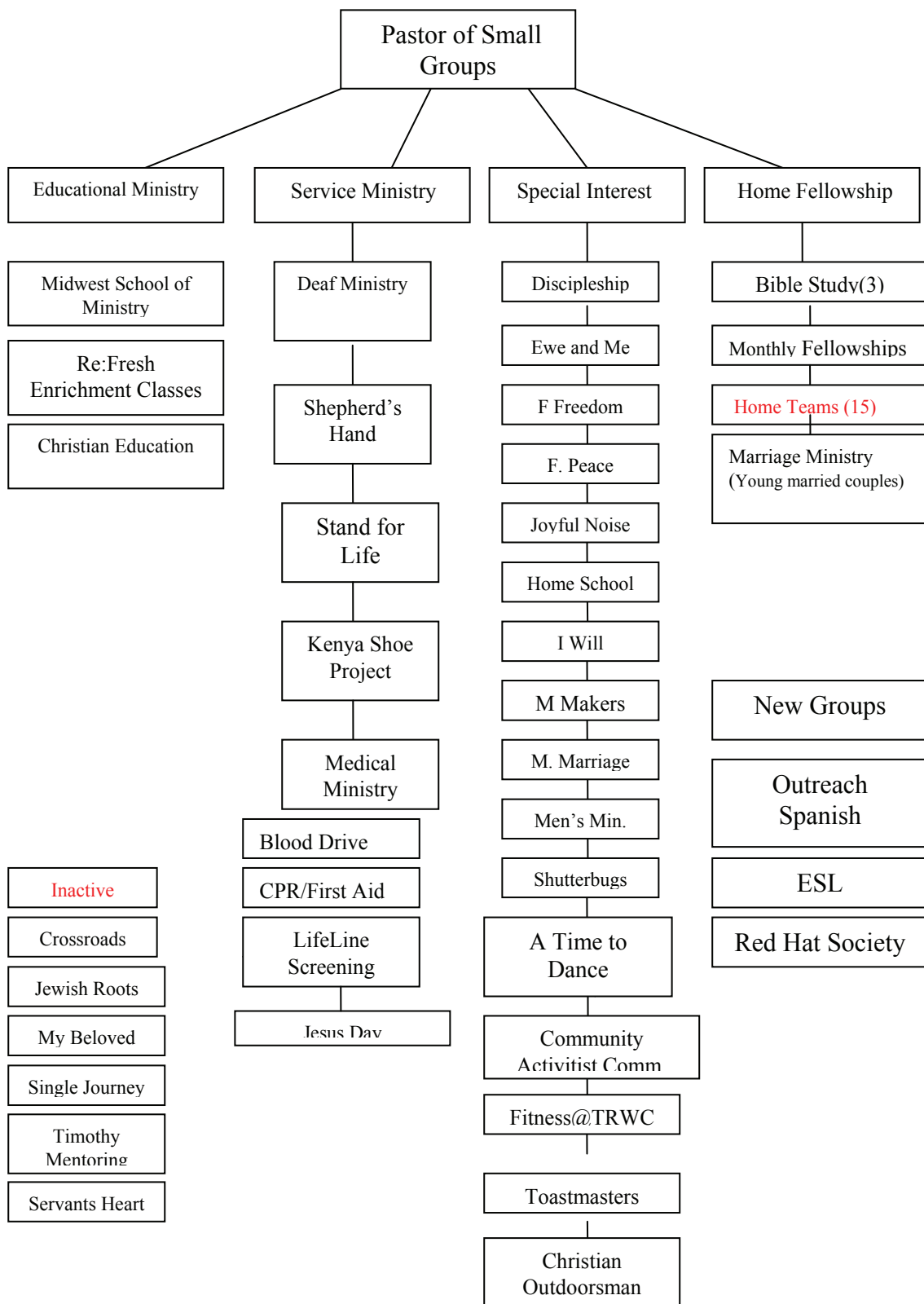
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- B. Reference Form
- C. Small group Leader Registration Form



## ***Section A.***

### **ORGANIZATION AND BASIC INFORMATION**

#### **1.0 ORGANIZATION**

Small Groups is overseen by the Small Groups Director. There are four major categories:

- A. Educational Ministry
- B. Service Ministry
- C. Special Interest
- D. Home Fellowship

See the Organizational Chart for a complete list of the TRWC Small Groups.

#### **2.0 DOs AND DONTs**

Do:

Integrate any combination of the following:

- Bible Study
- Prayer
- Worship
- Testimonies
- Fellowship

Don'ts of a Small group:

- Business
- Offerings
- Unapproved Speakers
- Make contracts on behalf of Twin Rivers  
Worship Center

#### **3.0 WHEN TO MEET**

Groups can meet at any time. Keep in mind that people are looking for a group that will fit their schedules. It's important to decide which day and time of the

week the group should meet. Potential members will pass over groups if this isn't concrete.

#### **4.0 WHERE TO MEET**

Groups can meet almost anywhere. The leader's living room, dining room, a community center, lunch room, local coffee shop and neighborhood parks all make excellent meeting locations for small groups to meet. Be creative. And it's important to follow proper protocol for securing space at a place of employment,

community rooms, etc.) If location is a problem, the group has the option to meet at Twin Rivers Worship Center. Rooms are assigned on a first come, first serve basis.

#### **5.0 CHILDCARE OPTIONS**

A. Many groups have found a reliable teenager who will come to their home to provide childcare while they meet.

- Parents can pay this person directly
- It is acceptable to have a "group fund" to help subsidize the cost of childcare.
- It needs to be managed with integrity.
- Please take careful consideration in selecting a childcare worker since children are under their watch

B. Small groups can simply rotate this responsibility among the participants in the group—with different individuals or couples doing this each meeting. Someone in the group can manage the scheduling of this rotation.

#### **6.0 NAMING THE GROUP**

Make sure the name of the group clearly communicate what the group is about. Clever names that aren't clear will get passed over by potential members.

#### **7.0 REQUIREMENTS**

The Group Leader can define the limitations, such as "men only," "ages 20-30 only," etc. They can also choose required materials—" \$10 for workbook," "bring your Bible," etc.

## **8.0 SCHEDULE**

The Small Group Directory Form indicates the beginning and ending weeks of each semester.

## ***Section B.***

### **PROCESS FOR BECOMING A SMALL GROUP LEADER**

#### **1.0 SMALL GROUP LEADER JOB DESCRIPTION**

**Position:** Small Group Leader

**Responsible to:** Small Groups Pastor

**Mission Statement:** To promote healthy relationships through small groups which empower people for ministry.

**Prerequisites:** Meet all requirements for a Small Group Leader. Be actively involved in a small group.

**Responsibilities:**

- Attend leadership training meetings as scheduled during the semester.
- Pray for and coordinate with the Small Group Leaders.
- Identify and mentor small group leaders with the potential of them becoming department leaders.
- Assist your small group leaders in identifying and mentoring their assistant group leaders.
- Live an exemplary Christian lifestyle.
- Maintain unity by representing the philosophy of Twin Rivers as stated in the Declaration of Faith.
- Provide inspirational leadership, continual encouragement, assistance, support and accountability to your small group leaders.
- Attend a small group meeting monthly.
- Have personal contact with each leader in your department on a regular basis (i.e. phone, email, note, lunch meeting, etc.) to initiate the flow of important information or requests for volunteers to small group leaders.

- Attend TRWC for one year, consider it your “home church” and support the church with your tithe regularly.

## **2.0 DECLARATION OF FAITH**

Small group Leaders must adhere to this Declaration in its entirety:

The Church of God believes the whole Bible to be completely and equally inspired and that it is the written Word of God. The Church of God has adopted the following as its standard and official expression of its doctrine.

We Believe:

- In the verbal inspiration of the Bible
- In one God existing in three persons; namely, the Father, the Son, and the Holy Ghost
- That Jesus Christ is the only begotten Son of the Father, conceived of the Holy Ghost, and born of the Virgin Mary. That Jesus was crucified, buried, and raised from the dead. That He ascended to heaven and is today at the right hand of the Father as the Intercessor.
- That all have sinned and come short of the Glory of God and that repentance is commanded of God for all and necessary for Forgiveness of sins.
- That justification, regeneration, and the new birth, are wrought by faith in the blood of Jesus Christ.
- In Sanctification subsequent to the new birth, through faith in the blood of Christ; through The Word, and by the Holy Ghost.
- Holiness to be God’s standard of living for His people.
- In the baptism with the Holy Ghost subsequent to a clean heart.
- In speaking with other tongues as the Spirit gives utterance and that it is the initial evidence of the baptism of the Holy Ghost.
- In water baptism by immersion, and all who repent should be baptized in the name of the Father, and of the Son, and of the Holy Ghost
- Divine Healing is provided for all in the atonement.
- In the Lord’s Supper and washing of the saints’ feet.
- In the pre-millennial second coming of Jesus. First, to resurrect the righteous dead and to catch away the living saints to Him in the air. Second, to reign on the earth a thousand years.
- In the bodily resurrection; eternal life for the righteous, and eternal punishment for the wicked.

## **3.0 PROCESS FOR BECOMING A NEW LEADER**

The Small Groups Pastor meets with those who want to be a Small Group Leader and/or have an idea for a Small Group. This first meeting is a discussion to see if the person is really passionate about a Small Group and to get an idea of who they are, etc.

