

# Pacific Community Church: Hospitality Handbook



Last Update January 2011

# Pacific Hospitality Handbook

*Pacific Community Church is a Trinitarian Community...people who desire our relationships to reflect the relationships of our three- in- one God. By looking at Jesus, we will clearly see him in relationship with the Father and the Holy Spirit. As we are drawn into the fellowship of the Trinity, our earthly relationships will begin to reflect the nature of our three-in-one God. Our relationship with each other should be based on our understanding of the Trinitarian nature of God, not our own relational needs and desires. We long to reflect the relationship within the Trinity, where each member is coequal with one another, lives with and for the other, serving, cherishing and honoring the other.*

This handbook has been established to allow Pacific to be better equipped to be hospitable, welcoming and evaluate the needs of this ministry and its volunteers.

## Hospitality & the Church

**Therefore welcome one another as Christ has welcomed you, for the glory of God. Rom 15:7 ESV**

*“Hospitality is a vital element in creating a sense of community for worship.” (Rev Lawrence Mark)*

In ancient times hospitality was a valued, principled practice as an expression of kindness, common support, neighborliness and a response to a life centered on Christ. It addressed the physical needs of strangers for food, shelter and protection, but was also a recognition of their worth and relationship.

Hospitality almost always involved shared meals; table fellowship was an important way of acknowledging the equal value and worth of people. Churches, like families, need to eat together to sustain their identity as a community. The table is central to the practice of hospitality in the home and the church. We are nourished there physically, spiritually and socially.

Whether we gather around the communion table or for a church potluck, we are strengthened as community. It gives us the opportunity to establish new relationships and sustain existing ones. As followers of Christ, we should offer a generous welcome to “the least of these”. Hospitality is not so much a job, as a way we live our lives and share ourselves with others. Church is a crucial setting for nurturing a life of welcome.

Although it involves responsibility, faithfulness and performing certain duties, welcome emerges from a grateful heart. It is a first response of love and gratitude for God’s love and welcome to us. We appreciate the opportunity to act as host, welcoming others and making a place for guests, attendees and members.

A key element to providing a sense of welcome is to pay attention to physical environments. A sense of welcome will be most effective with inviting entrances, accessible facilities, comfortable furnishing, and adequate lighting, in addition to a communicated sense of welcome. We wish to give everyone that enters the doors of Pacific our full attention.

We are all guests of God’s grace and look forward to extending that grace to those who walk through the doors of Pacific.

Hospitality occurs in significant ways at PCC. The Hospitality Ministry includes those who prepare and plan our food gatherings, our greeters and ushers and those that offer various supports during our worship and other services. These individuals are often the first contacts with those walking through our doors, and therefore must reflect the hospitality of the God we serve.

Luke 10:25-37

1 Corinthians 14:40

Psalms 84:10

Romans 12:10-12

Proverbs 8:34

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# **The Welcoming Team**

It is the responsibility of the Welcoming Team to warmly welcome visitors, newcomers, attendees and members to Pacific Community Church. This team has the task of creating a climate of hospitality for the Sunday Morning Worship Service as well as other special events and services as needed. As a part of the Pacific Community Hospitality Team, the Welcoming Team consists of ushers and greeters.

## **Team Membership Requirements**

- Must be an attendee or member in good standing of Pacific Community Church
- Will be asked to serve a minimum 1 year term
- Team members are required to complete the Ministry Application Process including Ministry Volunteer Training
- Must be able to attend a minimum of 1 meeting per year
- Will be committed to a rotation schedule, time commitment approx 2 hours per month

## **Team Selection**

This team is made up entirely of volunteers that may be selected by staff, other ministry leads, Elders or through appeals to the congregation. The team is encouraged to build itself up through personal contact and encouragement of peers to join.

## **Qualities & Skills Required**

- Knowledge of auditorium seating arrangement
- Familiarity with facility including emergency exits & Children's Ministry areas
- General understanding and knowledge of ministries, leadership and staff of Pacific
- Physical strength
  - Able to stand for long periods of time
  - Ability to push vehicles for the disabled
  - Ability to move and stack chairs
- Must be able to be a team player
- Leadership
- Punctuality & dependability
- Diligence
- Eye for detail
- Warmth & friendliness

## Head Usher

So the Twelve gathered all the disciples together and said, "It would not be right for us to neglect the ministry of the word of God in order to wait on tables. Brothers, choose seven men from among you who are known to be full of the Spirit and wisdom. We will turn this responsibility over to them and will give our attention to prayer and the ministry of the word." Acts 6:2-4

The Head Usher leads a team each Sunday morning and carries some added responsibilities to the Ushering role.

### Specific Job Responsibilities

#### Evaluation

The Head Usher should be the first member of the team to arrive prior to a service or event and should begin with some simple evaluations:

- Ensure all fire exits are free of obstructions prior to start
- Review Order of Service to be aware of special offerings or other items that may require the usher's assistance
- Allow a time for prayer prior to the service – after all, you are a small group!
- Confirm teams and make assignments:
  - Hall monitor
  - Parking lot security patrol
  - Attendance counter(s). It is helpful to have two individuals do independent counts when possible. Attendance must be taken for every service and event. To obtain the most accurate count for Sunday Worship Services, the count should be performed prior to the kids (Gr 5&6) being released to class and prior the offering being taken.
- Communicate any requirements or special instructions to team members as needed.

#### Scheduling

The Worship Coordinator creates and distributes a rotating schedule based on teams. If there are any issues with the schedules, it is the responsibility of the Head Usher to address them. It is the responsibility of each volunteer to be sure that they find replacements when they cannot work during a scheduled service or event, but the Head Usher is ultimately responsible to be sure their team is stocked for the upcoming service or event.

Should the Head Usher be unable to fulfill their duties on the date scheduled, they must make arrangements to switch with or be substituted by another Head Usher, or another designated Usher on their team that has been trained in the duties of a Head Usher (allowing that this leaves enough individuals to cover all duties).

#### Communication

Be prepared to attend to the needs of the Pastor or speaker.

#### Auditorium Doors

The Head Usher should be sure there is always someone at both sets of auditorium doors.

#### Offering

Once the offering has been collected, the Head Usher must escort the baskets with at least one *unrelated* individual upstairs.

The offering is to be placed in the blue or black cloth zippered bag located on the reception office desk. An offering slip must be completed for each offering and signed by both carriers, then placed in the bag with the monies.

The entire offering is then to be deposited into the depository safe located under the desk in the reception office. Once the money bag is placed in the rotor drum at the top of the safe, turn the handle until the money drops into the safe. *Do not put your hands in the hopper while turning the handle.*

### **Recruitment**

Head Ushers should be keen to recruit and help resource to build their teams. Individuals inquiring into joining this Ministry can be directed to the Administrative Coordinator for screening purposes. It is the responsibility of the Head Usher to follow-up on all recruits to their teams for suitability and training purposes.

### **Training & Team Evaluation**

The Head Ushers should make themselves available to meet with new volunteers prior to their first service on the team in order to train them in their duties prior to serving. Opportunity for on-going training and evaluation should be scheduled as needed.

### **Lock-up**

Be aware of who is on lock-up and touch base with them prior to leaving the service to be sure it is covered and there are no issues to note.

### **Emergency & Safety Procedures (See Emergency & Safety Response Page 13)**

In case of an emergency, one individual needs to take charge. The Head Usher is responsible to stay calm and begin emergency procedures; in the case of an emergency requiring immediate help for medical, fire or police assistance call 9-1-1 immediately.

When dealing with an injury or individual in distress, stay calm and offer support. If the person can walk, lead them to the First Aid room for care. If you are trained in first aid you may administer the appropriate medical procedures. If you are untrained, do not attempt it. Contact the Incident Coordinator on schedule or another attendant from the published list of volunteer first aid responders/Incident Coordinators.

If the person is unable to walk on their own, follow the same procedures, offering First Aid support where they are located. Always dial 911 for serious situations.

It will be important to help the ushers and staff to be sure everyone remains calm and give the individual space to be treated.

The Check-in volunteers will give the Head Usher a master list of all children in rooms each Sunday prior to the beginning of class. This list will act as a roll call in the case of an emergency for evacuation purposes and must be kept with the Head Usher at all times.

The Head Usher must be aware and train their team in evacuation procedures, fire emergency procedures and equipment as well as first aid procedures.

