



# STANDARD OPERATING PROCEDURE

## FACILITIES MINISTRY

---

PAGE: 1 OF 6

---

### MISSION

The Facilities Ministry has the distinct opportunity to make a positive impact at our campus by ensuring that each guest enters a clean and safe environment. As each service starts, we want our guests to feel like they are first people to enter the building based on the cleanliness and professional appearance.

### PURPOSE OF DOCUMENT

To assist the ministry lead, team leads, and volunteers with instructions and processes of upkeeping the facility for all services.

### SCOPE

The Facilities Ministry exists to make The Brook's facility a clean, safe, and convenient environment for people to come worship and fellowship in during all services and events.

### TIME AND LOCATIONS:

Facilities Volunteers arrive at 6:45am on Sunday and 6:15pm on Wednesday evening. On Sundays, the PTS arrives at 6:00am to open the building and begin the pre service routine. Upon arrival, volunteers will report to the assigned Team Lead or PTS person in the welcome room (Home Room) or where the lead has designated them to meet. At this time, the volunteers will be provided with any equipment or recourses needed to be successful that day. Each week the team will be made up of 4-6 volunteers. As the ministry continues to grow, we will begin assigning teams (1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> or 5<sup>th</sup>). 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 7:45am to get a complete over-view of the Facilities operation and to shadow one of the team members.



# STANDARD OPERATING PROCEDURE

## FACILITIES MINISTRY

### RESOURCES

- Keys (as needed)
- Radios
- Flashlights (as Needed)
- Golf Cart
- Rain Gear (as needed)
- Gloves
- Trash bags
- Cleaning Supplies and equipment
- Wet floor Signs
- Chair carts
- Backpack Vaccums

### SPECIFIC PROCEDURES

Task	Step by Step Procedure
<b>General Responsibilities</b>	<ul style="list-style-type: none"><li>• Warm and Welcoming presence while ready and willing to assist guests, visitors, members, volunteers, or staff to the best of your ability</li><li>• Part-time Staff (PTS) Opens up and closes down the building (unless other arrangements have been made with another key holder)</li><li>• Maintaining cleanliness, organization, and professional appearance in all common areas of the facility at all times.</li><li>• Maintaining cleanliness in secure areas as needed or requested by staff or pastoral care team.</li><li>• Ensuring that all bathrooms are clean and properly refreshed at the end of each service.</li><li>• Resetting the sanctuary as needed at the end of each service and discarding of trash left behind. Personal</li></ul>



# STANDARD OPERATING PROCEDURE

## FACILITIES MINISTRY

	<p>items left behind should be reported to first touch lead then placed in lost and found.</p> <ul style="list-style-type: none"> <li>• Ensuring that no trash receptacles are overflowing and that no trash is left in any common area at the end of the day.</li> <li>• Periodically checking in the VIP lounge to ensure overall cleanliness and removal of any excess trash.</li> <li>• Promptly addressing any spills in the halls are sanctuary that could potentially lead to accident and/or injury.</li> <li>• Ensuring that wet floor signs are out when necessary as soon as the need is known (rain, spills, accidents).</li> <li>• Ensuring that dangerous areas are blocked off promptly until the matter has been addressed.</li> <li>• Setting up overflow as needed and adding/removing chairs from the sanctuary as needed.</li> <li>• Operate utility golf cart as needed.</li> <li>• Maintain proper climate inside the building (AC and Heat).</li> <li>• Identifying potential problem areas in the building or on the property and informing appropriate church officials using the SWIM Report.</li> </ul>
<p><b>Arrival</b></p>	<ul style="list-style-type: none"> <li>• 6:00am PTS arrives to open up and begins pre service procedures (climate control, inspect sanctuary, common areas, secure areas, and bathrooms for any potential needs.</li> <li>• 6:45am Facilities volunteers arrive and meet with their Lead or PTS in designated area to assign responsibilities for the day. At this time, the lead or PTS to assign tasks (as needed) to be completed prior to the first service from the pre service inspection when the PTS first arrived. Tasks may</li> </ul>