If they are passionate and want to pursue it, then the Small Groups Pastor has the person fill out the following:

A. Small Group Leader Interview

This interview asks several questions to give the Small groups Pastor an idea of where they are spiritually, what experience they have had in leadership, and their overall qualifications.

Please see Attachments for a sample.

B. Authorization Form for Criminal Background Check

TRWC does a background check on all potential Small Group Leaders.

C. Personal References

The applicant is asked to secure three personal references (not including family), with one preferably from a ministry supervisor (i.e. previous pastor, Sunday School teacher, professional business associate, etc.).

They are given a reference letter, a reference form and return envelopes by TRWC. The forms should be mailed directly to TRWC.

Please see Attachments for a sample of the Reference Form.

D. Small Group Leader Registration Form

Please see Attachments for a sample.

E. Small Group Directory Form

After all of these forms have been filled out and returned, and all references and background checks have been taken care of, then the Small Groups Pastor meets with the Administrative Pastor to discuss the applicant. After prayer, discussion and thoroughly looking over the paperwork and qualifications, they can arrive at three or four different conclusions:



- A. Yes, they would make a good leader
- B. No, not at this time
- C. Serve as an assistant leader first
- D. Seek ministry for personal issues first

The Small Groups Pastor communicates the outcome to the candidate. If yes, then the Small Groups Pastor has them finalize their idea for the Small Group and finish filling out the Small Group directory Form. He also begins giving them information to help launch the new small group and begins the orientation process (which includes teaching much of the material in this Small groups section.)

If yes, the Small Groups Pastor and the Administrative Pastor begin discussing plan of action, how to advertise for the group, etc.

## ***Section C.***

### **POLICIES**

#### **1.0 CONFIDENTIALITY POLICY**

To ensure the growth and effectiveness of small groups, Twin Rivers has adopted this confidentiality policy concerning communications between small group members and their leaders. Unless indicated otherwise, communications within small groups are confidential. Small group leaders minister to the individuals they lead. They will not divulge any confidences of the group or its members except to confer, as needed, with other church leaders who will respect the confidentiality of such communications and, in rare circumstances, to protect children and others at risk of serious harm. The church commits itself to preserve and protect the confidentiality of small group communications because confidentiality allows individuals to explore their failures, their aspirations, and God's love.

The church's confidentiality policy is subject to its Sexual Misconduct Policy, which requires certain individuals identified as "mandatory reporters" under the law to report knowledge or reasonable suspicion of child abuse. Persons required to report such abuse, neglect, or circumstances include: Physician or surgeon (includes "in-training"); Child health associate; Medical examiner or coroner; Dentist; Osteopath; Optometrist; Chiropractor; Chiropodist or Podiatrist; Registered Nurse or Licensed Practical Nurse; Hospital personnel engaged in admission, care, or treatment of patients; Christian science practitioner; Public or private

#### **2.0 MINISTRY GUIDELINES**

Small group leaders always have the option of discussing with the Small Groups pastor situations which they feel they are unqualified to address. While maintaining the confidence of the communication, the Church may decide to seek professional assistance in these circumstances. A few of the instances in which small group leaders should always communicate with their next level leader include the following:

1. Child Abuse
2. Credible threats of harm to others and self
3. Serious mental health problems including severe depression

4. Illegal substance abuse

5. Demonization

Small group leaders and members should generally avoid communication with members of the opposite sex without another person present. If this type of one-on-one communication is essential, Church staff should be contacted.

### **3.0 SMALL GROUPS WEBSITE GUIDELINES**

The use of Internet technology offers us a very effective way to communicate information to and about small groups. In keeping with the philosophy of the church, there are a few simple guidelines to aid small group leaders who want to develop a website to support their small group. Since these websites represent the body of Christ who attend TRWC, all websites should be reviewed and cleared by the Small Groups pastor before being activated on line.

#### **Small Group Website Guidelines:**

- A. Websites developed to support TRWC small groups should encourage and strengthen the body of Christ, avoiding the inclusion of any information or material that might misrepresent our church or the body of Christ in general.
- B. Websites supporting a TRWC small group should not sell products or conduct any type of business.
- C. Websites should not include any defamatory language towards individuals, groups or organizations.
- D. Websites should not be used to express political opinions of the small group leader, or speak to issues on behalf of TRWC, TRWC staff, or the Senior Pastor.
- E. Any description of the small group should identify themselves as a small group ministry of Twin Rivers Worship Center.
- F. Use of TRWC graphics, namely pictures of staff members (especially the Senior Pastor) should be done only with the permission. If permission is given, they should be placed as a file that cannot be copied.

### **4.0 MEDIA RELATIONS**

This policy establishes guidelines for dealing with third party information requests, i.e., News Media, Law Enforcement Officers, Private Investigators, Social Workers, friends or relatives of Twin Rivers Worship Center.

It is very important to be able to communicate to the public through the media. If TRWC has a negative encounter with the news media, it could tarnish the church's reputation in the community and beyond. TRWC must be prepared to present factual information at all times.

Verbal and/or written communication from third party entities should be directed to the Senior Pastor and/or the Administrative Pastor with the exception of communication regarding an incident of sexual misconduct, which must be directed only to the Senior Pastor's office. If someone calls requesting information, quickly connect them with the first available designated spokesperson who is most qualified to respond to the questions being asked. Should the Senior pastor, Administrative pastor, or the Business Administrator be unavailable, the attorney of record for TRWC (add name) should be consulted prior to distribution of any written information.

Representatives of various official groups, e.g. the police department, a social services agency, or a representative of the court, may also contact the church in person. In all cases, legal counsel should be consulted before any employee allows access to the church facilities and before releasing any church document.

Caution is indicated when dealing with parties or individuals who may have interests not in common with or divergent from the purposes of TRWC.

Be wise, but above all, be honest. Evasive words can cause people to want to look for more negative information regarding the church. Never say "No Comment." That appears as though the church has something to hide. If it is inappropriate to discuss a subject or you don't have all the facts, say, "We are looking into the situation." If it is a matter of confidentiality, as with a counselee, then just explain that.

Treat people who want information with respect. Pray for favor with man and remember that you are a representative of the Lord Jesus Christ.

## **5.0 CONFIDENTIALITY AND CONFIDENCE GUIDELINES**

Twin Rivers Worship Center believes in the importance of promoting accountability among believers and confidential relationships in which individuals and couples can explore God's will for their lives. Close Christ-

centered relationships enable members to see God work in each other's lives. This increases faith. There is no way to verify the work of God's grace in us if we are independent of one another; nor is there any way to demonstrate godliness to others unless we interact with them. Accordingly, Twin Rivers encourages members, as part of the discipline of faith, to engage in healthy, supportive relationships with other members through small groups. Small groups are an essential extension of the Church's ministry.

## **6.0 PURCHASES**

All requests for monies from the Group Leaders must go through the Small Groups Pastor. He issues a check request and submits it to the Business Office. He then relays the check to the Small Group Leader. Checks are never made out to the Leader except in the rare case of reimbursement.

## ***Section D.***

### **MEETINGS AND EVENTS**

#### **1.0 MEETINGS**

##### **1.1 Quarterly Meetings**

The Small Groups Pastor meets with all of the Small Group Leaders once a quarter as a group. The agenda includes in-house operation issues, scheduling, forecasting what's coming up, etc.

##### **1.2 Monthly Meetings**

The Small Groups Pastor meets individually with the Small Group Leaders once a month and as need be.

##### **1.3 Weekly Meetings and Reports**

The Small Groups Pastor meets with the Administrative Pastor once a week. He also turns in a weekly report to the Adm. Pastor.

##### **1.31 Monthly Report**

The Small Groups Pastor turns in a monthly report to the Administrative Pastor and Senior Pastor, detailing special, newsworthy items. The Senior Pastor uses this in his monthly email to the congregation.

#### **2.0 SMALL GROUPS EMPHASIS WEEK**

This week provides a great opportunity for Leaders to promote their groups. On the Small Group Directory Form, they have the option to select to participate in the SGM Emphasis Week where they can set up a table to promote their group to a targeted audience. By hosting a table they can begin signing people up as small group members. They can make up a flyer, hand out treats, etc. to attract interest in their group.

### 3.0 VISION CASTING / PARADE OF FLAGS

Each ministry is required to create a ministry flag to be used in the vision casting service each year. The service will consist of a parade of ministries where each ministry will be presented in front of the church giving a brief description to the congregation.

Getting Started:

1. Create a ministry logo
2. Create a ministry theme or motto.
3. Develop a layout for your banner
  - What do you want people to know about your ministry?
  - Keep your layout simple and appealing
  - What color schemes do you want to use?
  - What type of material do you want to use?
  - Possible choices include- silk, canvas, felt, or cotton fabric
  - What type of lettering do you want to use?
  - Possible options—painted-on lettering, iron-on, stick on letters, glue on, or sew
4. How are you going to hang your banner on the pole and stand?
5. When do you need your banner completed?

The parade of flags rehearsal will be held on the Saturday Casting Service. Leaders should contact the office to let them know they will be participating.

**Banner Dimensions:** Width 36 inches, Height 48 inches

## *Section E.*

### CHRISTIAN EDUCATION

#### 1.0 AREAS OF EMPHASIS

Wednesday evenings at TRWC are focused on Christian Education. Although some of the classes change each semester, the three areas of emphasis remain the same.

**6 pm hour:** Focused on interest-based and need-based classes like Spanish, English, evangelism, cooking, sowing, gardening, etc.