In the event of any emergency, ushers may be expected to:

- Know how to correctly respond to and summon for help for a medical emergency
- Know how to correctly report a fire or smoke emergency using 9-1-1
- Know the locations of the manual fire alarm pull stations in their area
- Know the locations of the fire extinguishers in their area and how to use them
- Know how to correctly respond to a fire warning alarm
- Become familiar with exit routes and know alternate exits to correctly respond to a call for evacuation
- Close all opened doors as an area is evacuated

*\*\* See Plan to Protect Emergency Policies for more detailed information*

**Dress**

We do not have a formal dress code at Pacific, you may dress casual. We would just ask that you use discretion in what you wear; that it would be clean, modest and cheerful. Each usher is asked to wear a badge with your name and title on it, which should be returned to the basket at the Usher's Station after service. A name tag should always be worn to identify you and the position you are filling.

**Attendance**

It is expected that Head Ushers will arrive early and be committed to the task. Each team is scheduled on a rotating basis once per month. Schedules generally cover a 3-6 month period and reminders are not sent out, but it is expected that each member will keep track of their schedule.

If you are expecting to be absent from a scheduled service, please make arrangements to switch with someone from another team and communicate with the Worship Coordinator so that they can note the change.

In the event of an illness, family or personal emergency, please contact the Worship Coordinator to make them aware that you will be absent.

# **Ushers**

The role of ushers is to work together with the Greeters during services and special events to assist in welcoming, directing and seating guests and others as needed. They are also tasked to collect offerings, be aware of the building layout in order to direct guests and be initial responders in emergency situations.

## **Specific Job Responsibilities**

### **Duties**

Arrive at least 20 minutes prior to service start for prayer with your team. Check-in with the Head Usher when you arrive for any special instructions or assignments. Be sure the auditorium is free of clutter. Ushers are asked to be present for the entire service.

### **Seating**

Gently encourage people to take a seat once the service begins or to move conversations out of the auditorium.

As people are being seated, pay close attention to the seats that are not being occupied. Encourage people to move towards the center and outer walls to open up seats by the aisles. If there are empty spaces in the middle of groups, ask people to move closer and fill them in. This will allow late comers to take seats from the outside aisles and will minimize distractions of new arrivals being seated. When service is underway and latecomers arrive, make them aware of empty seats and walk them if necessary.

When needed in rare circumstances, be available to retrieve extra chairs from the warehouse to accommodate full services.

Keep areas reserved for the disabled free. The disabled should be given special care and aided to their seats to be sure they are comfortable and safe.

### **Directions**

Ushers should have a good knowledge of the building in order to assist in giving directions as needed such as; washrooms, children's areas, family room, exits, first aid, fire extinguishers, telephones etc.

### **Handouts**

Ushers should be ready to hand out bibles to those requesting them as well as tithing envelopes and other welcoming materials and church information. This is all kept in the Ushers Station (grey bookshelf at the west entrance doors).

### **Communion**

Communion at Pacific is not served by Ushers; individuals are encouraged to gather at the front to take communion corporately. Ushers are encouraged to be among the first to take communion in order that they may be free to assist others as needed.

### **Offerings**

Using the baskets provided in the Usher's Station and beginning from the front, collect offerings as required. Once collected, hand the baskets to the Head Usher to take (with a partner) to deposit in the safe upstairs.

The Head Usher should take the centre aisle and two other ushers would then distribute the offering baskets down the outer aisles upon the cue of the Head Usher.



## **Disruptions**

Ensure that people are quiet during prayers and any other times when those participating in worship may otherwise be disturbed by latecomers.

When seating a potentially disruptive individual(s), such as parents with small children, offer a seat in the back by the foyer doors. If a child becomes disruptive during a service, gently address the parent and make them aware of the Family Room where they can comfortably take their child.

If the disruption is an adult that is seeking to create a distraction, politely ask them to be silent. If they continue to create a disturbance you may need to ask them to speak with you outside the auditorium. Seek the help of the Head Usher in this situation.

Be aware of the Pastors for cues of disturbances. In the event that you observe something, quietly alert the others on the team.

## **Children**

Encourage parents, especially visitors, to take their children to Children's Ministry classes and direct them if needed. There are two check-in stations in the foyer that will direct children to the appropriate classes.

If small children are unable to join a Children's Ministry class, kindly direct parents to the Family Room rather than keeping them in the auditorium if possible.

## **Communication**

Act as a filter for messages which people may need to deliver to the Pastor or Easy Worship Tech; such as things relevant to the whole crowd IE car headlights left on, a paging number for a child that needs their parent etc.

## **Emergency & Safety (See Emergency & Safety Response Page 13)**

In the event of an emergency, stay calm. Contact 911 if the situation warrants it. Direct people to safety in the case of an emergency; lead individuals to exits. Ushers are to be the last to leave the building.

Be aware of those who have first aid training and who the Incident Coordinator (1<sup>st</sup> Responder) is scheduled for the service. That person will be in charge in the case of a medical emergency and should be contacted immediately. Stay with the individual who is being helped and offer support until the Incident Coordinator or EMS has arrived.

In the event of any emergency, ushers may be expected to:

- Know how to correctly respond to and summon for help for a medical emergency
- Know how to correctly report a fire or smoke emergency using 9-1-1
- Know the locations of the manual fire alarm pull stations in their area
- Know the locations of the fire extinguishers in their area and how to use them
- Know how to correctly respond to a fire warning alarm
- Become familiar with exit routes and know alternate exits to correctly respond to a call for evacuation
- Close all opened doors as an area is evacuated

*\*\*See Plan to Protect Emergency Policies for more detailed information.*

## **Security**

Periodically walk through the parking lot (should not be done alone, must be a min 2 people). Perform a walk-through of all the main children's areas including upstairs to act as a hall monitor approximately every 15 minutes. Look for unsafe conditions, aid those that may need

help or direction during the service and be keen to notice unusual individuals that may be in areas they do not need to be. Walk-through should be done in 15 minute intervals.

If you notice any strange activities during the service, notify the Head Usher (if unavailable, seek the Executive or Senior Pastor). Never take matters into your own hands, seek the appropriate assistance.

### **Doors**

Ensure auditorium doors are closed at the start and during the service. Be keen to open the doors into the foyer and close them again as people come and go through the service to keep the noise level down. Also encourage parents with small children in the foyer to stay clear of the auditorium doors and use the Family Room.

### **Step in**

Ushers should be prepared to step into a Greeters role when needed.

### **Walk-through**

Clean up debris or bulletins left after service. Forgotten items should be placed in the Lost and Found at the Front Desk upstairs. Straighten chairs and Usher's Station, putting everything back to its original position.

## **Dress**

We do not have a formal dress code at Pacific, you may dress casual. We would just ask that you use discretion in what you wear; that it would be clean, modest and cheerful. Each usher is asked to wear a badge with your name and title on it, which should be returned to the basket at the Usher's Station after service. A name tag should always be worn to identify you and the position you are filling.

## **Attendance**

It is expected that Ushers will arrive early and be committed to the task. Each team is scheduled on a rotating basis once per month. Schedules generally cover a 3-6 month period and reminders are not sent out, but it is expected that each member will keep track of their schedule.

If you are expecting to be absent from a scheduled service, please make arrangements to switch with someone from another team, or communicate with the Head Usher so that they can cover the absence.

In the event of an illness, family or personal emergency, please contact the Head Usher to make them aware that you will be absent.

## **Greeters**

Greeters are positioned at each entrance door of the church. It is the greeter's job to welcome people, direct them and to provide them with worship bulletins and other handouts. A greeter is often the first representative of Pacific that people come in contact with when they enter the doors. At Pacific we wish to cultivate a climate of hospitality, which our greeters can be directly responsible for by creating a welcoming and helpful atmosphere at the very entrances of the church.

Individuals will look to a greeter as someone who will know the church layout, Sunday morning programming & activities and information contained in the worship bulletin. As well, people will look to you as someone who cares and is interested in them.

### **Specific Job Responsibilities**

#### **Welcoming**

Arrive at least 15 minutes prior to service or event and check in with the Head Usher for any special instructions.

Greet all who enter Pacific warmly as they enter with a warm smile and an extended hand. Use people's first names to greet them when you are able. If they appear new to the church, welcome them and introduce yourself, direct them to the auditorium or to children's check-in areas if needed.

