



STANDARD OPERATING PROCEDURE

PARKING LOT MINISTRY

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MISSION:

The Parking Lot Ministry exists to make The Brook parking lot a safe and convenient place for people to fellowship and visit as they come and go to our church. In rain, heat or cold conditions, the Parking Lot Volunteers are busy completing their appointed tasks as they faithfully serve. We are the first impression.

PURPOSE OF DOCUMENT:

To assist the ministry lead, team leads, and volunteers with instructions and processes of running the flow of traffic for all services.

SCOPE:

The document lists the procedures for Parking lot ministry leads and volunteers to be used during in-person worship experiences and on-campus Brook events.

TIME AND LOCATIONS:

Parking Lot Volunteers arrive at 7:00am on Sunday and 6:30pm on Wednesday evening. On Sundays, the lead (or person operating the bus that day) arrives at 6:00am to provide shuttle service to the first wave volunteers parking across the street that arrive at 6:15am. They will report to the assigned Team Lead in the back of the sanctuary near the sound booth or where the lead has designated them to meet. Each Team Lead has a dedicated team made up of 8-10 volunteers. Each team is assigned a Sunday (1st, 2nd, 3rd, 4th or 5th). As new volunteers are added, the Ministry Leader will assign to one of the teams.

New volunteers are scheduled to meet with the Ministry Leader and Team Leads on Wednesday's prior to Bible study so that they can get to know each other and go over expectations and responsibilities. Volunteers are then asked to meet again on Sunday at 8:00 to get a complete overview of the Parking Lot operation and to shadow one of the team members.



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RESOURCES:

- Cones
- Vest
- Radios
- Batteries
- Flashlights
- Hand-Warmers
- Ponchos
- Umbrellas
- Signs
- Jackets (cold months)
- Breathable shirts and hats (hot months)
- Mist machine and cooler cold water (hot months)

SPECIFIC PROCEDURES Task	Step by Step Procedure
General Responsibilities	<p>Each Sunday you will find between 8-10 volunteers faithfully serving.</p> <p>Their responsibilities include:</p> <ul style="list-style-type: none"> • Managing the flow of traffic by ushering cars into spaces in a safe and feasible manner • Protecting the safety of our pedestrians • Ensuring that handicapped parking areas are only used by people with required stickers or passes (create additional handicapped spaces as needed) • Providing easy access from the parking lot to the church, including shuttle service from surrounding areas (We will share this responsibility as needed with the transportation ministry)



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	<ul style="list-style-type: none"> • Welcoming people with a warm, friendly greeting. This is the only ministry team that influences every person who drives onto the campus. To first time visitors or members, the parking lot ministry is the first to extend a warm and friendly greeting. • Being aware of surroundings and reporting any suspicious behavior • Identifying potential problem areas in the parking lot and informing appropriate church officials using the SWIM Report.
Arrival	<ul style="list-style-type: none"> • Team Lead arrives 6:00am and brings out all equipment and supplies from the warehouse/garage that will be needed by the team. • Team Lead places cones in reserved parking spaces designated for Elder Goins, Finance Team, and Special Guest. • Cones placed for pastoral assistants as they do not park across the street when they are serving. • First time visitor parking will be reserved with at this time • Parking Lot Volunteers (PLV) are expected to arrive at 7:00am, but no later than 7:15am and will finish helping with set up.
Prayer	<ul style="list-style-type: none"> • PLV will then join other team members and Team Lead for a group prayer. There is also a huddle at 7:05am-7:10am for all volunteers and staff serving that day.
Set Up	<ul style="list-style-type: none"> • After team prayer the PLV will then put on their reflective vest and get a 2-way radio that is set to



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	channel-4 (whatever channel the Team Lead indicates for that day) used to communicate with rest of team).
Assignment	<ul style="list-style-type: none"> • PLV is then assigned to a designated position in the parking lot by the Team Lead. • PLV will then assist with "ENTRY" set-up of parking lot (please see the diagram A attached.), which includes grass parking area and over flow parking at the Archives building across the street. • PLV will then direct traffic and assist with parking in his or her designated area.
After Service begins	<ul style="list-style-type: none"> • After all vehicles have been successfully parked and parking lot surveyed to make sure no one left their lights on or parked illegally. • PLV will then proceed to assist with setting up the parking lot for "EXIT". (please see the attached diagram B) • Once this is complete and the Team Lead gives the OK, the PLV should then remove their vest, turn off radio and join the service. (Can sit with family, sit or stand in rear of Sanctuary or watch service on T.V. in the Volunteer lounge) • PLV is asked to return to their assigned post once the Pastor ask everyone to stand for prayer and alter call.
Exiting Cars	<ul style="list-style-type: none"> • PLV will now assist members and visitors with exiting the parking lot in an orderly fashion to get everyone out as quickly and safely as possible.



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	<ul style="list-style-type: none"> • Pay close attention to people walking near and through moving vehicles.
Cleared Parking lot	<ul style="list-style-type: none"> • Once parking lot is clear, PLV will assist with collecting all cones and signs from parking lot and returning them to the designated area. • PLV will ensure that there is no obvious trash left behind in the parking lot. • PLV will then remove vest and radio and place back in storage bin. • The storage bins and all equipment will be returned to the supply room by the Team Lead.
Prior to leaving	<ul style="list-style-type: none"> • Prior to leaving, the PLV must inform the Team Lead of any issues, complaints or problems that may have arisen.
Notification (SWIM Reports)	<ul style="list-style-type: none"> • Team Leader must touch base with Ministry Leader and submit SWIM report that day.
On-Site COVID Safety Protocols	<ul style="list-style-type: none"> • Volunteers must wear a mask. Some volunteers may be asked to wear gloves (as deemed appropriate for job duty). If you don't have a mask, one will be provided for you. <ul style="list-style-type: none"> ○ Parking lot volunteers are required to be masked whenever entering building (after or between services) and also when coming within direct contact with individuals in parking lot. • Even while masked, cover your cough or sneeze into a tissue, elbow. • Use hand sanitizing stations and/or wash hands often. • Use sanitizing wipes on highly touched surfaces and equipment. Any shared uniform such as safety vest



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	<p>should be sanitized after each use by disinfectant spray.</p> <ul style="list-style-type: none">• Follow social distancing guidelines, maintaining a distance of six (6) feet whenever possible:<ul style="list-style-type: none">○ Stay in designated activity spaces set by your ministerial or event lead.○ Do not rearrange equipment meant to enforce social distancing protocols.• Limit touching, hugging, handshaking, passing or handing off items unnecessarily etc.