**7 pm hour:** Bible study classes—Pastors' Bible Studies for adults, kids' Bible Studies, etc.

**8 pm hour:** Biblically-based classes that are more targeted and topical such as End-time Prophecy and Apologetics.



**TWIN RIVERS WORSHIP CENTER  
SMALL GROUP LEADER  
INTERVIEW**

**New Leader Name:**\_\_\_\_\_ **Date:**\_\_\_\_\_

**Interviewer Name:**\_\_\_\_\_ **Phone:**\_\_\_\_\_

**Interview Questions:**

1. Tell me something about yourself – your family, your work, your interests.
  
2. Briefly share how and when you became a Christian. What kind of church did you grow up in? How did you come to Twin Rivers?
  
3. Tell me what you know about TRWC. Are you a *member*? How often do you attend services and how often do you tithe?
  
4. What previous leadership experiences have you had? Why do you want to lead a small group at Twin Rivers? If applicable, does your spouse support you in this?
  
5. What is your idea for your small group?
  
6. What challenges are you facing right now? Are there any legal, moral, or emotional issues that you would like help with?
  
7. Do you have any questions or concerns you would like to ask of me?

**Interviewer recommendation for this applicant regarding small group leadership:**

☐ Yes   ☐ No   ☐ Serve as an assistant leader first   ☐ Seek ministry for personal issues first

**Explain:**

## *Twin Rivers Worship Center*

### Reference Form for Small Group Leaders

Thank you for taking a few minutes to complete the reference information on the application for small group leadership. Your comments will be a major factor in assessing the suitability of the applicant for leading a small group at TRWC. All information will be treated as strictly confidential.

**Small Group Leader Applicant Name:** \_\_\_\_\_

**Reference Name:** \_\_\_\_\_

**Reference Phone Number: (Day)** \_\_\_\_\_ **(Evening)** \_\_\_\_\_

#### **Background Information**

What is your relationship to the potential small group leader? \_\_\_\_\_

How long have you known the potential small group leader? \_\_\_\_\_

In a few words, how would you describe his/her general character? \_\_\_\_\_

#### **Personal Attributes**

Please assess the applicant's personal character attributes on a scale of 1 (weak) to 5 (outstanding).

	1	2	3	4	5
Ability to work in a "team" environment	___	___	___	___	___
Ability to function within guidelines	___	___	___	___	___
Ability to learn new ways to do things	___	___	___	___	___
Ability to accept correction graciously	___	___	___	___	___
A person of integrity	___	___	___	___	___
Compassionate & caring for others	___	___	___	___	___
Trustworthy	___	___	___	___	___
Reliability	___	___	___	___	___
Self confidence	___	___	___	___	___
Emotional stability	___	___	___	___	___
Moral character	___	___	___	___	___
Personal discipline	___	___	___	___	___
Marriage & family relationships	___	___	___	___	___

Please feel free to comment on any of the above attributes in more detail here: \_\_\_\_\_

#### **Involvement with Children & Sexual Misconduct**

Have you ever observed him/her interacting with children? ☐ yes ☐ no

Would you feel comfortable leaving your own children alone with him/her? ☐ yes ☐ no

To your knowledge, has he/she ever been accused of any form of sexual impropriety or contact with any adult or child? ☐ yes ☐ no

#### **Other Comments**

What are the applicant's strengths? \_\_\_\_\_

What are the applicant's weaknesses? \_\_\_\_\_

Other concerns or comments: \_\_\_\_\_

Are you supporting this application & the applicant's overall ability for small group leadership? ☐ yes ☐ no

**Twin Rivers Worship Center**  
10575 Tesson Ferry Rd.  
Saint Louis, Missouri 63123



**Church:** (314) 729-0704  
**Business Office:** (314) 729-0324  
**Fax:** (314) 729-0699

**Small Group Leader Registration**

Date: \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

Daytime Phone \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Evening Phone \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**Idea for Small Group**

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**Small Group Ministry name?** \_\_\_\_\_

**How many weeks will the group meet?** \_\_\_\_\_

**What date when the group begin?** \_\_\_\_\_

**Where will the group meet?** \_\_\_\_\_

**Will Childcare be provided?** \_\_\_\_\_

**Name of Group Leader or Leaders** \_\_\_\_\_

**Have you been through the Get Connected program**    yes \_\_\_\_\_    no \_\_\_\_\_







**Twin Rivers Worship Center**

**SPORTS MINISTRIES**

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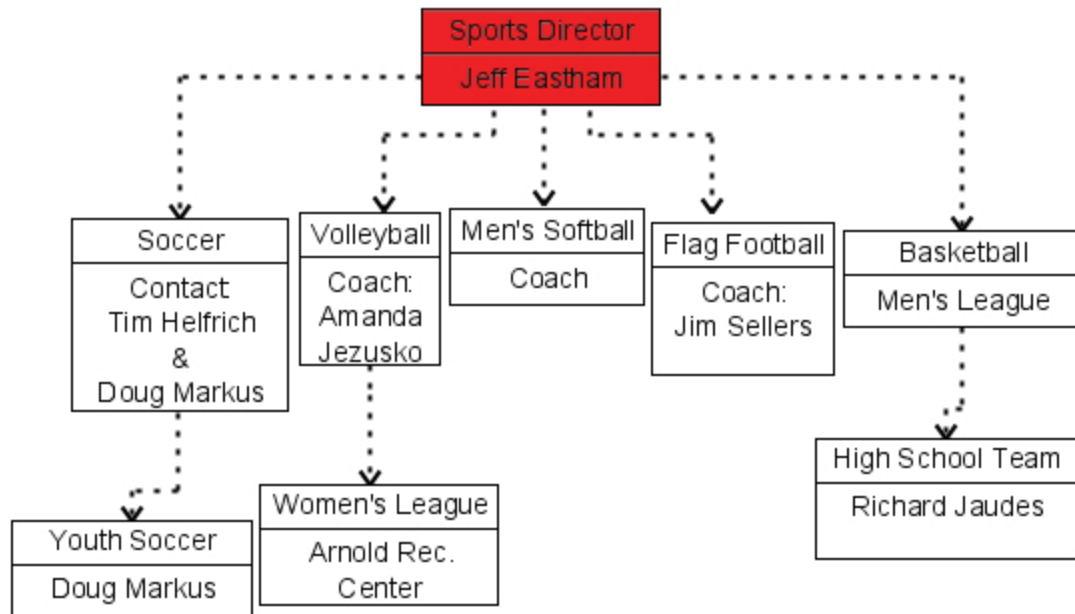
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## TRWC Sports Ministries



## ***Section A.***

### **POLICIES AND PROCEDURES**

#### **1.0 PURPOSE STATEMENT**

The purpose of TRWC Sports Ministries is to reach outside the church walls and invite people to be involved in a Christian environment and friendly competition with Christ-like attitudes. We will provide a place of safe fellowship for kids, teens, adults and families through many different sports and by being an example on and off the playing field.

Building bridges to people through sports, introducing them to Jesus Christ, establishing them in their faith, assimilating them into the church and training them to reproduce.

#### **2.0 SPORTS OFFERED**

The Director of Sports Ministries oversees the following sports:

- A. Men's Basketball
- B. High School Basketball
- C. Youth Basketball
- D. Flag Football
- E. Youth Baseball
- F. Men's Softball
- G. Youth Soccer
- H. Women's Volleyball
- I. Co-ed Volleyball
- J. Bowling
- K. Golf

#### **3.0 PROCESS AND CRITERIA FOR COACHING A TEAM**

All potential coaches must have at least attended two church services at TRWC with the intention of attending regularly. Those interested contact the Sports Director, and the Sports Director conducts an informal interview to get to know the person, discuss their heart and motivations for coaching, etc. (The Assimilation Office also contacts the Sports Director with names of those who declared an interest.)

The Sports Director then has the person fill out an approval form to do a background check. If the person is someone that the Sports Director is very familiar with already or has already been approved through other church ministries, then the background check is not necessary.

If the background check is clean and the Sports Director believes they are a good fit for that particular sport, then he will give approval for the person to coach. The coach must sign the Code of Ethics before being allowed to coach.

### **3.1 CODE OF ETHICS**

Coach and all players must agree to and sign the Code of Ethics form before coaching or participating in any sporting event.

Code of Ethics:

- A. Participants and spectators should exemplify Christ before, during and after competition.
- B. The use of alcohol or drugs is prohibited at any time while on the TRWC team.
- C. Profanity will not be tolerated and will result in disciplinary action.
- D. Proper uniform or athletic attire is required.
- E. Verbal confrontations with a coach, official or fan will not be tolerated.
- F. If a player is ejected, a one-game suspension will take affect.
- G. If a player is ejected twice during the season, they will be suspended from that sport for the remainder of that season and will not be permitted to participate in the next scheduled sport.

### **4.0 PROCESS AND CRITERIA TO PLAY ON A SPORTS TEAM**

To play on a TRWC sports team, a person must have attended at least two church services. They must also fill out a registration form which requires their basic information and asks which sports they are interested in playing. All information received from people who are new to the church is given to the Assimilation Office for them to conduct their normal follow-up procedures.

## **5.0 SCHEDULES AND FACILITIES**

The sports teams at TRWC practice and play at a variety of facilities and venues. The Sports Director is responsible for reserving all facilities and arranging all practice and game times and schedules. He then communicates all schedules and locations to the coaches.