It is not encouraged to carry on long conversations at the door, but take the time with new visitors to be sure their initial questions are answered. You may ask them to fill out the Info Card at the bottom of their worship bulletin and instruct them to place it in the offering basket, lock box or give to an usher.

If you recognize a problem of any kind, alert the Head Usher but remain in your position.

Remain at your station until at least 10-15 minutes after the event or service begins to greet latecomers and those mulling about in the entrances.

#### **Bulletins, Programs, Handouts**

Distribute Worship Bulletins and other programs or special hand-outs as assigned.

#### **Directions**

Greeters should have a good knowledge of the building in order to assist in giving directions such as; washrooms, children's areas, family room, exits, first aid, fire extinguishers, telephones etc, as needed.

A greeter should be aware of where to direct parents (especially visitors with children) to Children's Ministry classes if needed. There are two check-in stations in the foyer that will direct children to the appropriate classes.

If small children are unable to join a Children's Ministry class, kindly show parents where the Family Room is so they have the option of participating in the service with their children there.

#### **Assistance (hand elderly disabled to usher)**

Assist the elderly and the disabled by handing them gracefully to an Usher to be seated appropriately.

#### **Step in**

Greeter should always be prepared to step in as an Usher if required in the case of a shortage or an unexpectedly full service.

**Dress**

We do not have a formal dress code at Pacific, you may dress casual. We would just ask that you use discretion in what you wear; that it would be clean, modest and cheerful. Each greeter is asked to wear a badge with your name and title on it, which should be returned to the basket at the Usher's Station after service. A name tag should always be worn to identify you and the position you are filling.

**Attendance**

It is expected that Greeters will arrive early and be committed to the task. Each team is scheduled on a rotating basis once per month. Schedules generally cover a 3-6 month period and reminders are not sent out, but it is expected that each member will keep track of their schedule.

If you are expecting to be absent from a scheduled service, please make arrangements to switch with someone from another team, or communicate with the Head Usher so that they can cover the absence.

In the event of an illness, family or personal emergency, please contact the Head Usher to make them aware that you will be absent.

# Emergency & Safety Response

An emergency is defined as a serious situation or occurrence that happens unexpectedly and demands immediate action; a condition of urgent need for action or assistance: *a state of emergency*.

## Medical Emergencies

If any person collapses, faints, experiences dizziness, weakness, nausea, chest pain (perhaps also radiating to the jaw or arm), confusion, or has suffered an injury while on Pacific Community Church property, the Emergency Response Team will observe the Medical Emergency procedures outlined in the Plan to Protect Policy.

## Building Emergencies

Emergency situations such as fire, chemical spill, earthquake or other natural disaster as well as threats (bomb, armed assault, custody or kidnapping issues) that occur while on Pacific Community Church property require the Emergency Response Team to observe the Building Emergency procedures outlined in the Plan to Protect Policy.

## Emergency Response Team

This team is made up of staff members or volunteers who have been trained in medical emergencies, first aid, evacuation techniques and use of fire extinguishers. Emergency response team members know the location of all emergency equipment in the building, have read and comply with the Emergency Procedures as outlined in the Plan to Protect Policy Manual.

This team is made up of the following:

- Emergency Response Team Leader
- Building Coordinator
- Incident Coordinators (First Responders) and Helpers

Emergency responders should immediately identify themselves as such to any personnel responding to an incident.

This team is responsible for the training and ongoing implementation of emergency and safety response procedures of Pacific Community Church as outlined in the Plan to Protect Policy. Two team members are asked to be present at every worship service or event.

## General Team Responsibilities

In the event of any emergency, any member of the team may be expected to:

- Know how to correctly respond to and summon for help for a medical emergency
- Know how to correctly report a fire or smoke emergency using 9-1-1
- Know the locations of the manual fire alarm pull stations in their area
- Know the locations of the fire extinguishers in their area and how to use them
- Know how to correctly respond to a fire warning alarm
- Become familiar with exit routes and know alternate exits to correctly respond to a call for evacuation
- Close all opened doors as an area is evacuated

## Emergency Response Team Leader

- Ensure that all emergency response team members are assigned duties and understand all emergency procedures
- Work with other emergency response team members to evaluate an emergency
- Ensure proper emergency communication
- Delegate needed emergency actions
- Assist to recruit & engage team members

- Schedule training
- Work with the Building Coordinator to minimize hazards
- Communicate ongoing plans to the Emergency Response Team and Building Coordinator
- Work with the Ministry Action Team to ensure procedures are being followed

## **Building Coordinator**

This is a member from the Building & Facilities team designated to know the floor plans of the building and the emergency evacuation procedures for any emergency – medical, fire, etc.

### **Responsibilities**

- Receive status reports from the *Emergency Response Team Leader*
- Assess and report all unsafe conditions to the Building & Facilities Team; and follow-up to ensure that repairs have been made and issues resolved. Problems such as:
  - Fire extinguishers, alarming
  - Entrance & exits
  - Leaks & drainage
  - Building temperature
  - Lighting
  - Building conveniences
  - Floors
  - Etc
- Work with the Emergency Response team to:
  - Coordinate emergency planning activities
  - Communicate ongoing plans

## **Incident Coordinator**

Incident Coordinators are members of the *Emergency Response Team* that have been trained in medical or first aid emergencies. The Incident Coordinator on duty assumes responsibility for implementing Pacific's emergency plan at the time of an incident, providing leadership until Emergency Medical Services arrive on scene, or until the injury or incident has been treated or resolved. They are the First Responders in an emergency or incident.

Each worship service and special event must have a designated Incident Coordinator on duty for the entire service or event. When an Incident Coordinator is scheduled for a service or event, that person is the one in charge of the emergency or situation until the EMS is on-site and control has been handed over to them, or they request the IC's ongoing help. It is important that the IC take control of the situation right away and establish authority so that there is only one voice being followed so as to avoid confusion.

### **Specific Job Responsibilities**

- Provide FIRST RESPONDER first aid care to those with medical injury until EMS or medical personnel with a higher level of training arrives on scene
- Work with helpers to evaluate an emergency
- Ensure proper emergency communication to helpers
- Delegate needed emergency actions to helpers
- Coordinate with the emergency agency(ies) any needed evacuations or other emergency actions
- Aid in crowd control when called upon by the EMS personnel with crowd control and assist with building evacuations
- Relay status report information to the emergency agency involved (IE fire department, police, paramedics, emergency management, etc,)
- If possible, in a disaster situation: maintain hand-held radio contact with Emergency Response Team helpers

## **Helpers**

Helpers are other Incident Coordinators on site or those that have been designated to aid in emergency response by the Incident Coordinator on duty. They will not be asked to take charge of the emergency situation, but to assist the Incident Coordinator during the emergency.

### **Responsibilities include the following**

Submit to the leadership of the Incident Coordinator and as assigned:

- Follow the instructions of the Incident Coordinator and call for EMS help when required and report back to the IC when help is on the way
- Provide “first responder (medical) service” to those incurring a medical emergency until medical personnel with higher training services arrive on scene
- Provide medical assistance and support until professional help arrives (EMS)
- Conduct a primary assessment of the medical emergency situations and report this assessment to the Incident Coordinator
- Participate as Emergency Response Team member in emergency situations when their medical expertise is not required
- Perform the Incident Coordinator duties in place of an Incident Coordinator if one is not on scene or is unable to perform their responsibilities

Helpers should immediately identify themselves as Emergency Response to any personnel responding to an incident.

### **Sunday Mornings & Special Event Procedures**

When EMS arrives to the scene of an incident, the Incident Coordinator must immediately identify him/herself as such.

## **Attendance**

It is expected that Incident Coordinators will arrive on time and be committed to the task. Each member is scheduled on a rotating basis. Schedules generally cover a 3-6 month period and reminders are not sent out, but it is expected that each member will keep track of their schedule.

If you are expecting to be absent from a scheduled service, please make arrangements to switch with someone from another team and communicate with the Head Usher or Worship Coordinator so that they can note the change.

## **Offering Counting**

This position is a position of trust and accountability and is to be performed by persons other than the church treasurer.

A minimum of 3, unrelated people must be present when money is being received, transferred, counted and deposited. This provides protection for both the congregation's interests and for the individual counter.

### **Team Requirements**

There should be 3 (ideally 4) people on each team, a Team Leader who will be one of the counters, another counter and an assistant who can help in any of the areas of Counter #1 & 2. Refer to Team Description Document for more information.