# STANDARD OPERATING PROCEDURE

## FACILITIES MINISTRY

	<p>include refreshing the restrooms, straightening chairs in the sanctuary, removing chairs from the youth side for children's church to take place, spot cleaning, etc.</p> <ul style="list-style-type: none"> <li>• Check with other ministries to ensure that they have what they need to operate/serve in the facility that day. This may include; batteries, locating a specific item, opening a specific door, spot clean, restricting an area, set up for special event/occasion (merch table for guest or collection table for an outreach project), pipe and drape set up, etc.</li> </ul>
<b>Prayer</b>	<ul style="list-style-type: none"> <li>• Facilities volunteers 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.</li> </ul>
<b>Set Up</b>	<ul style="list-style-type: none"> <li>• After team prayer the Facilities volunteers will report to their assigned area of responsibility for the day to complete one last check of the area to ensure that it is ready for service to start.</li> </ul>
<b>Assignment</b>	<ul style="list-style-type: none"> <li>• As the Facility Volunteers finish up the final check of their area of responsibility before service, the lead will come around to ensure that the volunteers have all that they need to be successful that day and to lend a hand with anything outstanding or that comes up prior to the start of service.</li> <li>• The Facilities Volunteer will then remain in the vicinity of their assigned area until service starts to ensure that they are visible and available to anybody in need.</li> </ul>
<b>After Service begins</b>	<ul style="list-style-type: none"> <li>• After all areas are ready to go and service begins, the Facilities volunteers can watch service on any of the hall TVs, VIP lounge TV or welcome room TV.</li> <li>• While we want you to be ready and able to assist in or around the facility, we also encourage you to engage with</li> </ul>



# STANDARD OPERATING PROCEDURE

## FACILITIES MINISTRY

	<p>the word when you can. In addition to the TVs noted above, volunteers are also encouraged to sit in the sanctuary during service.</p> <ul style="list-style-type: none"> <li>• If the Facilities Volunteer elects to sit in the sanctuary during service, please be near an exit where you can get up and leave if needed without being too big of a distraction.</li> <li>• Also, if the volunteer elects to sit in the sanctuary and we are nearing seating capacity, please be willing to sacrifice your seat so that a member, guest, or visitor may enjoy the worship experience in the sanctuary</li> <li>• Facilities volunteers are asked to return to their assigned areas once the Pastor ask everyone to stand for prayer and alter call.</li> </ul>
<p><b>After Service</b></p>	<ul style="list-style-type: none"> <li>• After service, Facilities Volunteers are responsible for ensuring that their areas are ready for the next service to start. We want to make the worshipers that are coming in next feel as though they are the first to come in to worship that day. We strive to refresh each area bringing them back to pre-service condition if not better.</li> <li>• If a trash receptacle is full, remove the full bag of trash and take it to the warehouse until the end of the last service. This will eliminate the Facilities Volunteer having to go to the dumpster while traffic is coming and going from the parking lot.</li> <li>• Make another check with other ministries to ensure that they have what they need to proceed into the next service.</li> <li>• Handheld or back pack electrostatic sprayer will be used after each service to sanitize the entire building.</li> </ul>
<p><b>Prior to Leaving</b></p>	<ul style="list-style-type: none"> <li>• Facilities Volunteers will ensure that their areas of responsibility for the day are cleaned and organized prior to leaving.</li> </ul>



# STANDARD OPERATING PROCEDURE

## FACILITIES MINISTRY

	<ul style="list-style-type: none"> <li>• All trash previously taken to the warehouse and trash collected at the end of the last service should be taken to the dumpster.</li> <li>• Ensure that the trash in the secure areas has been collected and taken out to the dumpster as well.</li> <li>• Again, use handeld or backpack electrostat sprayer to sanitize the building.</li> <li>• The Facilities volunteer will then turn in any keys and radio issued at the start of the day.</li> <li>• Prior to leaving, the volunteers must inform the Team Lead of any issues, complaints or problems that may have arisen.</li> <li>• Facilities Volunteer will inform the lead that they are leaving so that the lead won't have to account for them when closing.</li> </ul>
<p><b>Closing</b></p>	<ul style="list-style-type: none"> <li>• PTS will close the building and se the alarm; unless other arrangements were made with another key holder.</li> <li>• Check with the finance lead to determine how many people there are still in the building.</li> <li>• After checking to be sure that there isn't anybody left in the building, ensure all lights and TVs are off.</li> <li>• Do a walk of the building ensuring that all doors are locked then set the alarm and leave.</li> </ul>
<p><b>Notification (SWIM Reports)</b></p>	<ul style="list-style-type: none"> <li>• Team Leader must touch base with Ministry Leader and submit SWIM report that day.</li> </ul>