

Reopening Training Overview

Experience Team Volunteers

October 17, 2021



Meeting Agenda

- **Amber Dunlap**
 - **Prayer & Greeting**
 - **Upcoming Events**
 - **Communications**
 - **COVID Protocols**
- **Shikarrol Simmons**
 - **Volunteer Service Flow**
 - **Upcoming Training Dates**
 - **Form Completion**
 - **Closing Prayer**

Upcoming Events

Upcoming Events

- Homecoming 10 Year Anniversary Celebration - 10/24
 - Two Services 8:00 & 11:00am
 - Ministry leads will be reaching out.
 - Tailgate Celebration - 12:30pm - Special Volunteer Sign-Up
- Reopening to the Public - 10/31
 - Two Services 8:00 & 11:00



Communications

Text Groups, Emails & SOP Web Page

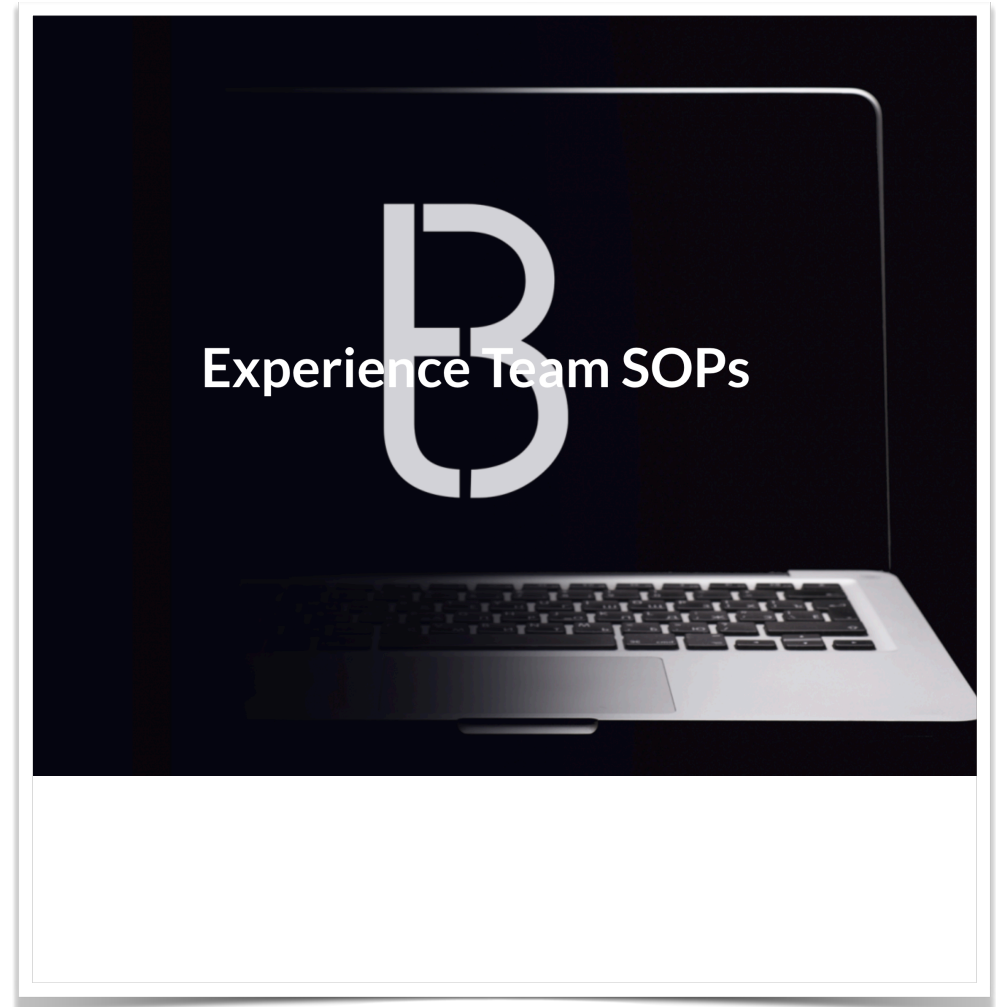
- **BROOKLEADER** - Ministry/Team Leads - Text BROOKLEADER (one word) to 81411.
- **BROOKTEAM** - All Experience Team Members - Text BROOKTEAM (one word) to 81411.
- If you're not receiving "Experience Team" emails, please contact Amber at adunlap@brookcity.org with your information.
- **Experience Team SOP Web Page:** <https://www.brookcity.org/experience-team-sops/>

COVID Protocols

COVID Protocols

Standard Operating Procedures (SOPs)

- Facility Safety Measures
- Operations Safety Measures - Volunteer
 - Liability Waiver
 - Volunteer On-Campus Safety Procedures SOP
- Ministry/Team Lead SOPs
 - Positive COVID Diagnosis SOP
 - Resources



Volunteer Service Flow

Volunteer Service Flow

- Confirm service assignment in Planning Center by Friday evening at 8:00pm.
- Arrival Time – 7:00am (8:00) & 10:00am (11:00)
- Park on the grassy area on the side of the church.
- Enter through the front door & check-in using the Volunteer Check-In QR code sign.
- Experience Team Huddle Time – 7:15am. Identify Staff Point Person. Break for individual team huddles afterward.
- Doors Open to the Public – 7:30am & 10:30am

Volunteer Service Flow Cont.

- Between Service Flow
 - Sanctuary will be sanitized between services and will be inaccessible to volunteers during that time.
 - Refreshments and seating will be available in the Auditorium between services.
 - To prevent congestion, the auditorium will open at 8:30am for Echo & Parking Lot (during 8:00am service). Everyone else will be served after the 8:00am and before the 11:00am service.
 - The sanctuary should be open by 10:15am so volunteers can prep for the 11:00am service.
- Doors will be open to the public at 10:30am.
- Service Dismissal for both Services – The center section will remain seated while the side sections are dismissed first at the direction of First Touch. The center section will be dismissed last.
- The most recent Volunteer Service Flow is posted on the Experience Team SOP web page.

Upcoming Training Dates

Upcoming Training Dates

- Planning Center Training -
Wednesday, October 20 at 7:00pm
at The Brook
- First Touch, First Time Guest
Check-In, Safety - Saturday,
October 23 at 9:00am at The Brook
- Parking, Facilities - TBD
- Prayer - TBD
- Media - Training will be scheduled
for each individual.
- Echo - Choir members will be
notified when rehearsals restart.



Form Completion

Form Completion

Ministry/Team Leaders, Prayer, Care, Safety, First-Time Guest Check-In, HR Coordinators

- Background Check Form
- Confidentiality Form

*Form completion for Brook Babies, Brook Kids & ROCK will occur closer to the relaunch of those ministries.





QUESTIONS?

**Thank you for your service &
making The Brook the place to BE!!**