- Must be an attendee or member in good standing of Pacific Community Church
- Members of the offering counters team will be asked to sign a "Confidentiality Agreement"
- Team members are required to complete the Ministry Application Process including Ministry Volunteer Training
- Must be able to attend a minimum of 1 meeting per year
- Will be committed to a rotation schedule, time commitment approx 40 min per month

### **Qualities & Skills Required**

- Integrity and confidentiality
- Ability to count cash, including basic mathematics
- Transportation to the banking institution

### **Tasks**

- Please read and follow the "Procedures for Counting the Offering"
- Check the counter checklist to ensure all aspects of the job are completed correctly
- Offering is to be counted in the upstairs boardroom with doors closed & locked
- Remember to check the photocopier for cheques
- Repeat the process for "Help Fund" or other special offerings
- If any supplies in the briefcase are running low, notify the Bookkeeper with a note in the office envelope
- Team Leader must be one of the counters
- In the instance that only 2 counters arrive for the count, the Head Usher will be required to remain for the duration of the count, or the Head Usher may locate another counter.
- If unable to stay for the count or find someone who can, the Head Usher must locate Jim Heuvig (or Tracy Cudmore) to have the offering locked in the safe for counting during the week.

If any problems are encountered, please contact: Tracy Cudmore (604) 575-8471 home or (778) 839-8471 cell OR Jim Heuvig (778) 330-2147 home or (604) 308-6191 cell

### **Specific Job Responsibilities**

- 1) Sorting
- 2) Counting
- 3) Preparing Bank Deposit
- 4) Preparing Envelopes
- 5) Deposit in Bank



**May 2011** – This section is under review, to be edited. Procedures have changed as counting is no longer performed on Sunday mornings and counting team has added responsibilities on Monday mornings.

## **STEP 1 - Sorting**

### **Counter #1**

- 1) Empty offering baskets
- 2) Sort offering into four piles
  - ✓ Offering envelopes
  - ✓ Coins
  - ✓ Loose bills
  - ✓ Any other papers, forms
- 3) Take the cheques that weren't in envelopes and photocopy ensuring that **all cheque information is visible** on the copy. This is equivalent to an offering envelope and ensures people will receive proper credit for their donation.
- 4) Help open envelopes using the procedures under "Counter #2"
- 5) Review all cheques for two areas:
  - ✓ If any are post-dated put them back in their envelope and put them in the envelope for the church office. These will not be included in the day's deposit
  - ✓ If any are drawn on a US bank, hold them aside for separate totaling

### **Counter #2**

- 1) Help sort the offering into piles
  - Once "Counter #1" has a secure pile of loose cheques, put aside so as not to mix them with cheques from envelopes.

Begin opening envelopes checking the following information:

- ✓ Today's date is on the envelope
- ✓ Either a "giving number" is in the upper right-hand corner or a name is written clearly on the envelope
- ✓ **Check to ensure that the amount in the envelope is the same as is on the front of the envelope; every envelope should have an amount written on the front of it. \***

\*If the amount inside the envelope is different from what is written on the front, change the amount on the envelope and have both counters initial the change.

- ✓ If no amount is on the envelope, check the "memo line" on the cheque to see if the donor has designated it for any purpose. If there is no designation, write the amount on the 1<sup>st</sup> line ("General Fund").
- ✓ If there is a designation for any other Fund that is Board Approved\*\*: write the Fund name on the Designated Fund line and the amount of the cheque on the amount line.

\*\*If there is any other designation that you are not sure is approved by the Board, put the cheque and its envelope into the office envelope for Tracy to deal with. **We must not deposit non Board approved designations.**

- 2) Photocopy all cheques with giving envelopes
  - Staple photocopied sheets together
  - Wrap sheets around the envelopes and put an elastic band around it all

## STEP 2 - Counting

### Counter 1 – Cheques first

- 1) Using the calculator, add up all cheques ensuring that a tape record is made
- 2) Label the tape “cheques” and date it
- 3) Initial the tape
- 4) Take the cash record and double-check the work of Counter #2 to verify totals
- 5) If verified, initial the page
- 6) If there is a discrepancy, recount until both are satisfied with the total
- 7) Using the Bank Stamp, stamp the back of each cheque in the “tellers” area (*this is the same as if the bank teller had stamped it.*)

### Counter 2 – Cash first

- 1) Sort bills from coin
- 2) Sort bills by denomination
- 3) Record totals on the Offering Count page
- 4) Take the cheques and calculator and double-check the work of “Counter #1”
- 5) If verified, initial the tape
- 6) If there is a discrepancy, recount until both are satisfied with the total
- 7) All bills can be combined with cheques now into one pile with an elastic band around it all

## STEP 3 - Preparing the Bank Deposit

### Counter 1

- 1) Enter the information in the Bank Deposit Book ensuring the plastic flap is under the third page (our record page)
- 2) In the “cheque” column, it is not necessary to enter the names, simply the total amount
- 3) If the deposit includes US funds, *do not complete the final total*, as the bank will do this once they have computed the exchange
- 4) Initial where it says “depositor’s initials”
- 5) Ask “Counter #2” to verify the accuracy of the deposit slip
- 6) **Tear out the top two “bank” copies** of the deposit slips

### Counter 2

- 1) Fill out the Offering Count Sheet Form and confirm totals with the Bank Deposit Book
- 2) Take the grey plastic bank deposit bag and complete the information requested using a black, permanent felt pen
  - a. Customer Name – Pacific Community Church
  - b. Branch Transit – 1110
  - c. Account Number – 1008259
- 3) Put the loose coins in the bag
- 4) Put an elastic band around the following stack of items and place them in the plastic bag
  - ✓ Calculator tape with cheque total
  - ✓ Bank copies of the deposit slips
  - ✓ Bills
  - ✓ Cheques
- 5) Pull plastic strip off the top of the bag, fill out information requested and put aside
- 6) Seal the bag

## STEP 4 - Envelope Preparation

### Counter 1

- 1) Take a large brown envelope for the brief case and write on the front
  - ✓ Today's date
  - ✓ Total Offering
  - ✓ Have two counters sign the front
- 2) Place the following items in the brown envelope
  - ✓ Photocopy of cheques that were not enclosed in a giving envelope
  - ✓ Photocopy of cheques that were in giving envelopes and the actual giving envelopes themselves
  - ✓ Completed Offering Count Sheet
  - ✓ Second calculator tape with cheque totals
  - ✓ Any pre-authorized giving forms
  - ✓ Small plastic strip taken from the bank deposit bag
  - ✓ Any post-dated cheques
  - ✓ Any other information turned in with the offering
- 3) Seal the envelope and place it in the briefcase
- 4) Return all items to the briefcase and leave for Tracy Cudmore in the photocopy room on the bottom shelf

### Counter 2

Assist "Counter #1" with completing Church envelope and returning items to the brief case

## STEP 5 - Bank Deposit

### Counter 1

- 1) Take key from brief case for 'night deposit' at the Royal Bank Cloverdale , 17931 56 Ave (Hwy 10)
- 2) With "Counter #2" drive to the bank immediately after counting to make the deposit\*\*\*  
**\*\*\*Our policy is that 2 people should be taking the deposit to the bank and they should both be of the same gender)**
- 3) Unlock the bank night deposit and put the bag in the wallet slot, close, double check bag has dropped and re-lock
- 4) Return the key to the brief case or drop in Tracy's mail slot. If you forget please notify Tracy Cudmore.

### Counter 2

Assist "Counter #1" in the deposit process.

