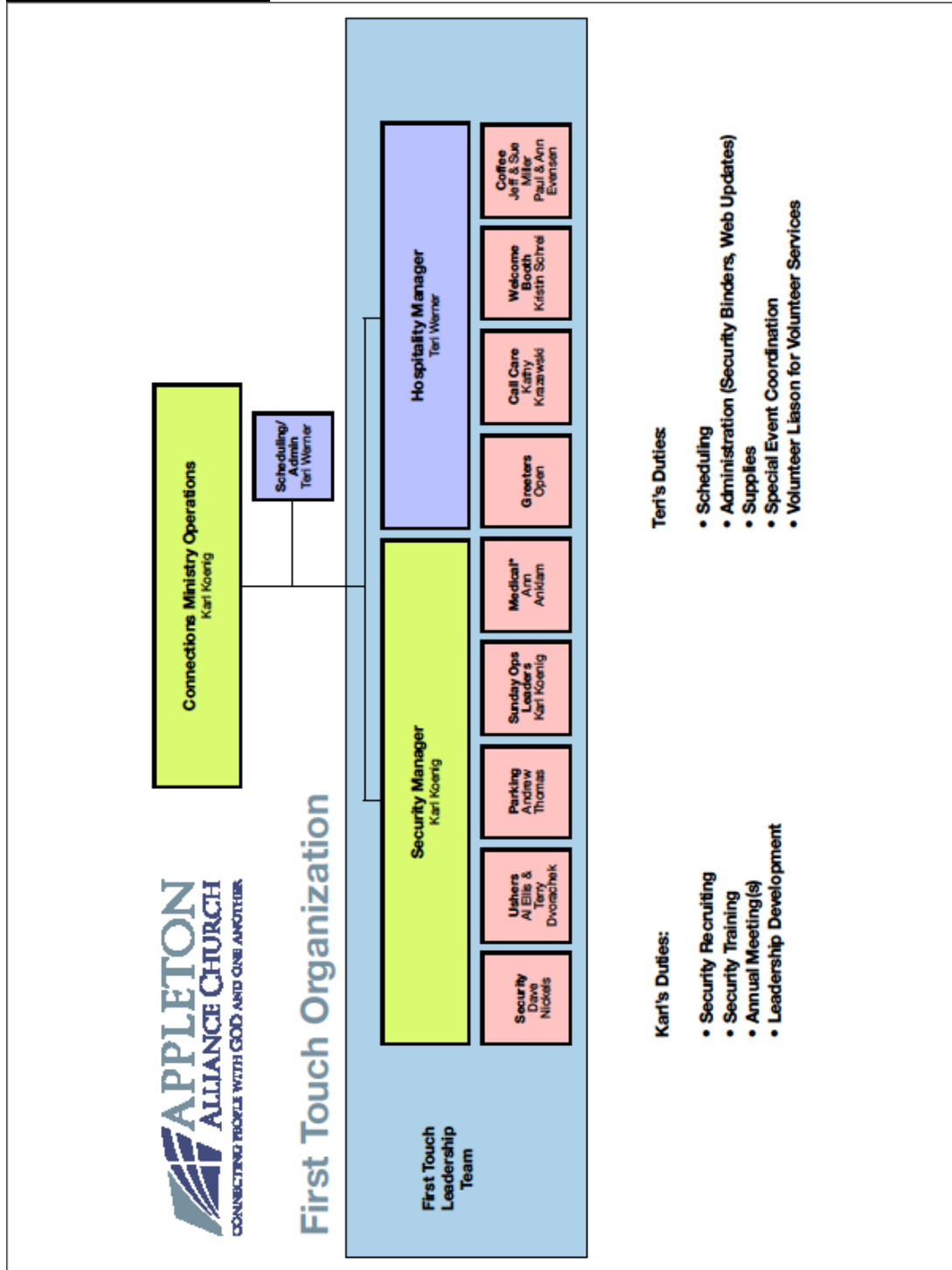


### **Mission of First Touch Ministry**

To be intentional in the way we Connect People with God and One Another; inspiring a welcoming point of contact, striving for an atmosphere of worship, and honoring God with words, actions, and deeds to every person God brings to Appleton Alliance Church.

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# Organizational Chart



Thursday, April 14, 2011

Contact Information:

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Barb Mlodzik	<a href="mailto:bmlodzik@appletonalliance.org">bmlodzik@appletonalliance.org</a>	968-0700 ext 140
Dave Van Stippen	<a href="mailto:dvanstippen@appletonalliance.org">dvanstippen@appletonalliance.org</a>	968-0700 ext 125
Teri Werner	<a href="mailto:twerner@appletonalliance.org">twerner@appletonalliance.org</a>	968-0700 ext 196

## Coffee Ministry

### Sunday Responsibilities

*The purpose of the coffee ministry is to provide a welcoming environment for AAC attendees and to encourage fellowship among members and visitors alike.*

### Preparation

1. First shift should arrive by 6:30 am in order to set up the Starbucks machine and get coffee brewed. The 2 coffee carts should each have a pot of regular coffee, decaf, and hot water on top of the cart and one of each as a back up stored in the bottom of the cart. The choir room also needs at least one pot of each for the Worship Arts team. It is best to just fill up every pot that is available, as they will get used at some point during the morning services.
2. Restock the coffee carts with all necessary supplies – cups, lids, stir sticks, tea, sugar, artificial sweetener, creamer, and napkins.
3. If there are donut holes or other bakery available for the service, set the items out on serving trays (divide them up as much as possible to provide for the various service times)
4. Other scheduled shifts should arrive 30 minutes prior to the service so that they can brew more coffee as needed and do any necessary restocking. Volunteers from previous services can then feel free to leave and attend church once their replacements have arrived.

### After Service

1. Open the specialty coffee counter window and be ready to sell the specialty coffees. The counter will be open from the end of one service until the start of the next service.
2. Make note of the specialty coffee of the month and the price list.
3. After the last service of the morning, please rinse out any empty pots, clean machines and counters, and perform any necessary straightening or cleaning in the kitchen.
4. If there are full coffee pots, they can be left for the evening services.

### Schedules

If you have Internet access, you can access a schedule at [www.appletonalliance.org/firsttouch](http://www.appletonalliance.org/firsttouch) or, from the homepage, click on "Resources" toward the right side of the page, and then click on "First Touch Schedules" and scroll down and find the information you need.