## **6.0 MEETINGS WITH COACHES**

The Sports Director attends a practice or game approximately every three weeks or so for each coach. Afterward, they talk about the team, how things are going, etc. If issues arise, the Director will contact a coach as needed.

## **7.0 MEETING WITH ADMINISTRATOR**

The Sports Director meets weekly with the Administrative Pastor. He also prepares a Weekly Report detailing his activities for that week, upcoming events, and announcements needed for volunteers, etc.

## **8.0 ADVERTISING**

The TRWC Sports Ministries are advertised in the following ways:

- A. Church bulletin
- B. E-blasts
- C. Mail outs including the Monthly Newsletter, which is designed and printed in house and mailed from the church office to everyone who has participated in the Sports Ministries. Youth volunteers assist the Sports Director in printing, folding and mailing.
- D. Announcements from the platform during the main service on Sundays
- E. Ministry Information Wall (Sports Director designs and prints all brochures in house)





# **Twin Rivers Worship Center**

## **JOB DESCRIPTIONS**

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# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION**

### **Administrative Pastor**

**Job Classification: Full-Time, Salaried**

**Reports To: Senior Pastor**

**Updated: March 2005**

#### **POSITION PURPOSE:**

To serve as the Administrator and Liaison to the Senior Pastor over the following staff persons:

**Youth Pastor**

**Children's Pastor**

**Director of Education and Small Groups**

**Senior Adult Pastor**

**Evangelism and Outreach Pastor**

**Director of Assimilation**

**Director of Church Ministries**

To serve as the staff liaison for the Senior Pastor over the following ministries:

**Elders Ministry**

**Elisha Ministry**

**Encouragers Ministry**

**Care Ministries**

**Martha Ministry**

As administrator, a weekly staff meeting should be held for reporting purposes. Once a month, a staff training meeting will be held by the Senior Pastor for all church staff. The Administrative Pastor will be in charge of assisting and overseeing annual planning, ministry projections, in-house training and problem-solving for each area.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

#### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

##### **EXECUTIVE STAFF DUTIES**

- Attend a weekly Executive Staff Meeting with the Senior Pastor.
- Fill out a Report to the Senior Pastor to be handed in each week at the Executive Staff Meeting.
- Work in conjunction with the Administrative Assistant to the Senior Pastor.
- Serve as a confidante and advisor to the Senior Pastor in general church matters.
- Assist the Senior Pastor in promoting and organizing general church programs.
- Train staff within the assigned portfolio area.
- Assist in interviewing new staff positions. All final applicants must be approved and hired by the Senior Pastor.

- Serve as the New Ministry Processor for people interested in starting new ministries at TRWC.

#### **GENERAL STAFF DUTIES**

- Conduct weekly staff meetings for general reporting on the ministries in this position's portfolio.
- Conduct training sessions for all staff within your portfolio.
- Assist in moderating the monthly All Church Staff meeting.
- Attend a quarterly All Day Staff Planning Session.
- Approve all vacation and personal days off for staff within your portfolio.
- Familiarize yourself with the TRWC Employees Handbook.
- Conduct an annual Staff Evaluation for all staff within your portfolio.

#### **PASTORAL CARE**

- Serve the people of Twin Rivers in general pastoral care needs.
- Attend all monthly Elders Meetings and moderate the meetings when the Senior Pastor is away.
- Conduct wedding and funeral ceremonies for the congregation when called upon to do so.

#### **CARE MINISTRIES**

- Coordination of **Bereavement Care** service at the time of death of members/regular attenders between family members and church.
- Coordination of **Celebration of Birth** to members/regular attenders.
- Available for spiritual guidance and prayer to those phoning or visiting the office for same.
- Serve as the staff liaison to the **Sacrament Committee** to insure that all communions are scheduled and prepared.
- Serve as staff liaison to the **Baptism Committee**, to ensure that all baptism services are scheduled and prepared and that proper notification is given in the church bulletin for the next baptism.
- Serve as the staff liaison to the **Martha Ministry**.

#### **STAFF LIAISON AREAS**

- Work with the Senior Pastor in implementing an effective **Elders Ministry** at TRWC. This will include working with the Administrative Assistant to ensure that assimilation is operating smoothly and working with the Administrative Elders to see that all systems are operative and effective.
- Work with the Director of the **Elisha Ministry** to see that all systems are operating properly. Meet periodically with the Elishas for training.
- Meet periodically with **Encouragers** for reporting and training purposes.

#### **EDUCATION OR CREDENTIAL PREREQUISITES**

This position requires a Master's Degree and a minimum 5 years' pastoral or full time staff experience in a church of no less than 1,000 active members. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION** **Business Administrative**

Job Classification: Full-Time, Salaried

Reports To: Senior Pastor  
Updated: February 2008

### **POSITION PURPOSE:**

The purpose of the Business Administrators position is to manage the business affairs of Twin Rivers Worship Center (hereby referred to as TRWC), including all church owned businesses and to oversee the financial budgeting, accounting and financial planning.

### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The individual assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

### **DUTIES AND RESPONSIBILITIES:**

#### **BUSINESS OFFICE**

- Oversees all banking transactions, loans, savings, taxes, insurance, payroll and general accounting.
- Responsible for all church purchases in accordance with the TRWC policies and established guidelines.
- Oversee and train the bookkeeper.
- Maintain a functional and operation system of accounting and monthly reporting.
- Provide reports to each ministry leader for their accounts.
- Provide financial reports of the Board of Directors.
- Keep the Senior Pastor informed of all major business of the church.
- Conduct and annual audit for all TRWC and church owned businesses.
- Give the financial report and each monthly Board of Directors meeting.
- Create policies that promote efficiency and effectiveness for the TRWC business office.
- Create and implement the annual budget for TRWC.
- Handle all TRWC banking needs including loans, investments and accounting.
- Serve as the CFO representative of TRWC to outside vendors.
- Assist TRWC in securing grants from foundations and federal agencies.

#### **CHURCH OWNED BUSINESSES**

- Handle all church owned business transactions and banking through the TRWC accounting office.
- Conduct a managers meeting for all church owned business managers.
- Develop new businesses for TRWC for the purpose of creating additional income streams.
- The Business Administrator will receive a \$1000 stipend for each business that is started, after it is officially up and running. In addition, they will receive an Administrators fee each month for managing the business. The Administrators fee does not begin until the business is turning a minimum profit of \$2000 each month. The Administrators fee will be determined by the Business Administrator and Senior Pastor since each type of business will require different levels of involvement.
- Oversee the managers and business of all TRWC owned businesses.

This includes hiring and training all of the managers as well as handling their accounting through the TRWC business office.  
This also included conflict management and disciplinary actions, if they are required.

#### **ADMINISTRATIVE TEAM**

- Attend the Administrative team staff meeting each Tuesday at 11:00am.
- Work directly with the Senior Pastor to implement the vision of TRWC.
- Work in conjunction with the other members of the Administrative Team to promote a healthy working environment for all TRWC employees.
- Serve on the Board of Directors for TRWC.
- Keep the Senior Staff informed of all necessary business that effects to whole staff and/or budget.

#### **STAFF DUTIES**

- Attend required staff meetings and the monthly all church staff meeting:  
*Administrators Staff Meeting: Tuesday at 11:00am*  
*All Church Staff Meeting: Last Sunday of each month at 7:30pm*  
*Monthly Strategic Meeting: Last Wednesday of each month at 10:00am*  
*Quarterly Review: This is an all day staff meeting at the end of each quarter.*  
*(Spring, Summer, Fall, Winter)*
- Provide assistance to every ministry and department within the church by being available to answer questions, find resolves and to help with needs.
- Represent TRWC by expressing a warm welcome to visitors, developing a strong bond of trust with the congregation and serving as a liaison between the church and our community.

#### **EDUCATION OR CREDENTIAL PREREQUISITES**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized , accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship.

---

Senior Pastor

---

Date

---

Name

---

Date

**Date Hired:**

**Starting Salary:**

# TWIN RIVERS WORSHIP CENTER

## JOB DESCRIPTION

### Events Coordinator and Director of Operations

Job Classification: Full-Time, Salaried

Reports To: Senior Pastor

**Updated: July, 2008**

#### **POSITION PURPOSE:**

The Events Coordinator is in charge of keeping the church calendar and coordinating all inside and outside events that effects the overall operations of church ministries. The Director of Operations will oversee and coordinate, all maintenance, custodial and operational need to keep the TRWC facility it excellent condition as well as to ensure effectiveness and functionality.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This person must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of church ministry. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

#### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

- Keeping the TRWC church calendar and scheduling all ministry events
- Using ACS software to coordinate room usage to ensure that it doesn't overlap with other ministries
- Work with the receptionist to ensure that the workroom is fully stocked and functional
- Work with the receptionist to keep an adequate supply of all office supplies
- Work with maintenance to keep the building repaired and fully functional as well as schedule all repairs.
- Work with maintenance set up and tear down each room for ministry events. This should be done on a schedule.
- Create and **EVENT FACT SHEET** that is distributed among the staff for each **major** event.  
A major event is classified as an event that effects the majority of the ministries such as any event that requires child care, sound, media, musical instruments, several rooms and etc.
- Work with custodial to keep the building cleaned at all times.
- Keep all maintenance and operational files up to date.
- Serve as the recording secretary and Pastor's Assistant to the Deacon Board. Possibly conduct Deacon Board meetings in his absence.
- Chair an operations staff meeting each week with all operations staff.
- Oversee the Green Room receptionist for Sunday mornings. You must select, train and monitor this volunteer. (A budget of \$30 per week is provided for this ministry)
- Serve as the official staff liaison to all of the Wedding Coordinators.
- Serve as the official staff liaison to all families needing to use the church for a funeral.
- Serve as the official staff liaison to all outside groups needing to use our church facility.  
The exception to this rule is the Romanian Church which reports to Pastor Chuck.