# Building Opening & Lock-Up Procedures

## Requirements

- Must be an attendee or member in good standing of Pacific Community Church
- Team members are required to complete the Ministry Application Process including Ministry Volunteer Training
- Will be committed to a rotation schedule
- Must have a good knowledge of the building layout including main entrances, exits and rooms
- Must know how to operate the HVAC system
- Punctuality “First to arrive, last to leave”
- Trustworthiness

## Specific Job Responsibilities

- Unlock parking lot gates, main entrances, classrooms and areas needed for use during worship services and special events
- Secure building after worship services and special events, including setting security alarm
- Turn lights on and off
- Ensure room temperatures are sufficient (turn up or down as needed, depending on the season)

## Need

- “B” key
- Gate key
- Access to thermostat keys

## Tasks

The following opening procedures for the main floor:

- Unlock swinging gate in parking lot & South parking entrance gate
- Unlock and bolt open the two additional east entrance doors
- Turn on east foyer lights and hallway lights leading into room 125
- Open all rolling blinds in room 125 and turn on lights.
- Un-bolt East EXIT doors in room 125 (for emergency use, if needed). Bolt again, at Lock-up.
- Ensure the heat is on for room 125
- Unlock family room door, turn on lights, turn on TV, and turn on heater
- Turn on center foyer fluorescent lights
- Turn on west foyer HID lights
- Open up both men’s and women’s bathrooms. Lights are automatic. Turn on heaters to 20 degrees. (Turn down to 15 degrees, at Lock-up.)
- Unlock kitchen door. Place black door holding weight in front of door to prop open. *This room needs to be open for the persons doing communion prep.*
- Unlock and bolt open auditorium entrance doors. (At lock-up ensure all doors, have the concealed bolts engaged, top and bottom where applicable.)
- Turn up auditorium wall lights to 100% from dimmer switch next to west entrance doors.
- Ensure that the heating (19) /cooling (20), is working in the auditorium.

## LOCK-UP:

- In addition to the above, (in reverse) ensure upstairs offices are locked and all lights off
- Lock North door leading to the upstairs offices, and lights off
- Alarm is on, after ALL are out

**Attendance**

It is expected that Open/Lock-up people will arrive early and be committed to the task. Each team is scheduled on a rotating basis. Schedules generally cover a 3-6 month period and reminders are not sent out, but it is expected that each member will keep track of their schedule.

If you are expecting to be absent from a scheduled service, please make arrangements to switch with someone from the team. In the event of an illness, family or personal emergency, please contact the Head Usher to make them aware that you will be absent.

# Food Service

## Team Leader

The Food Service Team Leader is responsible to coordinate food and food service events at Pacific Community Church. They recruit, schedule and direct a team that will assist in executing the tasks needed to host church event(s) requiring meals or snacks. They also are responsible to organize, supervise and plan for the needs of the kitchen.

## Requirements

- Must be an attendee or member in good standing of Pacific Community Church
- Will be asked to serve a minimum 1 year term
- Team leaders are required to complete the Ministry Application Process including Ministry Volunteer Training
- Must complete a Food Safe Course

## Qualities & Skills Required

- Communication
- Problem solving
- Stewardship
- Familiarity with facility
- Must be able to be a team player
- Leadership
- Punctuality & dependability
- Warmth & friendliness
- Knowledge in how to use the PCC website, including the Group functions and features

## Specific Job Responsibilities

- 3 weeks – 1 month prior to event, coordinate with the Administrative Coordinator any communications necessary to the congregation for the event: IE call for volunteers, instructions for what food to bring etc.
- Make arrangements with the *Purchaser* to obtain any food, beverages, ice etc needed for the event.
- Secure rentals (or purchases if approved) of all equipment needed prior to the event. This includes BBQs, cooking and/or warming equipment, table linens, tables and chairs, etc
- Discuss with Food Service team the need for any decorative items and assign to volunteer(s).
- Communicate to the Food Service volunteers (website database group) regarding the upcoming event and give them any special instructions or information as early as possible.
- Recruit volunteers for the team as needed.
- About 1 week prior to event:
  - ✓ Contact a *set-up crew* and arrange time to meet
  - ✓ Call or e-mail volunteers and assign tasks. Make job descriptions available online or by e-mail so that they can familiarize themselves with their responsibilities if they are not already.
- Arrive at about 1 hour early on the day of the event and assist volunteers in their tasks.
- Sanitize all tables, counters and carts. Turn on coffee machine.
- Provide job descriptions in the kitchen for each job/task. (located in the file drawer in kitchen)

- Remind all volunteers to wash their hands.
- Ensure that Food Safe procedures are followed by all volunteers involved in food preparation and service in and out of the kitchen.
- Direct *Greeters* to both back and front entrances of church.
- Make signs as needed. IE Coffee, Tea, Used Dishes etc
- Assign one or more people to:
  - 1) Set one or more tables with napkins in baskets, plates, cups and cutlery.
  - 2) (Please have plates counted as put out to confirm # of guests for future event planning.)
  - 3) Set out large bowls for rolls and/or bread. (Don't remove from plastic bags until the last minute)
  - 4) Put large serving spoons in the grey cutlery tray and put it out on the supply table.
  - 5) Set out a large pan with water on the return table to soak used utensils.
- Secure a *cleanup crew* and ensure that they lock-up when cleanup is completed.
- Inspect kitchen before leaving the church to make sure everything is clean and put away.
- Assign someone to do the laundry (tablecloths, dish towels and dishcloths).
- Collect spending receipts and give to the Bookkeeper directly or their mail slot upstairs.
- Update the website database Food Service Group online with any new volunteers or those who are no longer volunteering to keep the list current.

## **Set Up**

Set up volunteers are responsible to help with the set-up at the location where food gatherings & other food service events are held.

### **Qualities & Skills Required**

- Physical strength (ability to move and stack chairs, tables and equipment)
- Punctuality
- Reliability

### **Specific Job Responsibilities**

#### **The day prior to the food gathering or event:**

- Arrange time to meet to begin set-up. Be sure one member of the crew has a key and security alarm code to enter and lock-up building.
- Sweep floors.
- Arrange stored items in warehouse in such a way as to facilitate the setting up of tables and chairs. Ensure any dangerous items are secured or blocked off; chain stations may be used.
- Wipe tables with a cleaning solution and clean reusable or disposable cloth. Change solution when it becomes soiled.
- Cover large tables with white sheets, long tables can be covered with white table clothes (or plastic)
- Set up staging tables (for desserts)
- Set up 3 small tables for beverages and cover with plastic table clothes
- Set up approx 15 round tables and all the blue plastic chairs from storage
- Be sure to have extra chairs and tables available to set up outside when the weather is nice, or to set up quickly in the event of under-estimated attendance.
- Move electrical board to underneath the nearest large table
- Plug in extension cord to extend to second table and duct tape cords to floor for safety
- Set out 3 or 4 garbage cans lined with garbage bags.



## **Greeter**

Greeters are volunteers who direct individuals bringing food being shared with group before the Worship Service or prior to a food gathering event.

### **Qualities & Skills Required**

- Knowledge of basic food storage & handling needs based on Food Safe requirements
- Ability to make quick decisions
- Communication
- Hospitable
- Leadership
- Punctuality
- Reliability

### **Specific Job Responsibilities**

**Each entrance door must have one greeter stationed at least a ½ hour prior to service or event start to:**

- Direct people with food that must be kept hot to the kitchen (oven or microwave)
- -OR- For those with their own warming trays or Crockpot, direct them immediately into the warehouse where the food can be placed on the tables and plugged in etc.
- Desserts or cold foods that need refrigeration (such as dairy, meat or other items that cannot be kept at room temperature) must be directed to the kitchen.
- Otherwise they can take it directly into the warehouse to place on the tables.
- Because the kitchen will be very busy at this time, greeters must discern the proper storage of food until event begins and direct as much food as possible into the warehouse in order to avoid needless traffic in the kitchen.
- Be sure to wash hands before handling any food directly.
- Ensure all dishes and utensils are marked with names (have pens & stickers available for people to mark their own dishes if not already marked)
- Help with general clean up after event.

## Beverages: Hot (Coffee & Tea)

This individual is responsible to prepare and set up the coffee & tea table for food gatherings and other food service events.

### Qualities & Skills Required

- Knowledge of basic food safety
- Good social skills
- Punctuality
- Reliability

### Specific Job Responsibilities

- Arrive at least one ½ hour prior to the event start.
- **Wash hands before handling any beverages or food.**
- Make 4 urns of coffee (3 regular, 1 decaf)
- NOTE: The coffee machine makes only 4 urns at a time. After that, it will shut down to reheat the water – approx ½ hr)
  - Following package instructions on coffee maker for step-by-step instructions to make coffee with loose grinds
  - When using individually packaged coffee, pour one package into filter, press brew.  
\*Be careful only to press brew one time or urn will overflow as it will automatically brew enough for a second urn.
  - Make more urns of coffee as needed depending on attendance, place extras on supply table.
  - Be careful not to mix-up the pumps in the urns or it is hard to match them back up after with the correct urn.
- Fill two large bowls with creamers and keep in the fridge until about 20 min before event.
- Set up Coffee & Tea tables
  - Need: cups, sugar, stir sticks, tea bags, hot chocolate, Coffeemate & creamers, etc
  - Set out an empty bowl for disposal of empty creamer containers, sugar packets and stir sticks etc
  - Place a bucket of water and wash cloth under each beverage table for spill cleanup.
- Make tea
  - Boil water
  - Fill yellow & cream colored carafes, add 2 tea bags
  - Let steep with lid on for 3 minutes
  - Remove tea bags, replace lids
- Place 2 coffee urns (1 regular, 1 decaf), two tea and one hot water carafe on each table.
- Indicate with Velcro labels what is in each urn & carafe. IE: coffee, tea, decaf, hot water, hot chocolate etc.
- Assist others as needed with set up.
- Bring out new urns and set out new carafes as they empty.
- Towards the end of the meal, as urns empty begin rinsing them out with hot water (no soap). When putting back into place, being careful to return the correct pump with its urn.
- Do not dry inside urns & carafes with towel, just rinse, drain and air dry. Be sure to store the correct inside pump with the urns after rinsing.