The most current schedule, contact list, and any other important communication will be posted. Please check your information for accuracy and let the First Touch scheduler know of any changes.

## **Finding a Sub**

When you volunteer on a Sunday we are counting on you to serve at the time you are scheduled.

If, for whatever reason, you find that you are unable to serve when you are scheduled we ask that you find your own sub. There are approximately 200 volunteers in First Touch ministries and finding subs for people could be a full time job for church staff.

Hopefully you will know in advance and you can contact another barista from another week to trade or to just fill in for you.

Contact lists for finding subs are posted on our website in the same location as First Touch schedules, (see above).

If something unexpected prevents you from fulfilling your scheduled time, please call or email Dave Van Stippen.

## **Service Length:**

The Coffee Ministry schedule is ongoing – there is no minimum or maximum commitment length. Please notify Teri Werner as early as possible if you know that you will be unable to continue your service in the Coffee Ministry. She will then remove you from the schedule.

## *Barista Position Description*

### Prerequisites

- Friendly and approachable with good judgment.
- A humble servant of Jesus Christ, not given to self-promotion or showmanship.

### Requirements

#### Barista

- Regular attendee of Appleton Alliance Church.
- Serve at least once a month.
- Respect those in authority and look to them for direction.
- Attend any meetings/training events.
- Dress appropriately, (business casual standard or higher).

#### Head Barista

- A born again believer in Jesus Christ.
- Member or actively pursuing membership at Appleton Alliance Church.

## GREETER

---

### Sunday Responsibilities

*The primary duty of a greeter is to make sure people feel welcome at Appleton Alliance Church.*

#### Preparation

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 Pray 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.
  - 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. Please remember to wear your lanyard and paper nametag. Lanyards are located on the coat racks in the narthex (lobby) of the church. Paper nametags are located on the wall under the informational brochures in the narthex. If you do not have a nametag, please see someone at the information center.
3. Ensure all doors are unlocked where you are stationed. If they are locked, please see someone at the information center.

#### Greeting Positions:

**Outside Front Doors:** The primary responsibility of this location is to assist AAC guests by opening the doors. Doors should be opened as the guests are approaching. Make every effort to close the doors whenever possible to maintain temperature control.

**Inside Front Doors:** These doors can remain open so the greeters just inside the front doors can be intentional about greeting AAC guests. Greet them by name if you know them. If you do not, introduce yourself. Welcome them to Appleton Alliance.

**NOTE:** One of the inside front door greeters needs to remain in the narthex for 15 minutes after the start of service to direct any late guests to use the side door of the sanctuary as a means to maintain an atmosphere of worship inside of the Sanctuary.

**Mid-Point Doors:** This location is located near the Boiling Point, across from the restrooms by the adult library. At least one greeter should be outside to assist AAC guests by opening the door.

**Guide(s):** The guide is a floater position and can mingle in the narthex near the information booth so information booth workers can ask for your assistance within close proximity.

**Discovery Land Doors:** This location is most often used by families with young children and adults carrying diaper bags, car seats, and the like. Please be intentional about opening the doors and offering any other needed assistance.

### Greeting:

1. Greeters should wear a smile!
2. Follow our *"Greeter Motto: Be Real, Have Fun!"* In other words, relate to people by just being yourself.
3. Try to avoid the statement, "Hi, how are you?" Use simple greetings, compliments, or salutations that are sincere. It is common for people to respond with "good or fine" but they could be hurting. We want to be uplifting, encouraging, and sincere in welcoming EVERYONE to AAC.
4. Try to read the body language of the guest prior to extending your hand as some may not feel comfortable with the personal contact from a stranger. Greet people by name if you know them. If you do not, make every effort to introduce yourself. Welcome them to Appleton Alliance.
5. Be ready to help people. Be on the look out for new people. If you don't know someone, ask them how long they have been attending AAC. Whether they are regular attendees or first-time guests, being a greeter gives you many opportunities to meet people who you may have never met before.
6. If someone is new, ask them if they would like information on the church. You can take them to the Information Rack and give them a Guidebook and Welcome Brochure. Free specialty coffees are available and you are encouraged to offer them a coupon if you have one. Ideally they will make use of the coupons right away in order to enjoy a cup of coffee and enjoy spending time in the social environment of the Boiling Point while they are "checking us out."
7. If they have children, tell them about our Discovery Land Ministry for Kids and offer to take them down there or find a greeter assigned as a guide to take them. Some people may be wary of leaving their kids and may appreciate more information about how we ensure their child's safety and how we contact parents if necessary. Discovery Land personnel would be glad to answer any questions and allay any fears.
8. Beware of suspicious behavior and odd items.
  - a. Large bags
  - b. Brief Cases
  - c. Baggy clothes or trench coats
9. If you suspect any issues, please seek out a member of the AAC staff.

### During and After Service

1. You may leave your post 10 minutes after the service has started.
2. Lost and found items should be turned into the Information Center.
3. You can also point people to the Information Center for help in answering questions or getting registered for classes and special functions.

## Emergencies

Please See Appendix A for information on how emergencies are handled.

## Prayer Requests

Sometimes you are the first friendly face people see and because you appear to be approachable, you may be asked to pray or to talk to someone. If you feel comfortable praying with them there is a prayer room located in the back of the sanctuary. If you are not comfortable, ask them to be seated in the waiting room of the church office until you locate a pastor, counselor, elder, or staff member who is available to assist them in this time of need.

## Schedules

If you have Internet access, you can access a schedule at [www.appletonalliance.org/firsttouch](http://www.appletonalliance.org/firsttouch) or, from the homepage, click on "Resources" toward the right side of the page, and then click on "First Touch Schedules" and scroll down and find the information you need.

The most current schedule, contact list, and any other important communication will be posted. Please check your information for accuracy and let the First Touch scheduler know of any changes.

## Finding a Sub

**When you volunteer on a Sunday we are counting on you to serve at the time you are scheduled.**

**If, for whatever reason, you find that you are unable to serve when you are scheduled we ask that you find your own sub. There are approximately 200 volunteers in First Touch ministries and finding subs for people could be a full time job for church staff.**

Hopefully you will know in advance and you can contact another greeter from another week to trade or to just fill in for you.

Contact lists for finding subs are posted on our website in the same location as First Touch schedules, (see above).

