

Parking Lot Ministry Purpose

In an effort to follow the theme of 4-C Christians at Appleton Alliance Church, Parking Lot Volunteers are encouraged to take pride in their purpose by practicing the 4 "C's" of their Ministry:

1. Courtesy - be the first smile and wave that people see as they enter the lot, and be friendly, knowledgeable, and informative to new visitors who stop for directions.
2. Control - be the directors of traffic that keep it moving, and keep it safe.
3. Caution - be on the watch for individuals with malicious intentions, and be quick to report them to security personnel.
4. Caregiving - be the first to respond in accidents, fires, or other emergency situations, administer care (if you are trained to do so), and assist emergency personnel when they arrive.

Never, under any circumstances, believe that you're not important in this role. Accidents have and will continue to happen. It's your job to prevent them from happening often, and be swift to respond with compassion and professionalism when they do.

Preparation (Sunday Mornings)

1. Arrive 45 minutes before service and CHECK IN at the church front office reception desk. At the 8 a.m. and 5 p.m. services there is a required *Prayer and Prep* time for all First Touch personnel in the staff conference room (B109).
 - The Prayer and Prep session has four purposes:
 - a. To meet and fellowship among the people with whom you are serving.
 - b. To obtain updates for that particular weekend service and any pertinent information regarding greeters, ushers and parking team members.
 - i. Parking Team Members should ask at this time whether they need to watch for any special vehicles (such as travel busses for ministries leaving on trips, St. Joe's Pantry truck, or the Valley Bloodmobile), so they can plan accordingly. See the Parking Area Map for proper locations to park these vehicles.
 - c. To get assignments for your service area.
 - d. To pray for those visiting our church and for regular attendees.
2. Please be in position 30 minutes before service begins.
3. Know where the Visitor, Handicap, Single Parent, and Senior Citizen parking spots are, to be able to direct inquiring drivers to them.
4. Make sure the parking cones are in place and all parking attendants are wearing the orange vests, and the "Gate" attendant is wearing the shortwave radio marked "P1".
 - a. Orange vests are stored in a cabinet marked "Traffic Control Equipment," located behind the Welcome Desk in the Narthex.
 - b. The "P1" shortwave radio is kept on a charger on the far end of the Welcome Desk, nearest the church offices.
 - i. The radio needs to be turned on, and set to "Scan," to ensure internal communications are being heard, before being attached by belt clip and lapel clip to your attire. It should be left on at all times, to assist in emergencies, as needed (including during services, but only those you're not attending). Restroom breaks are, of course, the exception.
 - ii. The attendant assigned to the "Gate" parking position (see below)

should be the one wearing the radio. Any parking attendant working alone (due to shortness of staff or absences) should man the "Gate" position primarily, and assist drivers in other areas when needed.

- iii. Any parking attendant wishing (or required, for other responsibilities) to attend service must give the radio to another attendant, or may leave it on its charger while attending service, if working alone.
4. In case of inclement weather (rain, sleet, snow, etc.) the morning you're scheduled to serve, you are only required to set out the parking cones, and afterward may volunteer in other areas you are trained in, attend service, or leave. Parking attendants are not expected to serve in bad weather, due to obvious health concerns.
5. In case inclement ground conditions (snow and ice) exist, but good weather is forecast for the morning, parking attendants are asked to stand on the nearest rock bed (see the Parking Area Map for locations), for safety reasons.

Procedures

1. There are three primary positions that can be manned in the Parking Ministry:
 - a. The "Point" Position
 - i. Located at the entrance to the main parking lot
 - ii. Responsible for being the first smile and wave people see
 - iii. In the event of an accident, responsible for moving cones and redirecting traffic to an alternate route around the accident scene until the scene is cleared and cleaned
 - iv. Typically the attendant that new visitors stop to ask directions from
 - v. Occasionally required to move cones to let drivers (going the wrong direction) through
 - vi. Occasionally required to give directions to tour bus, semi truck, and other unusual vehicle drivers, to park in the designated areas (see map)
 - b. The "Gate" Position
 - i. Located at the end of the last row of the front parking lot, where the main lot and front lots meet
 - ii. Responsible for wearing the "P1" shortwave radio to provide a sense of safety and security to all drivers entering the lot
 - iii. As wearer of the radio, responsible for calling in accidents to emergency personnel, or calling in security threats to security personnel, as well as listening/watching for any Amber Alerts of Discovery Land children who may have gotten past security, and left the building unseen
 - iv. In the event of an accident, responsible for staying with, and providing care for, accident victims, until help arrives
 - v. Occasionally the attendant that new visitors stop to ask directions from
 - vi. Occasionally required to move cones to let drivers who have gotten stuck at the end of the last row of the front lot through to the main lot
 - vii. Responsible for moving the cone closest to the rock bed, on the end of the last row of the front lot, so that drivers can get through during services (cone must be moved back at the end of service, to keep traffic flow

consistent between services)

c. The "Assist" Position

- i. Located along the entrances to the parking rows nearest Discovery Land
- ii. Responsible for finding the open parking spots closest to the building, and directing drivers to them
- iii. In the event of an accident, responsible for taking over the "Gate" position, (minus the radio), or assisting the "Point" attendant in rerouting traffic around the main parking lot
- iv. Occasionally asked for information or directions

2. All Parking Lot Team Members are required (*) or strongly advised:

- a. (*) To train in Fire Extinguisher use and safety, for vehicular electrical fires
- b. To take CPR/AED/First Aid classes from the American Red Cross or American Heart Association, and be reimbursed for the cost at the Church's discretion
 - i. See Teri Werner, First Touch Coordinator, for details
- c. (*) To assist emergency and security personnel in any way possible, including watching parking lot entrances for ambulances and other emergency vehicles, to direct them to the correct building entrance
- d. (*) To assist drivers from 5 minutes before service until up to 10 minutes into the service in finding the remaining parking spots closest to the building, and move cones around as necessary to get them there
- e. (*) To know the responsibilities of each of the parking attendant positions, and be able to fill those positions, as needed