## **Beverages: Cold (Juice & Water)**

This individual is responsible to prepare and set out juice and water during food gatherings and other food service events.

### **Qualities & Skills Required**

- Knowledge of basic food safety
- Good social skills
- Punctuality
- Reliability

### **Specific Job Responsibilities**

- Arrive at least one ½ hour prior to the event start.
- Fill & plug in kettle.
- **Wash hands before handling any beverages or food.**
- Following juice crystals package instructions for amounts, mix juice crystals in a big bowl with boiling water and stir until dissolved.
- Pour dissolved crystals into a clean blue tub and add the remainder needed in instructions with cold water and ice, stir again. Juice will be a bit strong; it will be diluted by the ice in the pitchers.
- Place 10 pitchers on a cart; add ice and fill with water.
- Add ice to 8-10 pitchers. Fill with juice from the blue tub, sample juice strength and add water as needed. Be sure to put a bucket on the floor underneath the blue tub as the spout tends to leak as you pour.
- Set juice and water on one beverage table.
- During the event, keep an eye on the pitchers and fill as needed. Generally, one blue tub of juice is enough.
- Wash pitchers as they empty and at the end of the meal.
- Do not wipe inside the pitchers with a tea towel. Invert on shelves and let the inside air dry.
- After the meal, wash the remainder of the containers and set to dry. Help with general cleanup and place things back where they belong.

## Food Table: Hot Food

These individuals are accountable to set up and coordinate delivery and placement of hot foods during food gatherings and other food service events.

### Qualities & Skills Required

- Knowledge of basic food safety
- Good judgment of cook times and proper food handling skills
- Organization
- Punctuality
- Reliability

### Specific Job Responsibilities

- Arrive at least one ½ hour prior to the event start
- Set up chafing pan(s)
- Turn on the oven to 300°
- Set up the 2 buffet tables with dinner plates & cutlery (these are in marked plastic containers - take off lid and just slip it underneath container)
- As food arrives, ensure hot foods in crock pots are plugged in or kept hot in the oven.
- Some dishes can be kept hot in the oven or closer to serving time, heated in the microwave. Check on all dishes & regulate temperatures accordingly.
- Plug in crock pots, cookers etc.
- For after Worship Service functions: just before the end of service, use trolley to bring out food - be sure you put all food out and be sure that each dish has a serving spoon.
- **Wash hands before serving or handling any food.**
- Uncover food just before people enter serving area.
- Personally serve hot food to guests such as chili, stews and hot casseroles in order to control portions and handling, if required.
- During the meal as dishes empty put them on the "return" table. If you have time, take them to the kitchen and give them a quick wash.
- At the end of the meal help guests find their empty dishes and containers.
- Help with general clean up after event.

#### For Summer Functions (Team Leader Only):

- Be sure you have enough BBQs to cook the amount of food needed. If the church does not have enough, rentals must be arranged ahead of time (Turkeys). This includes being sure enough propane is on-site for cooking the food.
- Be sure there is sufficient ventilation and the barbequing is done outside.
- Large charcoal BBQ (belonging to Dave Humphries) must be filled with 3 bags of coals and lit at least 1 hour prior to event. Coals should be covered with white ash when they are ready.
- Once coals are hot, they will need to be stoked, but do not add coals on top or it will not stay consistently hot at this point.
- *There must be a person attending to the BBQ at all times once it is lit for safety reasons, and to be sure the coals do loose heat.*
- If using raw burgers, begin cooking about one ½ hour prior to event start time. Pre-cooked burgers can be started closer to event start time as they only require being heated through.
- Burgers can be stored in chafing dishes and covered as they are made to keep warm for serving on a table near the outside warehouse doors.
- When BBQs are cooled, place them inside the warehouse in their designated areas.

## Food Table: Cold Food & Desserts

These individuals are accountable to set up and coordinate delivery and placement of cold foods during food gatherings and other food service events.

### Qualities & Skills Required

- Knowledge of basic food safety
- Good judgment of food temperature needs and food handling skills
- Organization
- Good social skills
- Punctuality
- Reliability

### Specific Job Responsibilities

- Arrive at least one ½ hour prior to the event start.
- Place a bucket of slightly soapy water with a couple of cloths at the beverage table in order to clean up spills etc.
- As food arrives, ensure foods that are perishable are put in one of the fridges in the kitchen. During the summer months, be especially aware of the room temperature; foods with dairy, meat, mayonnaise etc must be kept cold in the fridge and brought out only 15 min prior to event start time.
- **Wash hands before serving or handling any food.**
- For after Worship Service functions: just before the end of service, use trolley to bring out food - be sure you put all food out and be sure that each dish has a serving spoon.
- Cut desserts into portions if not already done.
- Uncover food just before people enter serving area. Place lids & covers under the dish so they do not get lost or separated from the dish.
- Put dressings on salads and toss.
- During the meal as dishes empty put them on the "return" table, or take to the kitchen for a quick wash if there is time. Return the dish with lid to table for pick-up by owner.
- At the end of the meal help guests find their empty dishes and containers.
- All unused, perishable, condiments must be discarded after the meal or event. IE mayonnaise, dairy dressings etc. Do not return to their containers for later use.

# Steps to Safe Food

Prevent food poisoning by following these steps to safe food:

## Buying Food

- Shop for food on your way home but do not leave food in a car, especially on a warm day.
- Check food for "best before dates" and "code dates".
- Buy food that is at the correct temperature.
- Do not buy cans of food that bulge at the ends, leak, or are badly dented.

## Storing Food

- Put food in the refrigerator or freezer as soon as possible.
- Keep a thermometer in your refrigerator and in your freezer. Check them often so that you know the temperatures are safe.
- Keep your refrigerator below 4 degrees C (40 degrees F).
- Keep your freezer at -18 degrees C (0 degrees F).
- Check a food storage chart so that you know how long foods can be kept in the cupboard, in the refrigerator, and in the freezer.

*Remember, "When in doubt, throw it out."*

- Throw out moldy food. You may be able to save hard cheese like cheddar, by cutting an inch around the mould.
- Liquid or semi-solid foods like syrup, jam, jelly, cottage cheese, sour cream, or cream cheese that are moldy should be thrown away.
- If you re-use containers that held moldy food, wash them carefully with hot, soapy water.
- Raw juices from meat, fish and poultry can be a source of bacteria. In the refrigerator, place packages of meat, fish and poultry on plates so that their juices do not drip on other foods.
- Freeze fresh meats, fish and poultry if you do not plan to use them right away.
- Use leftovers quickly. They have a short shelf life.

## Preparing Food

- Wash your hands with soap and water before handling food. Encourage children to wash their hands before handling food.
- Wash your hands after handling raw meats, fish and poultry, after using the bathroom, after changing diapers, after coughing or sneezing, after blowing your nose, after handling pets, after working in the garden, and after cleaning the litter box.
- Keep counters, cutting boards, utensils and sinks clean.
- Dish cloth savvy:
  - Dish cloths and tea towels can be a source of bacteria if they have been around the kitchen too long.
  - Change dish cloths and tea towels 3 or 4 times a week. Put the soiled ones in the laundry.
  - When you clean up after handling raw meats, always change the dish cloth as soon as possible.
  - Wash kitchen brushes in the dishwasher. Put kitchen sponges in the laundry.
- Wash fruits and vegetables, including salad greens, before eating.
- Thaw frozen food safely:

- In the refrigerator - place the food on a plate so that the juices do not drip on other food.
- In a sink filled with cold water.
- In cold running water.
- In a microwave oven - follow the defrost instructions that come with the microwave. Do not thaw frozen food at room temperature. Cook thawed food right away, or put it in the refrigerator.
- Marinate raw meats, fish or poultry in the refrigerator, not at room temperature. If you plan to use some of the marinade as a dip or a basting sauce, put some in a separate dish before adding the food to be marinated.
- Prepare hamburger patties and other meats and poultry quickly. Cook them soon or put them in the refrigerator.
- **Always wash your hands after handling raw meats, fish or poultry.**
- Do not reuse dishes, knives, cutting boards or counters until they are washed with hot, soapy water.