If something unexpected prevents you from fulfilling your scheduled time, please email [twerner@appletonalliance.org](mailto:twerner@appletonalliance.org) or call 968-0700 ext 196 to notify First Touch of your absence or personnel switch.

## Service Length:

Please notify Teri Werner as early as possible if you know that you will be unable to continue your service in First Touch Ministry. Since there is no minimum or maximum length of your service commitment, you will remain on the schedule until you arrange your ending date.

## *Greeter Position Description*

### Prerequisites

- Friendly and approachable with good judgment.
- A humble servant of Jesus Christ, not given to self-promotion or showmanship.

### Requirements

#### Greeters

- Regular attendee of Appleton Alliance Church.
- Serve at least once a month.
- Respect the authority of the lead greeter at each service and look to that individual for direction.
- Greeters must attend meetings/training events.
- Dress appropriately, (business casual standard or higher).
  - o Jeans are not permitted.
  - o Full sleeve button down shirt or sweater.
  - o Jacket preferred, but optional.
  - o Tie optional.
- Tactfully assertive in difficult interpersonal situations.
  - o Dealing with people who have issues or concerns, (refer them to the Director of Connections Ministries).
  - o Asking people to keep their voices down in the narthex once service has started. Our narthex is tiled and noise easily travels into the worship center.
  - o Assisting those who need pastoral care. Take them to the Information Center. A member of our Administrative Staff will help you find a pastor, elder or other staff member.

#### Lead Greeters

- A born again believer in Jesus Christ.
- Member or actively pursuing membership at Appleton Alliance Church.
- Ensure greeters are at appropriate positions.
- Manage issues that arise.

**GREETER ASSIGNMENTS**

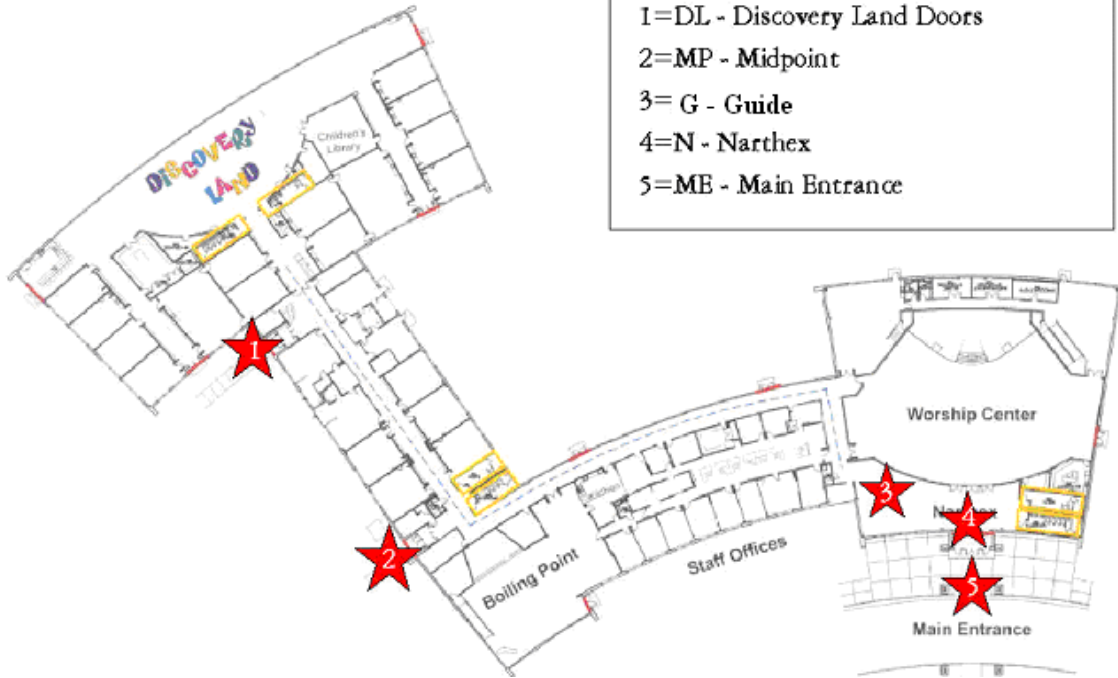
1=DL - Discovery Land Doors

2=MP - Midpoint

3= G - Guide

4=N - Narthex

5=ME - Main Entrance



## WELCOME BOOTH

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### Sunday Responsibilities

*The primary duty of welcome booth is to make sure people feel welcome at Appleton Alliance Church, get a Guidebook and are invited to the next Welcome Class.*

#### Preparation

4. Arrive 30-45 minutes before service and CHECK IN at the church front office reception desk. At 7:45 a.m. and 4:15 p.m. there is a required *Prayer and Prep* time for First Touch personnel in the staff conference room (B109).

The Pray 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.
  - c. To get assignments for your service area.
  - d. To pray for those visiting our church and for regular attendees.
5. It is **HIGHLY important that you be in place before services start and before they end. Our Welcome Booth must be staffed at this time. Having the booth staffed before and after services shows that we care for and welcome our guests.**
  6. If you are serving before a service, we ask that you be in place 15 minutes before the service starts:
    - a. 8:00 a.m. Service – In Place by 7:45.
    - b. 9:30 a.m. Service – In Place by 9:15.
    - c. 11:00 a.m. Service – In Place by 10:45.
    - d. 5:00 p.m. Service – In Place by 4:45.
  7. If you are serving after a service, we ask that you be in place 15 minutes before the service concludes:
    - a. 8:00 a.m. Service – In Place by 8:45.
    - b. 9:30 a.m. Service – In Place by 10:15.
    - c. 11:00 a.m. Service – In Place by 11:45.
    - d. 5:00 p.m. Service – In Place by 5:45.
  8. Please remember to wear your lanyard and paper nametag. Lanyards are located inside the table in the office conference room or at the information counter. Paper nametags are located on the wall under the informational brochures in the narthex. If you do not have a nametag, please see someone at the information center.
  9. Ensure you have Guidebooks, Coffee Cup Gifts, Bibles and invitations to the next Welcome Class at the welcome booth.

#### Serving at the Welcome Booth:

10. Wear a smile!
11. Follow the motto: *“Be Real, Have Fun!”* In other words, relate to people by just being yourself.
12. When someone approaches the Welcome Booth greet them with a smile and welcome. We want to be uplifting, encouraging, and sincere in welcoming EVERYONE to AAC.