**STAFF DUTIES**

- Attend staff meetings and all church leadership meetings.
- Provide assistance to every ministry and department within the church by being available to answer questions, find solutions and to help with their scheduling and set up needs.
- To represent TRWC by expressing a warm welcome to visitors, developing a strong bond of friendship with the congregational body and serving as a liaison between the church and our community.

**EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful. They must also be trained or be willing to be trained on ACS software.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

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Dr. Bryan Cutshall: \_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

Sue Wicks: \_\_\_\_\_  
Name

July 15, 2008  
Date

**Date Hired:**

**Starting Salary:**

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION**

### **Minister of Music**

Job Classification: Half-Time, Salaried

Reports To: Senior Pastor

Updated: **January 2004**

#### **POSITION PURPOSE:**

To serve as Minister of Music by overseeing the total operation of the TRWC Adult Music Ministry.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, they must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employee of the church understands that they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through, behavior, attitudes, actions or speech.

#### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

##### **Worship Services**

- Insure that all worship services start on time.
- Provide proper atmospheric music during each segment of the worship service.
- Provide altar music complete with musicians and singers.
- Provide appropriate music during the offering.
- Oversee and monitor the pre-recorded music played before and after each worship service.
- Insure that all batteries have been checked and changed in cordless mics and other equipment requiring batteries.
- Accompany the Senior Pastor in creating a proper flow in the direction the Holy Spirit is leading him.
- Insure that the sanctuary environment is one of genuine worship and not simply performance.
- Lead the congregation in worship each week.

##### **Praise and Worship Team**

- Recruit and train Praise and Worship Team.
- Insure that team attitude, dress and skill level is conducive to the TRWC worship environment.
- Conduct weekly rehearsals to learn new music and maintain a standard of excellence.
- Conduct periodic fellowships for team building.

##### **Musicians**

- Recruit and train church musicians to accompany and give support to each worship service.
- Insure that the musicians attitude, dress and skill level is conducive to the TRWC worship environment.
- Conduct weekly rehearsals to learn new music and maintain a standard of excellence.
- Oversee the repairs, replacement and updating of all instruments.
- Conduct periodic fellowships for team building.

##### **Praise and Worship Choir**



- Recruit and train Praise and Worship Choir
- Insure that their attitude, dress and skill level is conducive to the TRWC worship environment.
- Conduct weekly rehearsals to learn new music and maintain a standard of excellence.
- Conduct periodic fellowships for team building.
- Properly advertise and convey choir recruitment procedures to the congregation.

#### **Sound Technicians**

- Recruit and oversee the training of Sound Technicians
- Insure that a Sound Technicians is available for every service and all rehearsals
- Oversee the repairs, replacement and updating of all sound equipment.
- Conduct periodic fellowships for team building.

#### **Holiday Events**

- Provide appropriate music presentations for Easter and Christmas.
- Recruit and monitor the progress of the Holiday Music Director and Choir.
- Work with the Senior Pastor to plan and implement the annual Christmas Eve Service

#### **Special Music**

- Recruit and monitor the progress of the Special Music Leader
- Properly convey to the congregation the process to be a Special Music Singer

#### **Special Guests**

- Work with the Senior Pastor to select and schedule special musical guest that will enhance the goals and vision of TRWC.

#### **STAFF DUTIES**

- Attend staff meetings and all church leadership meetings.
- Provide assistance to every ministry and department within the church by being available to answer questions, find resolves and to help with needs.
- To represent TRWC by expressing a warm welcome to visitors, developing a strong bond of friendship with the congregational body and serving as a liaison between the church and our community.

#### **EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years' appropriate experience. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

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\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION** **Director of Media Ministries**

Job Classification: Full Time, Salaried  
**Hired: January 2004**

Reports To: Administrative Pastor  
**Updated: September 2008**

### **POSITION PURPOSE:**

To provide a variety of opportunities to the ministries of Twin Rivers Worship Center through the medium of media such as the website, PowerPoint presentations, videos, etc.

### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

### **DUTIES AND RESPONSIBILITIES:**

#### **General Media Responsibilities**

- To establish and train a strong, volunteer committee within the media field, holding regular meetings.
- To edit and finalize the weekly sermon PowerPoint presentations, staffing a qualified operator for each of the designated services so that the media booth is never unmanned during a worship service.
- To consistently maintain an updated website, including the guest book, photo archives, staff information, calendar of events, sermon podcasts and upcoming announcements.
- To maintain and grow the video ministry to include recording the services, appropriate intro's and outro's to the sermon DVD's, scheduling camera people, editing and the installation and maintenance of appropriate lighting. The goal should be to move towards television production.
- To staff and maintain a resource center for the duplication, sales and distribution of audio and video media.
- To staff and maintain the TRWC bookstore.
- To assist with the design work of promotional materials when called upon to do so.
- To maintain and update the weekly announcement loop.
- To display a team spirit by assisting the publicity efforts of departmental ministries including viewing, editing or producing departmental video clips. All videos to be used in a Sunday service must be previewed by the Media Director; and previewed and approved by the Senior Pastor or Administrative Pastor if the Senior Pastor is unavailable.
- To assist the Minister of Music by preparing the praise and worship slides submitted for the Sunday services, always remaining alert for a change in the flow of the service, and to see that a qualified individual is manning the media booth at all times during praise and worship.

#### **General Staff Responsibilities**

- Attend the weekly report, monthly strategic, quarterly review and bi-monthly all church staff meetings as well as special meetings called by the Senior Pastor or Administrative Pastor.
- Be punctual and well prepared for each meeting, always ready to offer creative ideas and suggestions.
- When called upon to do so, serve with a cooperative spirit on a creative team to implement a special event or worship service.
- Observe the office hours (9am to 4 pm) on Monday, Wednesday and Thursday with flexible hours on Friday. Sunday is considered a work day. Special consideration is given to any staff person who works a late evening event.
- It is understood by all parties that any outside employment must not interfere with the performance of the employee's duties or observance of the regular work days.

\*This updated job description replaces all previous job descriptions both written and verbal.

### **EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The candidate must have excellent people skills, communication skills, attitude skills and computer skills. They must be organized , accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

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\_\_\_\_\_  
Business Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# TWIN RIVERS WORSHIP CENTER

## **JOB DESCRIPTION** **Pastor of Women's Ministries** **Associate Care Pastor**

Job Classification: Full-Time, Salaried  
(To be reviewed by Senior Pastor after implementation)

Reports To: Admin Pastor  
Care Pastor

**Updated: January 2009**

### **POSITION PURPOSE:**

As the Pastor of Women's Ministries, this position will oversee the total TRWC Women's Ministry Program seeking ways to minister to women and getting women involved in ministry. As the Associate Care Pastor, this position will serve to support and enhance Care Ministries by assisting the Care Pastor and Elder's Ministry with designated areas of pastoral care.

### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

#### **CARE MINISTRY**

- Ordering of flowers for births/hospitalizations/deaths for members/regular attenders.
- Coordination of **Bereavement Care** service at the time of death of members/regular attenders between family members and church.
- Coordination of **Blessings At Birth** to members/regular attenders.
- Coordination of **Feeding Body and Soul** to members/ regular attenders.
- Available for spiritual guidance, prayer, phone calls, hospital calls or personal visits to those in need when directed by the Care Pastor.
- Serve as the contact pastor when the Care Pastor is unavailable or on vacation.

#### **WOMEN'S MINISTRY**

- Provide yearly goals for the Women's Ministry.
- Maintenance of budget and, if necessary, planning of fund raising events.
- Provide opportunities of fellowship/life enrichment for women of TRWC by:
  - Weekly Bible Studies
  - Weekly Nursing Home Visitations
  - Monthly Prayer/Fellowship
  - Quarterly Women's Ministry Events
  - Yearly Women's Retreat
  - Various fellowship/relationship building activities throughout the year
- Serve as the staff liaison to the **Martha Ministry**.

## STAFF DUTIES

- Attend weekly staff meetings and give a general report on the Women's Ministries and submit a report to Care Pastor regarding Care Ministries.
- Participate in a quarterly book read assignment by Senior Pastor.
- Attend Monthly Strategic staff meeting.
- Attend Quarterly Review Staff Planning Sessions for 3-month calendar planning.
- Be familiar with the TRWC Employee Handbook and TRWC Members Handbook.

## EDUCATION OR CREDENTIAL PREREQUISITES

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# TWIN RIVERS WORSHIP CENTER

## JOB DESCRIPTION

### Pastor of Small Groups and Midwest School of Ministry

Job Classification: Full-Time, Salaried

Reports To: Senior Pastor

Updated: March 2005

#### POSITION PURPOSE

To serve as a staff liaison to the various ministries listed under the duties and responsibilities section of this document and to serve as the director of all Twin Rivers Worship Center Adult Education programs.

#### NATURE OF WORKING IN A CHURCH ENVIRONMENT

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, they must be able to distinguish between the nature of a church environment which depends heavily upon it's volunteers verses a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employee of the church understands that they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through, behavior, attitudes, actions or speech.