### **Cooking Food**

- Cook ground meats and poultry thoroughly.
- "Think-No Pink" The centers of hamburger patties should be brown, and the juices should be clear. Use a meat thermometer to check the temperature of larger cuts of meat and poultry.
- Place cooked meats and poultry on clean plates and platters. This is very important.
- Serve foods soon after cooking or keep them hot, above 60 degrees C (140 degrees F). Do not let cooked food sit at room temperature for more than 1-2 hours.

### **Cooling Food**

Not cooling food quickly is one of the most common causes of food poisoning.

- Food that is prepared or cooked ahead of time for serving later should be cooled quickly to keep it safe.
  - Cool containers of hot food quickly by placing them in a sink full of very cold water. If you can add ice, the cooling will be even faster. This really works!
  - Stir liquid foods to speed up cooling.
  - Divide the food into smaller containers and refrigerate uncovered. Once the food has cooled, cover the containers with plastic wrap or lids.
- Prepared foods such as sandwiches, appetizers, and salads (e.g. potato and pasta) should also be cooled quickly, until serving.

### **Leftovers**

Leftovers are sometimes called "recycled foods".

- Refrigerate leftover foods as soon as possible after a meal.
- Use leftovers within a day or two, or freeze them. Before freezing leftovers, put the date on the container.
- Reheat leftover food to at least 74 degrees C (165 degrees F). Bring soups, and sauces like gravy, to a boil.
- If you have any doubts about a leftover food, throw it out.

### **Safety Tips for Summertime Food**

Camping? Barbecuing? Picnics? Hiking? The same food safety rules apply. In fact, you may have to work harder to keep food safe when you cook outdoors.

- Keep food cold. Use insulated coolers, and add ice, dry ice or commercial freezing gels to keep the air inside the coolers cold. Keep the lids on coolers and store them in the shade at picnics

and other outdoor events. If the ice in the cooler is melting, add more ice if available. When organizing the food for camping, freeze as much food as possible and then place it in coolers. This will help keep food cold, longer. Cook or eat the most perishable foods first, then use the less perishable items.

- If you cannot keep food cold, it will take some creative menu planning to choose less perishable foods. Canned foods, peanut butter, dry cereals, dried foods such as soup and sauce mixes, rice, pasta, lentils and beans, and fresh fruits and vegetables are examples of less perishable foods.
- Wash fruits and vegetables before packing.
- When barbecuing, keep food in the refrigerator or cooler until you are ready to put it on the grill.
- When preparing food outside, keep everything clean. Wash your hands before handling food. If water will not be available, take along disposable, wet hand wipes to clean your hands.
- Place cooked or barbecued food on clean plates. Do not use the same plate that held the raw meat or poultry.



# Cleanup

These individuals are responsible to help in the cleanup of the location where food gathering & other food service events are held.

## Qualities & Skills Required

- Knowledge of basic food safety
- Knowledge of location of equipment and storage (tables, chairs etc)
- Organization
- Good social skills
- Punctuality
- Reliability

## Specific Job Responsibilities

At the direction of the Team Leader, assist in cleaning up after food gathering events.

### Warehouse or Eating & Serving Areas

- Wipe tables with a cleaning solution and clean reusable or disposable cloth. Change solution when it becomes soiled.
- When table surfaces are clean and dry, fold and put them and the chairs away.
- Put away electrical cords & box and move items normally stored in the warehouse back to where they belong.
- Sweep and mop floors. Vacuum carpeted areas as needed.
- Empty garbage & replace with new bags.
- Return any rental equipment promptly to avoid late fees.

### For Summer Functions:

- Clean BBQs by turning on high heat setting to burn off all food residues, scrape racks. Note: rental BBQs must be returned well-cleaned in order to avoid extra charges. Be sure to wipe down any spillage that may have occurred during use.
- When BBQs are cooled, place them inside the warehouse in their designated areas.

### Kitchen

- Rinse beverage carafes and allow them to air dry.
- Start dishwasher for any dishes used during the event and unload if possible before leaving.
- Ensure kitchen is tidy and all utensils, dishes etc are back in their proper place.
- Assign an individual to do laundry (dish towels/rags, table cloths etc).

# Communion Preparation

These individuals are responsible to prepare and clean up the communion items for Worship Services.

## Qualities & Skills Required

- Knowledge of basic food safety
- Cleanliness
- Punctuality
- Reliability

## Specific Job Responsibilities

Day of service:

- Arrive at least one ½ hour prior to service start
- **Wash hands before handling any food**
- Wear non-latex gloves while handling and preparing bread and juice

### Bread

- Line 3 baskets with cloth napkins provided.
- Remove 2 loaves of bread and 1 bun from the freezer in the kitchen if fresh bread has not been dropped off.
- Cut off crusts of bread slices.
- Cut bread into ¾" square pieces. \*\*Be sure to cut straight through all pieces so they are not stuck together.
- Divide the bread into the 3 baskets and cover with the corners of the napkins.
- Place a Kaiser Bun on a small plate.
- Cut 4 slices of gluten-free bread (kept in freezer also) onto the glass plate marked "gluten-free bread".

### Juice

During seasons of high concern over flu or pandemic situations (such as H1N1) or if requested for those with compromised immune systems:

- Fill squeeze bottle with grape juice stored in fridge.
- Set out disposable plastic cups (approx 15) onto serving trays.
- Using the squeeze bottle, fill the plastic cups.
- Set out 3 empty waste baskets in front of stage on the floor for disposal of cups.

Each Sunday:

- Pour juice into glass carafe (enough to fill 3 stemmed glasses).
- Set out 4 stemmed glasses.
- Set all supplies onto a trolley and wheel into the auditorium. Pour juice into 3 glasses.
- Set out all supplies on the table in front of the stage. Juice carafe, gluten-free bread and bun should be in the middle, at back of table.

### Clean up:

- Remaining juice in goblets must be disposed of. Remaining juice in carafe can be poured into juice bottle and stored in fridge for next use.
- Dispose of used cups if used.
- Wash dishes using a small amount of bleach in rinse water. Allow to air dry.
- Return items to cupboard.

## Communion Server

This position involves partners (may be a married couple or two singles) serving communion to the congregation as part of our weekly Worship Service.

### Qualities & Skills Required

- Service
- Patience
- Respectfulness
- Helps
- Greeting
- Genuineness
- Ability to stand & balance for 10-20 min at a time
- Cleanliness
- Reliability

### Specific Job Responsibilities

- Arrive by 9:45 am to briefly check-in with the Pastor, speaker or person leading communion in order that they are aware that all members of the team are present.
- Take a seat close to one of the 3 communion stations in front of the main stage during the Worship Service.
- When called up, clean hands using the hand sanitizer dispensers on either side of the main stage.

Be sure to rub in the sanitizer until it is completely absorbed into your hands so that your hands are dry before touching the bread.

- One partner (suggested to be the wife in the case of a married couple) picks up the bread basket, the other partner picks up the stemmed glass of juice and plate with individual cups; and both take their place at 1 of the 3 stations along the main stage.
- As people line-up they will partake of the bread first. They may hold their hands open to receive the bread and the servers should place it in their hand or allow them to take their own piece. The server will then say, "The body of Christ".

With their bread in hand they will then move to dip their bread in the juice (or may opt to use an individual cup instead) in which case the server will say, "The blood of Christ".

If you know the name of the person you are serving, feel free to speak their name as you say "The body /blood of Christ".

- During the course of service at anytime the juice cup becomes unclean with bits of floating bread, or if you have witnessed people dipping their fingers in too far; you may reach for a fresh cup from the table and exchange.
- When the congregation has been served completely, all teams should then meet at in the middle, at the table (this may include the prayer teams as well at this time if they have not already taken communion and have finished praying). The team that served in the middle at the table should serve the others and then someone can serve that team.
- Replace elements to the table and return to seats.