13. Try to read the body language of the guest prior to extending your hand as some may not feel comfortable with the personal contact from a stranger. Greet people by name if you know them. If you do not, make every effort to introduce yourself. Welcome them to Appleton Alliance.
14. Be ready to help people. Ask them if they would like information on the church and answer their questions. If you don't know the answer to a question, consult the Guidebook. If the answer is not there, ask them if you can take them to the information booth when you are done speaking with them to ensure their question gets answered.
15. **Most Important:** Be sure to give them a Guidebook and a coffee cup gift as well as the invitation to the next Newcomer Reception. People can register for the Newcomer Reception on-line at [www.appletonalliance.org](http://www.appletonalliance.org).
16. All First Touch volunteers should be aware of suspicious behavior and odd items.
  - a. Large bags
  - b. Brief Cases
  - c. Baggy clothes or trench coats
17. If you suspect any issues, please seek out a member of the AAC staff.

### During and After Service

1. You may leave your post 10 minutes after the service has started if there is no one else waiting to speak to the Welcome Center personnel.
2. Lost and found items should be turned into the Information Center.
3. You can also point people to the Information Center for help in answering questions or getting registered for classes and special functions.

## Emergencies

Please See Appendix A for information on how emergencies are handled.

## Prayer Requests

Sometimes you are the first friendly face people see and because you appear to be approachable, you may be asked to pray or to talk to someone. If you feel comfortable praying with them there is a prayer room located in the back of the sanctuary. If you are not comfortable, ask them to be seated in the waiting room of the church office until you locate a pastor, counselor, elder, or staff member who is available to assist them in this time of need.

## Schedules

If you have Internet access, you can access a schedule at [www.appletonalliance.org/firsttouch](http://www.appletonalliance.org/firsttouch) or, from the homepage, click on "Resources" toward the right side of the page, and then click on "First Touch Schedules" and scroll down and find the information you need.

The most current schedule, contact list, and any other important communication will be posted. Please check your information for accuracy and let the First Touch scheduler know of any changes.

## Finding a Sub

**When you volunteer on a Sunday we are counting on you to serve at the time you are scheduled.**

**If, for whatever reason, you find that you are unable to serve when you are scheduled we ask that you find your own sub. There are approximately 250 volunteers in First Touch ministries and finding subs for people could be a full time job for church staff.**

Hopefully you will know in advance and you can contact someone from another week to trade or to just fill in for you. Contact lists for finding subs are posted on our website in the same location as First Touch schedules, (see above).

If something unexpected prevents you from fulfilling your scheduled time, please email [twerner@appletonalliance.org](mailto:twerner@appletonalliance.org) or call 968-0700 ext 196 to notify First Touch of your absence or personnel switch.

## Service Length:

Please notify Teri Werner as early as possible if you know that you will be unable to continue your service in First Touch Ministry. Since there is no minimum or maximum length of your service commitment, you will remain on the schedule until you arrange your ending date.

## *Welcome Desk Position Description*

### Prerequisites

- A born again believer in Jesus Christ.
- Friendly and approachable with good judgment.
- A humble servant of Jesus Christ, not given to self-promotion or showmanship.
- Member of Appleton Alliance Church or special approval from Director of Connections Ministries.

### Requirements

#### Welcome Desk

- Regular attendee of Appleton Alliance Church.
- Serve at least once a month.
- Respect the authority of the First Touch Coordinator at each service and look to that individual for direction.
- Welcome desk personnel must attend meetings/training events.
- Dress appropriately.
  - o Full sleeve, modest button down shirt or sweater.
- Tactfully assertive in difficult interpersonal situations.
  - o Dealing with people who have issues or concerns, (refer them to the Director of Connections Ministries or the First Touch Coordinator).
  - o Asking people to keep their voices down in the narthex once service has started. Our narthex is tiled and noise easily travels into the worship center.
  - o Assisting those who need pastoral care - take them to the Information Center. A member of our Administrative Staff will help you find a pastor, elder or other staff member.

## PARKING ASSISTANT

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### Sunday Responsibilities

*The primary duty of the Parking Ministry is to direct parking lot traffic, answer questions, and greet people as they arrive.*

### Preparation

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 Pray 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.
  - 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. Make sure the parking cones are in place and all parking attendants are wearing the orange vests.
  4. You may need to stay in place 10 minutes after the service begins in order to assist any people arriving late.

### Emergencies

Please See Appendix A for information on how emergencies are handled.

### Schedules

If you have Internet access, you can access a schedule at [www.appletonalliance.org/firsttouch](http://www.appletonalliance.org/firsttouch) or, from the homepage, click on "Resources" toward the right side of the page, and then click on "First Touch Schedules" and scroll down and find the information you need.

The most current schedule, contact list, and any other important communication will be posted. Please check your information for accuracy and let the First Touch scheduler know of any changes.

### Finding a Sub

When you volunteer on a Sunday we are counting on you to serve at the time you are scheduled.

If, for whatever reason, you find that you are unable to serve when you are scheduled we ask that you find your own sub. There are approximately 200 volunteers in First Touch ministries and finding subs for people could be a full time job for church staff.

Hopefully you will know in advance and you can contact another parking attendant from another week to trade or to just fill in for you.

Contact lists for finding subs are posted on our website in the same location as First Touch schedules, (see above).

If something unexpected prevents you from fulfilling your scheduled time, please email [twerner@appletonalliance.org](mailto:twerner@appletonalliance.org) or call 968-0700 ext 196 to notify First Touch of your absence or personnel switch.

### Service Length:

Please notify Teri Werner as early as possible if you know that you will be unable to continue your service in First Touch Ministry. Since there is no minimum or maximum length of your service commitment, you will remain on the schedule until you arrange your ending date.

## *Parking Assistant Position Description*

### Prerequisites

- Friendly and approachable with good judgment.
- A humble servant of Jesus Christ, not given to self-promotion or showmanship.