#### DUTIES AND RESPONSIBILITIES

The duties shall include the following:

- **Daily Operation & Staffing**

Recruit, train and monitor all ministry leaders in the following ministries:

- **Small Group Ministries** This includes, design, training, recruitment and monitoring of the program.  
*Small groups should include special interests groups of 10 or less people.*
  - Men's Ministry: Men of Promise
  - Singles: Single Purpose, Crossroads
  - Koinonia Fellowship Groups
  - Jewish Roots
  - Make a Joyful Noise
  - Home Discipleship
  - I Will Ministries
  - Gentle Thunder Ministries
  - Memory Makers
  - Deaf Ministry
  - Servants Heart Ministry
  - Financial Freedom

Maintain a vital and effective ministry in each of these areas by recruiting and training lay leaders. Conduct a monthly Ministry Staff Meeting for each ministry section with all group leaders represented. Maintain proper accounting and budgeting for said department.

- **Midwest School of Ministry**

- ♦ Recruit, train and monitor all class facilitators for the Midwest School of Ministry.
- ♦ Order and maintain an adequate supply of videos for the classes.
- ♦ Purchase and maintain adequate supplies and teaching aides for all classrooms.
- ♦ Advertise, recruit and register all Midwest School of Ministry students.
- ♦ Maintain proper accounting and budgeting for said department.

- **Staff Duties**

- ♦ Attend weekly staff meetings and give a general report on the ministries in this position portfolio.
- ♦ Fill out a Report to the Senior Pastor to be handed in each week at the staff meeting.
- ♦ Participate in a book read assigned by the Senior Pastor (1 book read per quarter).
- ♦ Attend a monthly All Church Staff meeting and direct the portion that covers your ministries.
- ♦ Attend a quarterly All Day Staff Planning Session and bring a 3 month calendar of events for your ministry area.
- ♦ Familiarize yourself with the TRWC Employees Handbook.

## EDUCATION OR CREDENTIAL PREREQUISITES

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years' appropriate experience. This staff pastor must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful. Preaching skills are preferred for this staff position.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

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\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION**

### **Youth Pastor**

Job Classification: Full-Time, Salaried

Reports To: Senior Pastor

Updated: **January 2004**

#### **POSITION PURPOSE:**

To serve as Director of Youth Ministries by overseeing the total operation of the TRWC Youth Ministry.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

#### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

##### **MINISTRIES**

Oversee and coordinate the success of the following areas:

- Drama, Youth Choir, Discipleship, Tech Team, Follow-up, Activities, Junior High, Senior High, College and Career, Youth Staff, Student Council, and Worship services

##### **Discipleship**

- Teach and train youth grades 7-12 giving them insight to practical application of scripture in their lives.
- Provide training for Staff and Student leaders.

##### **Follow-up**

- Insure that all teen visitors from Sundays and Wednesdays are properly followed up with.
- Keep track of regular attenders with mailers and/or phone calls.

##### **Activities**

- Provide a variety of fellowship and relationship building events for teens to participate in and invite their friends to attend.

##### **Break Fourth Ministries**

- Serve as staff liaison to the Director of the Break Fourth Ministries
- Maintain proper leadership and provide a cutting edge ministry for ages 18 to 25.
- Promote outreach to local college campuses.

##### **T.R.I.P.**

- To select and oversee the TRIP (Twin Rivers Internship Program) program each summer and ensure that all items on the TRIP check list are completed.
- Request the \$1000 scholarship from the Deacon Board and award to the designated school where the college student attends.



**LEADERSHIP**

- Recruit and monitor leadership for spirituality and effectiveness in youth ministry.
- Conduct regular meetings with Youth Staff, Student Council, and ministry leaders for training and accountability.

**YOUTH FACILITY**

- Make sure all Youth property and areas are cleaned and maintained in an excellent manner.
- Manage and stock the E-Shack and ensure that all foods are safe, updated and properly stored.

**YOUTH FUND**

- Maintain and manage the total Energy Youth Ministries Budget, including fund raisers, monthly budgeting, and departmental accounting.

**STAFF DUTIES**

- Attend weekly staff meetings and give a general report on the ministries in this position portfolio.
- Fill out a Report to the Senior Pastor to be submitted each week at the staff meeting.
- Participate in a book read assigned by the Senior Pastor (1 Book per quarter).
- Attend a monthly All Church Staff meeting and direct the portion that covers your ministries.
- Attend a quarterly All Day Staff Planning Session and bring a 3 month calendar of events for your ministry area.
- Familiarize yourself with the TRWC Employees Handbook.

**EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years' appropriate experience. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

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Senior Pastor

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Date

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Name

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Date

**Date Hired:**

**Starting Salary:**

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION** **Assistant Youth Pastor** **Director of Sports Ministries**

Job Classification: Full-Time, Salaried

Reports to: Youth Pastor

Written: July 2008

### **POSITION PURPOSE:**

To serve as Assistant Director of Youth Ministries. This role will assist the Youth Pastor in overseeing the total operation of the TRWC Youth Ministry.

### **NATURE OF WORKING IN A CHURCH ENVIRONMENT:**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

### **DUTIES AND RESPONSIBILITIES:**

The duties shall include the following:

#### **YOUTH MINISTRIES**

- Coordinate monthly activities for the entire Youth Department for both fellowship and outreach.
- Assist Grade Leaders who oversee and provide pastoral care for grades 7-12.
- Help with the Path ministry as needed.
- Help maintain Discipleship programs for grades 7-12.
- Assist with major annual events such as Winterfest, youth camps, and retreats.
- Start and lead an after school program.

#### **SPORTS MINISTRIES**

This includes, design, training, recruitment and monitoring of the program. *Sports Ministry include those already in operation as well as those that are identified as needed to expand the sports ministry of Twin Rivers.*

- Basketball
- Bowling
- Coed Softball
- Coed Volleyball
- Golf
- Men's Softball
- Youth Baseball

Maintain a vital and effective ministry in each of these areas by recruiting and training coaches or managers. Conduct a regular Ministry Staff Meeting for each ministry section with all group leaders represented. Maintain proper accounting and budgeting for said department and conduct an annual Sports Ministry Banquet for all coaches, managers, and participants involved in the sports ministry activities throughout the year.

### **STAFF DUTIES:**

- Attend weekly Youth Department Staff meeting & give a general report on the ministries in this position portfolio.
- Meet weekly with Pastor of Small Groups & give general report on the sports ministries of TRWC.
- Attend TRWC Monthly Review staff meeting.
- Attend Quarterly All Day Staff Planning session.

**EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship.

\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Youth Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Pastor of Small Groups

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION**

### **Children's Pastor**

Job Classification: Full-Time, Salaried

Reports To: Senior Pastor

Updated: December 2003

#### **POSITION PURPOSE:**

To serve as Director of Children's Ministries by overseeing the total operation of the TRWC Children's Ministry.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

#### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

##### **KIDZ PLANET**

- Conduct weekly Worship Services for children
- Recruit train and monitor all ministry leaders in the following areas: Characters, Crowd Control, Hospitality, Lighting, Puppetry, Sound, Special Effects, Video and Welcome Wagon
- Insure that these areas of ministry remain vital, productive and staffed with "well trained" lay leaders.
- Publish a monthly newsletter informing the families of upcoming events.
- Maintain proper accounting and budgeting for said department.
- Maintain the proper decorum for the Children's Sanctuary as an exciting environment complete with adequate supplies and proper room decorations.
- Purchase and maintain puppets, character costumes, lights, audio and video equipment for the Children's Sanctuary.
- Purchase and maintain adequate curriculum as needed.
- Promote and conduct weekly prayer meetings.
- Conduct monthly staff meetings with all ministry leaders

##### **KIDZ CHOIR**

- Recruit, train and staff lay leaders that will help the children enhance their talents and provide an opportunity for ministry in the following areas; Choir, Jr. Talent, Musicals and Praise and Worship Band
- Order and maintain an adequate supply of music
- Purchase and maintain musical instruments for Praise Team
- Conduct monthly staff meetings with all ministry leaders

##### **MISSIONETTES**

- Recruit, train and monitor a Director to oversee the weekly classes, ensuring all classes are adequately supplied with curriculum, teaching tools and working equipment.
- Recruit, train and monitor all teachers in Missionettes.
- Monitor and assign rooms for classes.
- Schedule events and outings that coincide with earning patches, badges and levels of achievement within the curriculum.
- Maintain proper accounting and budgeting for said department.
- Insure that this program remains vital, productive and staffed with "well trained" lay leaders.
- Conduct a monthly Director's meeting.
- Conduct annual graduation ceremony.

##### **ROYAL RANGERS**

- Recruit, train and monitor a Director to oversee the weekly classes, ensuring all classes are adequately supplied with curriculum, teaching tools and working equipment.
- Recruit, train and monitor all teachers in Royal Rangers.

- Monitor and assign rooms for classes.
- Schedule events and outings that coincide with earning patches, badges and levels of achievement within the curriculum.
- Maintain proper accounting and budgeting for said department.
- Insure that this program remains vital, productive and staffed with “well trained” lay leaders.
- Conduct a monthly Director’s Meeting.
- Conduct annual graduation ceremony.

#### **SMALL STEPS NURSERY & PRESCHOOL**

- Recruit, train and monitor a Director for the Nursery and Preschool ministry.
- Publish a brochure and other effective advertisement in order to properly orientate congregation with Nursery and Preschool policies, events and staffing needs.
- Conduct annual graduation ceremony.
- Conduct weekly meetings with Director.