**Dress**

We do not have a formal dress code at Pacific, you may dress casual. We would just ask that you use discretion in what you wear; that it would be clean, modest and cheerful.

**Attendance**

It is expected that Communion Servers arrive early and be committed to the task. Each team is scheduled on a rotating basis. Schedules generally cover a 3-6 month period and reminders may not be sent out, but it is expected that each member will keep track of their schedule.

If you are expecting to be absent from a scheduled service, please make arrangements to switch with another tech so that they can cover the absence and inform the Worship Coordinator of the change.

In the event of an illness, family or personal emergency, please contact the Worship Coordinator to make them aware that you will be absent.

## **Check-in (Children & Youth)**

When children & youth are placed in our care, we are responsible for them. Children from six months to Kindergarten are checked in and signed-out by parents when being left in any of our classes, programs or events. The attendance of children and youth from Grade 1 to Age 18 as well as teachers, volunteers and occasional observers is taken and all records are kept on file permanently.

A Check-in volunteer greets parents, children & youth before they enter their respective classes or programs; registering children, staff, ministry volunteers and observers, signing them in and out for each classroom as required.

## **Ministry Requirements**

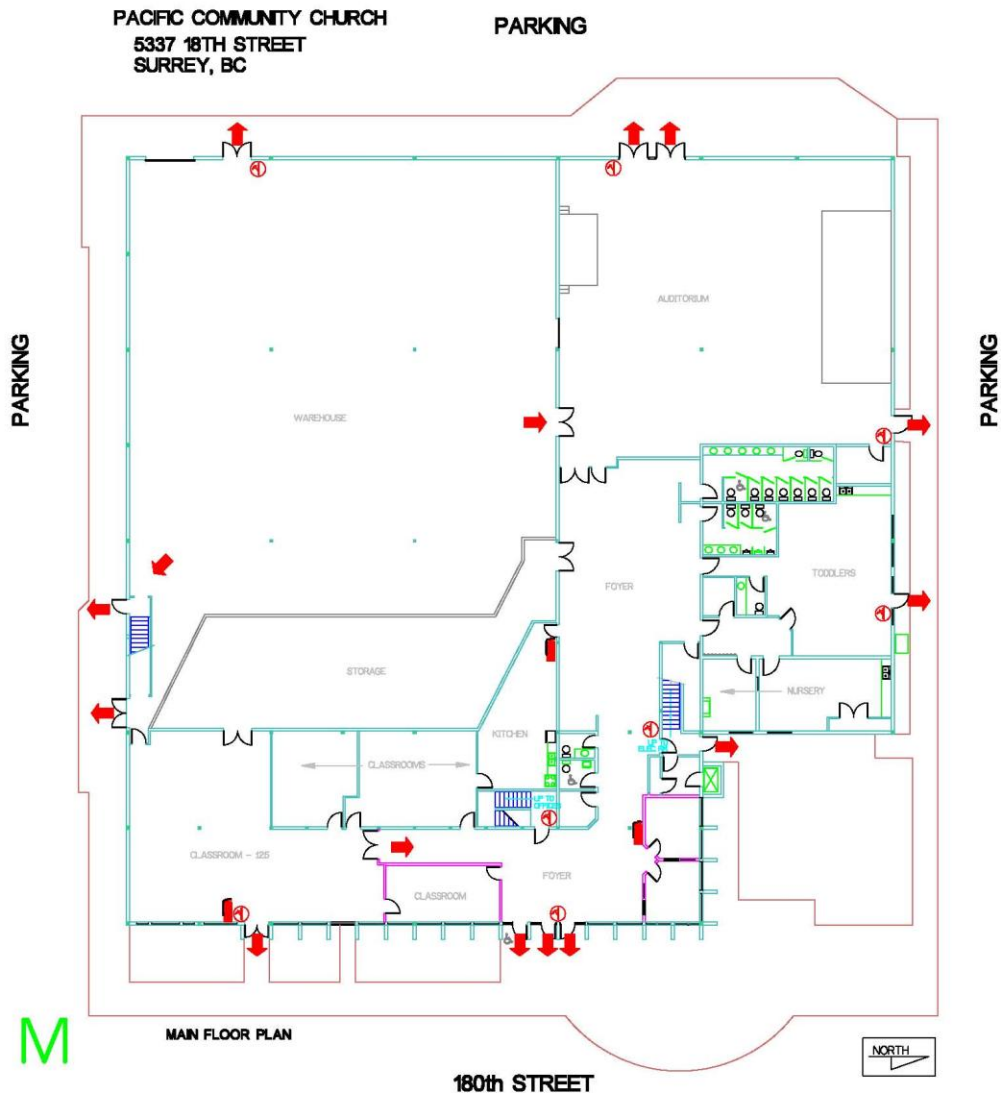
- Must be an attendee or member in good standing of Pacific Community Church
- Team members are required to complete the Ministry Application Process including Ministry Volunteer Training
- Will be committed to a rotation schedule, time commitment approx 40 min every 4-6 weeks

## **Qualities & Skills Required**

- Knowledge of Plan to Protect (especially ratios)
- Familiarity with facility including Children's Ministry areas & emergency exits
- Basic computer skills (Internet Explorer, Printer functions)
- Diligence
- Warmth & friendliness
- Punctuality
- Reliability

## **Specific Job Responsibilities**

- New procedures to come



**LEGEND**

You are HERE

FIRE EXTINGUISHER

ALARM PULL-STATION

EXIT

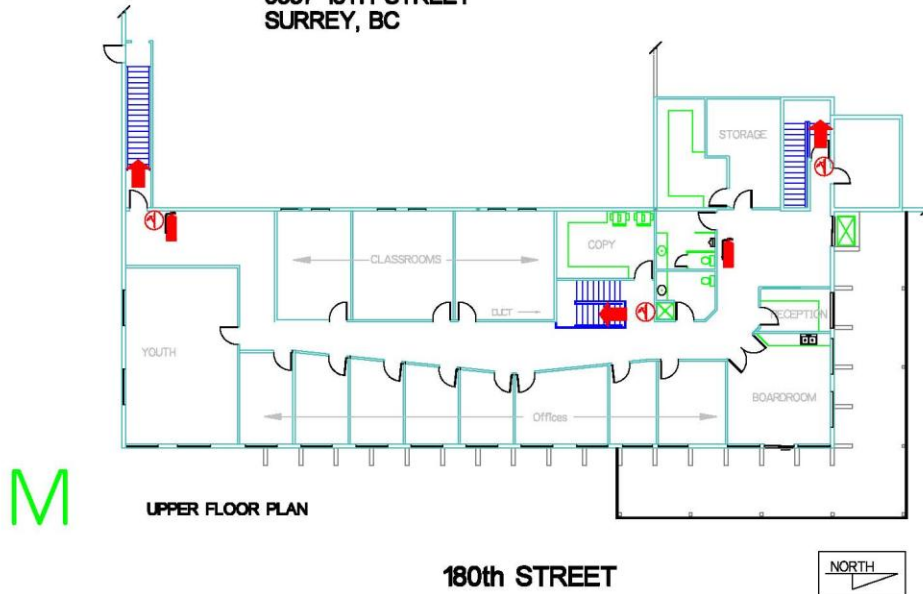
MEETING AREA

AT THE SOUND OF ALARM, OR SIGHT OF FIRE:

1. LEAVE THE AREA IMMEDIATELY.
2. ACTIVATE THE NEAREST ALARM PULL STATION
3. EXIT BUILDING BY THE NEAREST SAFE EXIT.
4. CLOSE, BUT DO NOT LOCK DOORS, BEHIND YOU.
5. PROCEED TO DESIGNATED MEETING AREA.
6. DO NOT RE-ENTER THE BUILDING UNTIL AUTHORIZED BY THE FIRE DEPT.
7. CALL THE FIRE DEPARTMENT - 911 - FROM A SAFE LOCATION, AND REPORT FIRE AT:

**PACIFIC COMMUNITY CHURCH**  
**5337 18TH STREET**  
**SURREY, BC**

**PACIFIC COMMUNITY CHURCH  
5337 18TH STREET  
SURREY, BC**



**LEGEND**

You are HERE

- FIRE EXTINGUISHER
- ALARM PULL-STATION
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