### Requirements

#### Parking Personnel

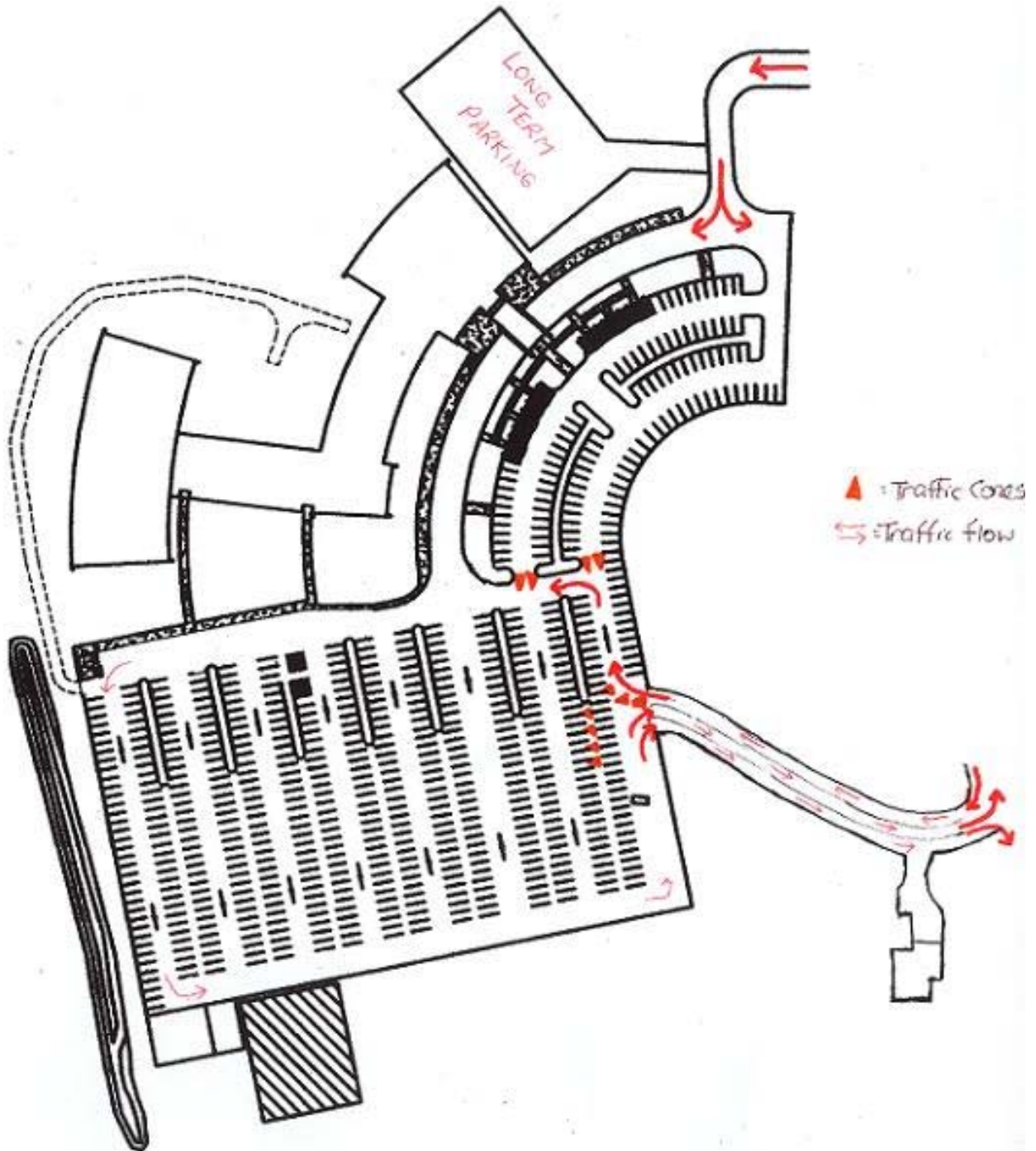
- Regular attendee of Appleton Alliance Church.
- Serve at least once a month.
- Respect those in authority and look to them for direction.
- Attend meetings/training events.
- Dress appropriately for the weather
- Wear a smile and be a welcoming presence in all weather conditions.

#### Parking Facilitator

- A born again believer in Jesus Christ.
- Member or actively pursuing membership at Appleton Alliance Church.
- Ensure parking personnel are at appropriate positions with safety vests on
- Ensure parking cones are set up as needed.
- Manage issues that arise.

Appleton Alliance Church Parking Area Map (cone set-up and traffic flow)

The Parking personnel are responsible to set up the parking cones on Sunday morning. The cones are stored in the shed. The custodians will make sure they are taken out of the shed on Saturday night and will return them to the shed by Monday morning.



# USHER

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## Sunday Responsibilities

*The primary duty of an usher is to maintain an atmosphere of reverent worship and respect during the entire worship service.*

### Preparation

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 Pray 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.
  - c. To get assignments for your service area.
  - d. To pray for those visiting our church and for regular attendees.
1. Please be in position 30 minutes before service begins. Please remember to wear your usher badge.
  2. Ensure ropes used to block or hold seats are properly positioned depending on the service, (see Worship Center Diagrams). The lead usher should also make the call when to rope off additional areas (Ex – during the summer months, the 6:30 service may need the last five rows in the middle sections roped off as there are fewer attendees and people end up too spread out). For communion Sunday the front row of chairs on either side of the center aisle need to be roped off for the Elders.
  3. Ensure extra chairs for additional seating are in position in case they are needed. Please do not put out extra chairs until needed. The lead usher should make the call on when to put down additional seats. Setting out seats in advance can cause problems as the Worship Center fills. We always want to fill from the front of the Worship Center to the back of the Worship Center. This will leave room for latecomers in the back of the Worship Center.
  4. Ensure bulletins are ready at each entrance.
  5. Worship Center doors are opened to the Narthex.

### Seating

1. Bulletins are expensive. Please wait for a person to extend their hand or request a bulletin, (avoid trying to give everyone a bulletin). Avoid giving bulletins to children.
2. Seat people in the front center section first moving to the back and sides as Worship Center fills up.
3. Watch out for parents with infants and ask them to sit in the back left area.
4. Do not physically touch anyone you are assisting unless asked.
5. Beware of suspicious behavior and odd items.
  - a. Large bags
  - b. Brief cases
  - c. Baggy clothes or trench coats
6. If you suspect any issues, please seek out a member of the AAC staff.