#### **GUEST FOLLOW-UP**

- Develop and maintain visitor follow-up procedures.
- Recruit, train and monitor ministry leaders to completely follow through with said program.
- Purchase and maintain adequate supply of all materials for letters, postcards, newsletters, envelopes and postage.
- Input all Guest Information into NSPIRE database weekly.
- Conduct monthly meetings with all ministry leaders.

#### **ANNUAL ACTIVITIES**

- Recruit, train and monitor lay leaders who will assist in annual activities.
- Conduct a Kidz Crusade.
- Conduct an Easter event for the families of TRWC.
- Conduct a Halloween alternative for the families of TRWC.
- Conduct monthly activities for the children of TRWC.
- Promote Church of God in Missouri activities such as Jr. Camp, Jr. Talent, Kidzfest, etc.

#### **STAFF DUTIES**

- Attend staff meetings, all church leadership meetings, M.A.T. meetings, weekly meetings with the Director of Facility Care, Custodians, Membership class director and the Media Ministry.
- Provide assistance to every ministry and department within the church by being available to answer questions, find resolves and to help with needs.
- To represent TRWC by expressing a warm welcome to visitors, developing a strong bond of friendship with the congregational body and serving as a liaison between the church and our community.

#### **EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

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\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# TWIN RIVERS WORSHIP CENTER

## JOB DESCRIPTION

### Daycare Director

Job Classification: Full-Time, Salaried

Reports To: Senior Pastor *and to the Business Administrator for facility needs.*

Updated: January 2004

#### POSITION PURPOSE

To serve as a staff liaison for the day care program, providing a qualified staff and continued training to families of children between the ages of six weeks through six years of age.

#### NATURE AND SCOPE

The person assuming this position must be spiritually and emotionally mature, friendly, detailed-oriented and possess good problem-solving skills. The Day Care Director must have the ability to work closely with a variety of church staff members, day care employees, and families both within the congregation and community. This position reports directly to the Senior Pastor and Business Administrator.

#### DUTIES & RESPONSIBILITIES

The duties shall include the following:

##### Daily Operation & Staffing

- Open & close facility (6:30am - 6pm)
- Schedule Staff
- Plan monthly menus
- Maintain children's medical files
- Develop a parent's policy manual
- Special events, including Spring & Christmas programs, graduation, Grandparent's Day, etc.
- Develop Summer program
- Select and implement curriculum

##### Inventory Maintenance

- Food
- Curriculum
- Supplies

##### Accounting

- Weekly deposits from tuitions
- Accounts Receivables (following up on any outstanding tuition payments)
- Accounts Payable
- Preparation of monthly financial reports
- Process payroll for approximately 16 full & part-time employees

##### Human Resources

- Responsible for hiring all positions within the program
- Establish employee manual including holiday schedule, sick leave, termination policies
- Create opportunities for continued staff training

##### Facility Key & Security

- Key issuance to authorized staff members
- Develop card key system for daily signing in and out of children
- Develop camera system to monitor each room and day care area

## EDUCATION OR CREDENTIAL PREREQUISITES

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years' appropriate experience. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful.

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\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Business Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION**

### **Director of Assimilation and Communications**

Job Classification: Full-Time, Salaried

Reports To: Senior Pastor

Updated: **January 2003**

#### **POSITION PURPOSE**

To serve as Director of Assimilation and Communications for the church by updating all personal information on the Twin Rivers attendees and assimilating that information properly to the staff and leadership. The Director of Assimilation and Communications will also assimilate all newcomers into the church systems. This position is responsible for our primary *all church* communication systems, such as the church calendar, church bulletins and newsletters, and e-mail alerts.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

#### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

##### **ASSIMILATION**

###### **Database**

- Develop a system to keep the database current and communicate changes to staff.
- Make database information available to staff and church leaders as needed.

###### **Guest Follow-Up**

- Recruit and train volunteers to minister in 6-month follow-up program.
- Develop Ministry Impact Teams who interact with guests and new comers on Sunday morning.
- Create quarterly comparison reports for staff and leadership.
- Create Information Packets and make available as needed.

###### **E.T.S. (Equipping the Saints)**

- Develop an effective program that will make a connection between laity and ministry leaders.
- Create and keep updated a descriptive catalog of all ministries operating at TRWC.
- Create and keep updated a descriptive catalog of all volunteer positions available at TRWC.
- Provide participants with practical information about their ministry gifts.
- Create and keep updated a listing of all volunteer positions available within the ministries of TRWC.
- Develop a check and balance to ensure that participants are realizing their ministry desires.
- Organize Meet the Staff Luncheon.
- Develop Attendance Tracking strategies.

#### **COMMUNICATION**



- Create and distribute All church directory, annually and Staff/Leadership directory, quarterly.
- Create a “Professional Directory” section within the all church directory.
- Create weekly church bulletin.
- Create and make available a monthly TRWC Newsletter.
- Responsible for all church e-mail alerts.

#### **STAFF DUTIES**

- Attend weekly staff meetings and give a general report on the ministries in this position portfolio.
- Fill out a Report to the Senior Pastor to be handed in each week at the staff meeting.
- Participate in a book read assigned by the Senior Pastor (1 book read per quarter).
- Attend a monthly All Church Staff meeting and direct the portion that covers your ministries.
- Attend a quarterly All Day Staff Planning Session and bring a 3 month calendar of events for your ministry area.
- Familiarize yourself with the TRWC Employees Handbook.

#### **EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The candidate must have excellent people skills, communication skills, attitude skills and computer skills. They must be organized , accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship.*

\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION**

### **Executive Secretary**

Job Classification: Full-Time, Salarie

Reports To: Business Administrator

**Updated: January 2004**

#### **POSITION PURPOSE:**

To serve as Executive Secretary at TRWC by overseeing the schedule of the Business Administrator. In addition, the Executive Secretary will oversee and operate the Secretarial pool at TRWC by assigning all special projects from the church staff to the secretaries. The Executive Secretary will also enter all contribution information into the church system as well as maintain and generate the monthly account statements for the TRWC ministry leaders.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

#### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

- Answer incoming phone calls to the Business Administrator; transfer or take message
- Schedule appointments for Business Administrator
- Calendar for Business Administrator
- Correspondence and files for Business Administrator
- Total Administrative support for the Business Administrator
- Enter all contributions
- Generate monthly account statements for TRWC Ministry leaders
- Oversee TRWC secretarial pool
- Attend Deacon Board Meetings, Create Agenda, Take Minutes and Correspondence
- Weekly Staff Meeting
- All Church Staff Meeting

#### **STAFF DUTIES**

- Attend staff meetings and all church leadership meetings.
- Provide assistance to every ministry and department within the church by being available to answer questions, find resolves and to help with needs.
- To represent TRWC by expressing a warm welcome to visitors, developing a strong bond of friendship with the congregational body and serving as a liaison between the church and our community.

#### **EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate

experience. The applicant must have excellent people skills, communication skills, attitude skills and computer skills. The candidate must be organized, accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Business Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

**Date Hired:**

**Starting Salary:**

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION** **Assistant to Administrative Pastor**

**Date Hired:**

**Job Title: Assistant to the Administrative Pastor**

**Job Classification: Full time - Salaried**

**Reports To: Administrative Pastor**

### **POSITION PURPOSE:**

The position of Assistant to the Administrative Pastor exists to assist the Administrative Pastor in fulfilling his duties and responsibilities. This will include coordinating schedules, assisting with regular projects and office clerical needs. As a personal assistant, the Assistant to the Administrative Pastor must assist with meeting preparation and help the Administrative Pastor to stay organized in all his areas of responsibility.

### **NATURE OF WORKING IN A CHURCH ENVIRONMENT:**

The person assuming this responsibility must be spiritually and emotionally mature, as well as friendly, and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function as a team player and work closely with a large group of volunteers such as the Elders, as well as the other staff members. In addition, the candidate must be able to distinguish between a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of the position. As a part of the Christian community, it is imperative that the employee of the church understands that he or she is viewed as an example of Christian virtues and must be sensitive not to violate these virtues through, behavior, attitudes, actions or speech.

### **DUTIES AND RESPONSIBILITIES:**

- **General Clerical Responsibilities**
  - Must be proficient in word processing, including grammar, spelling and editing
  - Must be able to set up well-organized filing systems
  - Must be proficient in Microsoft Office Programs
  - Must learn and implement the appropriate office procedures
  - Must be able to assist the Administrative Pastor in staying on schedule
  - Must be able to learn and operate the ACS database software as well as learn to generate Elder's Reports and other related information for the Elders Ministry
  - Must be able to sort and distribute the Administrative Pastor's mail and correspondence
- **Job Responsibilities**
  - Must be in attendance at each weekly Pastoral staff meeting and take minutes
  - Must be able to attend the monthly Elders Meetings and assist by taking minutes of each meeting
  - Must be able to attend other staff meetings which occur on a regular basis
  - Must be able to handle phone conversations with kindness, cheerfulness and professionalism
  - Must be able to greet individuals who walk in the office and direct them in a helpful and professional manner
  - Assist in the editing and design process for the Administrative Pastor's Powerpoint presentations
  - Must assist in the management and iorganization of the Administrative Pastor's calendar
  - Must understand that as a salaried employee that 40 hour work weeks do not always apply and that some evenings and weekends will be required

### **EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The candidate must have excellent people skills, communication skills, attitude skills and computer skills. He or she must be organized, accountable and faithful. A bachelor=s degree is preferred.