## During Service

1. Close main Worship Center doors once the service begins. The noise and light from the narthex can be distracting.
2. One usher should be posted outside the main doors for the remainder of the service. This usher should:
  - a. Ensure people do not re-enter the main Worship Center doors once the service has started. People should re-enter via the side door.
  - b. Assist people in the Narthex as necessary.
  - c. Remind people to keep the noise down in the narthex.
  - d. Guide people to a pastor for counseling if necessary.
  - e. Watch for suspicious activity in the Narthex.
  - f. Monitor the service via the video monitor in the narthex.
  - g. Be prepared to act in an emergency.
3. Do not seat people during prayer, communion or collection.
4. When the congregation is seated, do not bring people to the front to seat them. Try to seat people in the back or sides of the Worship Center once the service has started.
5. Ask people to slide towards the center to make room for people who need to be seated.
6. Other ushers should be posted near exits, (see Worship Center Diagrams).
7. Ushers should work in the background and assist people as necessary. They should never be a distraction during service. If anyone else becomes a distraction (such as crying children), the ushers should approach them and offer to assist them to the choir room where they can watch the service on the screen without worrying about disturbing those around them.
8. Our worship center has excellent acoustics. Please do not talk to each other in the back of the Worship Center once service has started; your voice will carry.

## After Service

1. Stand near doors and thank people for coming as they exit. Be prepared to answer questions. If you are unsure of the answer, take the person to the Information Center and ensure they get pointed in the right direction.
2. Collect bulletins and other items that have been left behind. Bulletins can be re-used if they are in good condition.
3. Lost and found items should be turned into the Information Center.
4. Collect communion cups if communion was held that Sunday.
5. Re-stack extra chairs if used during the service.
6. If serving at the 11:00 a.m. service, please assist the custodial staff with the re-configuration of the Worship Center for the evening services.

## Emergencies

Please See Appendix A for information on how emergencies are handled.

## Schedules

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### Finding a Sub

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**If, for whatever reason, you find that you are unable to serve when you are scheduled we ask that you find your own sub. There are approximately 200 volunteers in First Touch ministries and finding subs for people could be a full time job for church staff.**

Hopefully you will know in advance and you can contact another usher from another week to trade or to just fill in for you.

Contact lists for finding subs are posted on our website in the same location as First Touch schedules, (see above).

If something unexpected prevents you from fulfilling your scheduled time, please email [twerner@appletonalliance.org](mailto:twerner@appletonalliance.org) or call 968-0700 ext 196 to notify First Touch of your absence or personnel switch.

### Service Length:

Please notify Teri Werner as early as possible if you know that you will be unable to continue your service in First Touch Ministry. Since there is no minimum or maximum length of your service commitment, you will remain on the schedule until you arrange your ending date.

## *Usher Position Description*

### Prerequisites

- Friendly and approachable with good judgment.
- A humble servant of Jesus Christ, not given to self-promotion or showmanship.

### Requirements

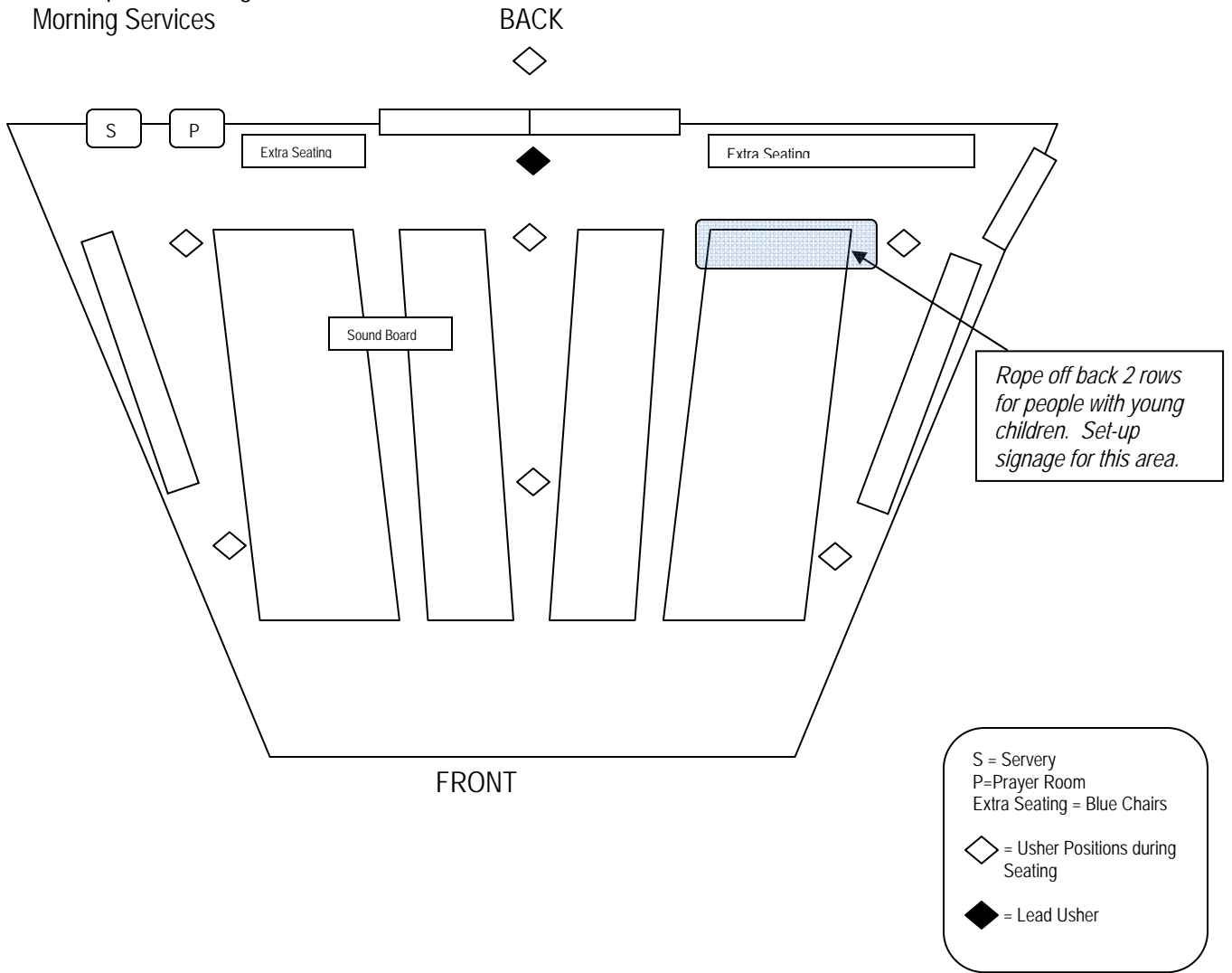
#### Ushers

- Regular attendee of Appleton Alliance Church.
- Serve at least once a month.
- Respect the authority of the lead usher at each service and look to that individual for direction.
- Ushers must attend meetings/training events.
- Dress appropriately, (business casual standard or higher).
  - o Jeans are not permitted.
  - o Full sleeve button down shirt or sweater.
  - o Jacket preferred, but optional.
  - o Tie optional.
- Tactfully assertive in difficult interpersonal situations.
  - o Dealing with crying children.
  - o Asking people to move in to the center to make room for others.
  - o Etc.