B.A., B.S., M.A., M. Div., Th.D., D.Min or Ph.D. degrees will be taken into consideration for higher rates of pay.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an At-will employment relationship.*

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Senior Pastor

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Date

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Administrative Pastor

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Date

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Name

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Date

# TWIN RIVERS WORSHIP CENTER

## **JOB DESCRIPTION** **Administrative Assistant**

Date Hired:	Job Title:	Administrative Assistant
Job Classification: Full-Time, Salaried	Reports To:	Senior Pastor

### **POSITION PURPOSE**

To purpose of the position of Administrative Assistant is to assist the Senior Pastor and Administrative Pastor in fulfilling their duties and responsibilities. This will include coordinating their schedules, travel arrangements and office clerical needs. As a personal assistant the Administrative Assistant must prepare them for all meetings and help them to stay organized in all of their areas of responsibilities.

### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, they must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employee of the church understands that they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through, behavior, attitudes, actions or speech.

### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

#### **General Clerical Responsibilities**

- Must be proficient in word processing
- Must be able to do grammar and spelling and editing
- Must be able to set up well organized filing systems
- Must be able to handle phone conversations with kindness, cheerfulness and professionalism

#### **Scheduling and Travel**

- Must be proficient in setting up travel schedule
- Must be able to prepare pre-travel arrangements
- Must be able to assist the Senior Pastor and Administrative Pastor in staying on schedule

#### **Email Screening and Letter Writing for the Senior Pastor**

- All emails sent to the Senior Pastor will be screened and answered by the Administrative Assistant. All emails should be printed and approved by the Senior Pastor before being answered.
- All mail to the Senior Pastor requiring a response letter will be answered by the Administrative Assistant. These letters will be drafted and signed by the Senior Pastor.

#### **Senior Pastor's Executive Positions**

The Senior Pastor serves on several state, national and international boards and committees. Due to these positions, he receives calls regularly from prominent leaders. It is extremely important that all of these calls are handled in the highest quality of professionalism. The Senior Pastor needs to be informed of these calls with precision and details. There may be times that the Senior Pastor is called into conference via video teleconference, web conference or

teleconference. The Administrative Assistant will set up each of these type meetings.

#### **EDUCATION OR CREDENTIAL PREREQUISITES**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The candidate must have excellent people skills, communication skills, attitude skills and computer skills. They must be organized, accountable and faithful. A bachelor's degree is preferred.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

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Senior Pastor

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Date

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Name

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Date

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION**

### **Administrative Assistant to Pastoral Staff**

**Date Hired:** \_\_\_\_\_ **Job Title:** **Administrative Assistant to**  
**Staff Pastors**  
**Job Classification:** **Part-Time, Salaried** **Reports To:** **Staff Pastors**

#### **POSITION PURPOSE:**

The position of Administrative Assistant to the Pastoral Staff exists to assist the Pastoral Staff in fulfilling their duties and responsibilities. This will include coordinating schedules, assisting with regular projects and office clerical needs. As a personal assistant, the Administrative Assistant must assist with meeting preparation and help the Pastoral staff to stay organized in all their areas of responsibilities.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT:**

The person assuming this responsibility must be spiritually and emotionally mature, as well as friendly, and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function as a team player and work closely with a large group of volunteers, as well as the other staff members. In addition, the candidate must be able to distinguish between a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of the position. As a part of the Christian community, it is imperative that the employee of the church understands that he or she is viewed as an example of Christian virtues and must be sensitive not to violate these virtues through, behavior, attitudes, actions or speech.

#### **DUTIES AND RESPONSIBILITIES:**

- **General Clerical Responsibilities**
  - Must be proficient in word processing, including grammar, spelling and editing
  - Must be able to set up well-organized filing systems
  - Must be able to handle phone conversations with kindness, cheerfulness and professionalism
  - Must be proficient in Palm software and Microsoft Office Programs
  - Must be able to assist the Pastoral Staff in staying on schedule
  - Must be able to operate a Data Base efficiently
- **Job Responsibilities**
  - Must be in attendance at each weekly staff meeting
  - Must be available to assist the Youth Pastor, Children=s Pastor, the Pastor of Small Groups and the Pastor of Church Ministries and C.E. with special projects and weekly tasks
  - Assist with correspondence, newsletters, and mail-outs

#### **EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The candidate must have excellent people skills, communication skills, attitude skills and computer skills. He or she must be organized, accountable and faithful. A bachelor=s degree is



preferred.

B.A., B.S., M.A., M. Div., Th.D., D.Min or Ph.D. degrees will be taken into consideration for higher rates of pay.

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\_\_\_\_\_  
Senior Pastor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION**

### **Receptionist and Secretary to the Children's Pastor**

Job Classification: Full-Time, Salaried

Reports To: Director of Operation/ Events Coordinator &  
Children's Pastor

**Created: August 2008**

#### **POSITION PURPOSE:**

To serve as Receptionist for TRWC and Secretary to the Children's Pastor by receiving incoming calls, and guests to TRWC. To assist with the administrative operations of Children's Ministries.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT:**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, they must be able to distinguish between the nature of a church environment which depends heavily upon its' volunteers verses a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employee of the church understands that they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through, behavior, attitudes, actions or speech.

#### **DUTIES AND RESPONSIBILITIES:**

##### **• Receptionist**

- Receive all incoming calls with courtesy and professionalism and directing calls to the appropriate extension when necessary.
- Offer callers the opportunity to leave voicemail or hand written messages, when calls cannot be received by the intended personnel.
- Receive all guests with courtesy and professionalism.
- Order, stock, and maintain office supplies for TRWC office staff.
- Forward supply order information including pricing, departments placing order, to Business Administrator; keeping records of all orders.
- Create and maintain a supply inventory form, and set a scheduled date and time for taking inventory, keeping files and records.
- Receive, sort, and distribute all mail, and deliveries to the appropriate personnel.
- Receive calls, and guests concerning Angel Food orders and distribution, forwarding the appropriate information to House of Manna.
- Maintain postage machine, including cleaning, checking fluid, updating the settings.
- Refill postage of machine monthly.
- File a report, by account for the postage machine monthly.
- Maintain office printers, including ordering supplies, assisting with jamming issues.
- File reports of office printers by all accounts monthly.

##### **• Secretary**

- Maintain and update guest follow-up procedures.
- Purchase and maintain adequate supply of all office materials.
- Input all Guest information into ACS / NSPIRE database weekly.
- Provide reports from the database as necessary for all functions within children's ministry.
- Maintain Children's Ministry calendar.
- Assist with Children's Ministry mail outs and correspondence.
- Assist Children's Pastor in hosting appreciation banquet for all ministry leadership and staff.
- Assist with additional items that fall within the scope of "general practices" secretarial work.

**EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 5 years of appropriate experience. The candidate must have excellent people skills, communication skills, attitude skills and computer skills. They must be organized, accountable and faithful.

B.A., B.S., M. A., M. Div., Th. D., D. Min or Ph. D. degrees will be taken into consideration for higher rates of pay.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an at-will employment relationship.*

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Director of Operations & Events Coordinator

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Date

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Children's Pastor

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Date

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Name

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Date

# **TWIN RIVERS WORSHIP CENTER**

## **JOB DESCRIPTION**

### **Custodian**

Job Classification: Full-Time, Salaried

Reports To: Business Administrator

Updated: **January 2004**

#### **POSITION PURPOSE:**

To maintain a clean and orderly church facility, presentable for all service and building uses.

#### **NATURE OF WORKING IN A CHURCH ENVIRONMENT**

The person assuming this responsibility must be spiritually and emotionally mature, friendly and have a good attitude while in the work place. It is also imperative to have good people skills, problem-solving skills, communication skills and general computer skills. This position must also be able to function on a team and work closely with a large group of volunteers as well as the other staff members. In addition, the candidate must be able to distinguish between the nature of a church environment which depends heavily upon its volunteers versus a secular environment which works mostly with paid employees. This distinction is critical to the function and success of this position. As a part of the Christian community, it is imperative that employees of the church understand they are viewed as an example of Christian virtues and must be sensitive not to violate these virtues through behavior, attitudes, actions, or speech.

#### **DUTIES AND RESPONSIBILITIES**

The duties shall include the following:

- Full-time employees will work Monday through Friday, 2 p.m.- 9:30 p.m., with two - fifteen (15) minute breaks and one half-hour (30) minute lunch included in the schedule.
- Due to the number of attendees in our morning services, it is necessary to check all restrooms for product refills and to empty trash containers prior to the evening service.
- Communicate needed repairs by completing a work order form and submitting to the Business Office.
- Attend a weekly staff meeting with the Business Administrator and Director of Facility Care.
- Provide advance notification to the Facility Director when inventory items used in task areas need to be reordered.
- Clean for both the Wednesday and Sunday services as outlined in the Weekly Check List (attached)
- Availability for special events cleaning such as weddings, State Conventions, etc.
  - Additional compensation will be provided for these types of events.

#### **EDUCATION OR CREDENTIAL PREREQUISITES:**

This position requires a High School Diploma or G.E.D. certificate and a minimum of 2 years' appropriate experience. The candidate must have excellent people skills, communication and attitude skills. This person must be organized, accountable, confidential and faithful.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

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Business Administrator

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Date

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Name

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Date

**Date Hired:**

**Starting Salary:**