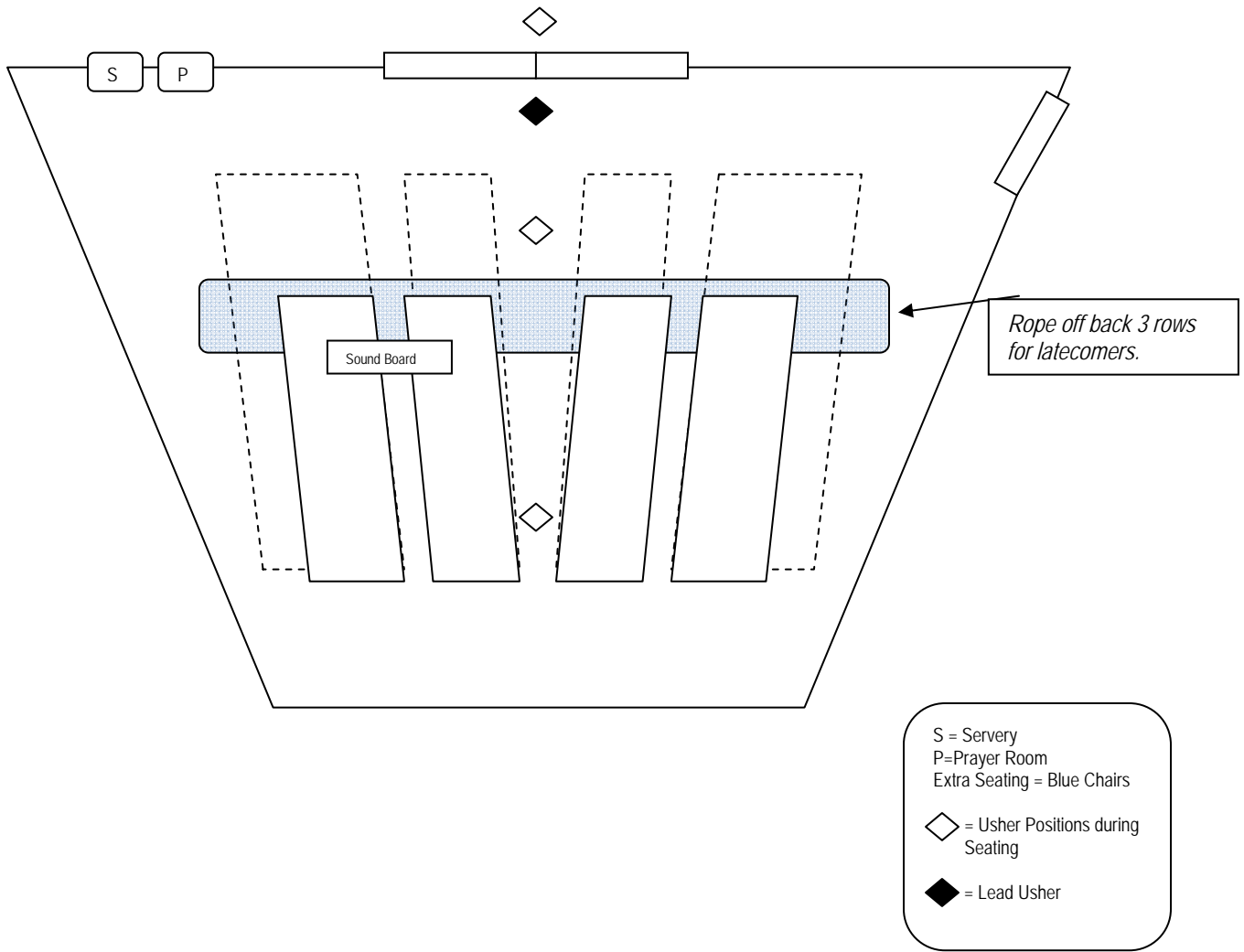
#### Lead Ushers

- A born again believer in Jesus Christ.
- Ideally, a member or actively pursuing membership at Appleton Alliance Church.
- Check in with Worship Service Producer prior to each service to ensure he/she knows who the lead usher is.
- Ensure ushers are at appropriate positions. Assign one usher to watch the choir room/overflow area and handle any necessary offering and communion duties in there.
- Make sure podium is on stage prior to the sermon.
- Manage offering (insure only members take money from the worship center into the locked office with the safe).
- Record attendance.

Worship Center Diagram  
Morning Services



Worship Center Diagram  
Evening Services



## EMERGENCIES

While it is impossible to predict all types of emergencies we may encounter at Appleton Alliance, this document covers the following emergency situations:

Fire

Medical Emergency

Crisis, Hostile Acts

### **Fire**

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If fire alarms sound during a service assist in orderly evacuation of the sanctuary unless the Worship Lead declares a false alarm.

If a medical emergency occurs during a worship service anywhere in AAC, an on-duty staff emergency person will have "999" flashed in the worship center.

An on-duty staff emergency person is a designated staff member who attends worship service and is listening to communication on a church communications radio via an earpiece.

Only Emergency Medical Services trained responders who have volunteered to respond in the event of emergency at AAC should step forward to assist the patient. Responders should report to the back of the worship center where the on-duty staff personnel can direct responders to the appropriate location of patient need.

## PLAN

1. One Medical Emergency Volunteer Team Leader, (Team Leader); will be assigned to each church service. The Team Leader will be wearing a badge identifying them as "Team Leader". The Team Leader will be responsible for the roles as described below.
2. Initially the patient will be moved from the worship center to the narthex, except in the case of any possible or suspected head or neck injury making movement of the patient dangerous. In the narthex, the patient can have more privacy, and responders will have more room to care for the patient. This will also assist EMS upon their arrival, and increase the ease of moving the patient from church to hospital.
3. The Team Leader will obtain medical supplies and the bright green Emergency Preparedness Folder located in the First AID cabinet in the narthex. (The Team Leader may ask for staff or lead usher assistance.) This folder contains pens, Medical Information Forms, supply checklists, and a copy of the Medical Emergencies procedures that will be used during patient care.

## DEFINED ROLES OF THE TEAM LEADER

1. In charge of the scene.
2. Direct staff personnel or usher to call 911 as appropriate.
3. Devise plan for moving patient out of the worship center and into the narthex.
4. Delegate roles to other responders if present (this includes designating a "recorder").
5. Work with other responders to care for patient as necessary.
6. Relay information to EMS upon their arrival.

## RECORDER, (If present)

1. One emergency volunteer will be designated to record on the Medical Information Form found in the Emergency Preparedness bright green folder.
2. The recorder will use this form to record vital signs / procedures done by Responders.
3. The recorder may speak with the patient, family, or friend regarding the current incident, or medication allergies, past medical history or current medications.
4. The recorder may then use the Information sheet to assist Team Leader with giving report to EMS as necessary.

## **COMMUNICATION BETWEEN D.L. AND WORSHIP CENTER**

1. On-duty staff personnel communicates with Discovery Land staff if an adult leaves AAC in an ambulance. D.L. staff can then notify appropriate children.
2. For children ages kindergarten or above, D.L. personnel will assist in locating parents in the worship center.
3. D.L. will also use 999 for any emergency in D.L. (child or adult). D.L. communicates this need to the on-duty staff person. The on-duty staff person will direct responders to D.L.

## **FOLLOWING A SCENE**

1. Team should briefly discuss supplies used. Supply check list is in the bright green Emergency Preparedness folder, and should be marked indicate supplies used. Forward this sheet to Ann Anklam for re-ordering of supplies.
2. Team should discuss how they felt the scene ran, and forward any comments to Ann Anklam or Bethany Kremer. These comments will be used by the emergency response team for future training, preparing, and refining of emergency procedures at AAC.

## **SUPPLY LOCATION**

1. AED is located in a metal box by the office doors.
2. Medical supplies and oxygen tank are located in the First AID cabinet in the Narthex information desk.
3. First AID drawer above this cabinet contains most frequently used supplies such as bandaids, ice packs, and emesis bags.
4. Mini first AID kits are located in the staff workroom, Boiling Point kitchen, D.L. resource center, and D.L. classrooms.
5. Wheelchair is located in the closet next to the AED.

## **SUPPLY CHECKS**

1. AED and medical supplies are checked monthly and following emergencies.

## **OTHER MEDICAL EMERGENCIES**

1. If there is any possible hazard to others in the building from a contagious illness or chemical hazards, etc, the area at risk must be evacuated immediately.
2. Gloves/ disinfectant to be used when cleaning up areas soiled with bodily fluids.

## Definitions:

### A – Potential Threat

For this document a potential threat is defined as a person or situation in the church or in the immediate vicinity of the church property that causes a possible risk of harm to people at the church.

### B – Imminent Threat

Imminent means about to happen. For this document an imminent threat is defined as a person in the church or on the church property with a weapon causing or threatening to cause harm.

## Procedures:

AAC will provide key people with radios kept on a dedicated frequency. The radios should assist with critical communications in the event of a potential or imminent threat. These radios will be available in Discovery Land, Welcome Point/Information Center, and the Boiling Point as needed. Non-essential communication shall be kept to a minimum over the radios so that it can be effectively used for emergency communication.

Off-duty police personnel will be at the worship services on a rotating basis as they are available and will carry one of these radios. Off-duty police personnel are strongly encouraged to serve as ushers and medical team leaders so they can move around more freely, are known by the other worship service personnel, and are more readily available to assist in the event of a crisis. In the event of a potential or imminent threat the off-duty officers will respond according to their police training and jurisdictional authority as an off-duty officer.

- **Reporting a Crisis Situation**

1. Anyone who sees a potential or imminent threat as described above should first call the police using 911 from a cell phone or 9-911 from any land-line phone inside the church.
2. Contact personnel at the Information Desk and/or the Church Office. Personnel at these locations should use the radio and/or direct communication to alert ushers and lead personnel in the church service, children's area, and other areas occupied by people. **Give the location of the threat if it is known.**
3. Anyone having access to the Worship Center projector number system should post the appropriate code to alert responders. (911) shall be used for a potential or imminent threat as defined above.

#### **A. Potential Threat Response (trained personnel)**

When notification of a potential threat has been received the staff personnel and the off-duty police officer(s) should confer and verify that the police have been notified via 911. They should attempt to communicate with the person reporting the potential threat to obtain more information. The off-duty officer(s) and key personnel will assess the threat and make response decisions. These could include waiting for police, responding directly to the location of the threat, locking areas of the church and continuing or not continuing with ongoing church events.

#### **B. Imminent Threat Response (trained personnel)**

When notification of an imminent threat has been received or is observed the off-duty police officer should move directly to the threat. The off-duty officer should isolate the threat and take whatever action is necessary and reasonable to stop the threat.

Trained church personnel should stop whatever activity is ongoing in the area of the church they are located. If the imminent threat is not in the area they are located they should lock all doors. They should announce there is an emergency situation in the church and make a decision to evacuate people outside away from the threat or have them get down and remain down until evacuated by the police.

#### **Crisis/Threatening Situation in Discovery Land**

1. Anyone who sees a potential or imminent threat (defined as a person or situation in the church or in the immediate vicinity of the church property that causes a possible risk of harm to people at the church) should first call the police using 911 from a cell phone or 9-911 from any land-line phone inside the church.
2. Contact a D.L. leader, who will contact staff on Channel 1 of the Walkie Talkies and inform them of the situation. Give the location of the threat if it is known.
3. Further instructions will be given via the D.L. P.A. system.
4. DL staff, leaders, volunteers are responsible for getting children in the safest possible position. Door should be shut and children should be instructed to crouch down in a location that is not visible through a window. Everyone should remain in that position until given further instructions.
5. You will be given further instructions via the phone/intercom system.