Captain's Fall Retreat



Friday, 5-9 pm Preparing to Set Sail

Welcome and Remember- What brought you to The Chapel?
Why did you stick around? Why do you think God has
called you into leadership here?

Connect- Choose a shell that represents you

Support Circle

Church Basics- Our Anchor

Our Vision

Our Process

General Guidelines and Expectations

Dinner Bell

Clarifying Expectations

Stretched

Structure

Captain Job Description

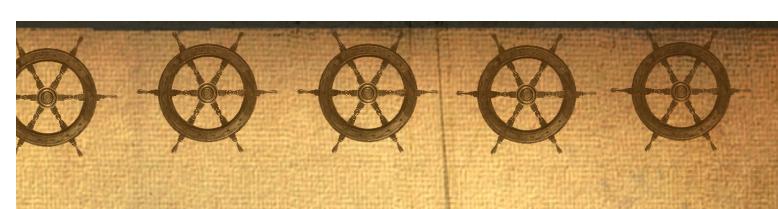
HEART Principles

Grievance Procedures

Emergency Protocols

Safe Sanctuaries

Listening and Learning



Our Anchor

God's Vision

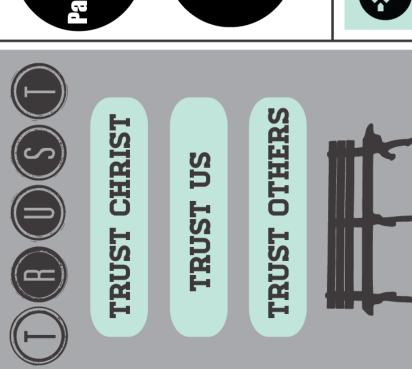
People becoming more like Jesus for the benefit of others.

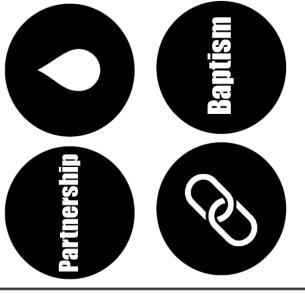
Our Assignment

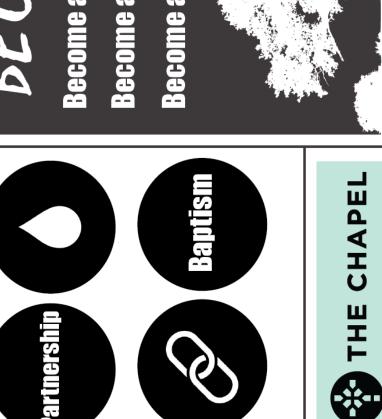
Provide environments
where people can
encounter God and fall
in love with Jesus



It's the progress we make as we grow in our faith and as The Chapel vecomes our home. We sit in a welcoming journey to BECOME the people God created us to be. space, and we learn to TRUST. Then we begin the What is Trust and Become?





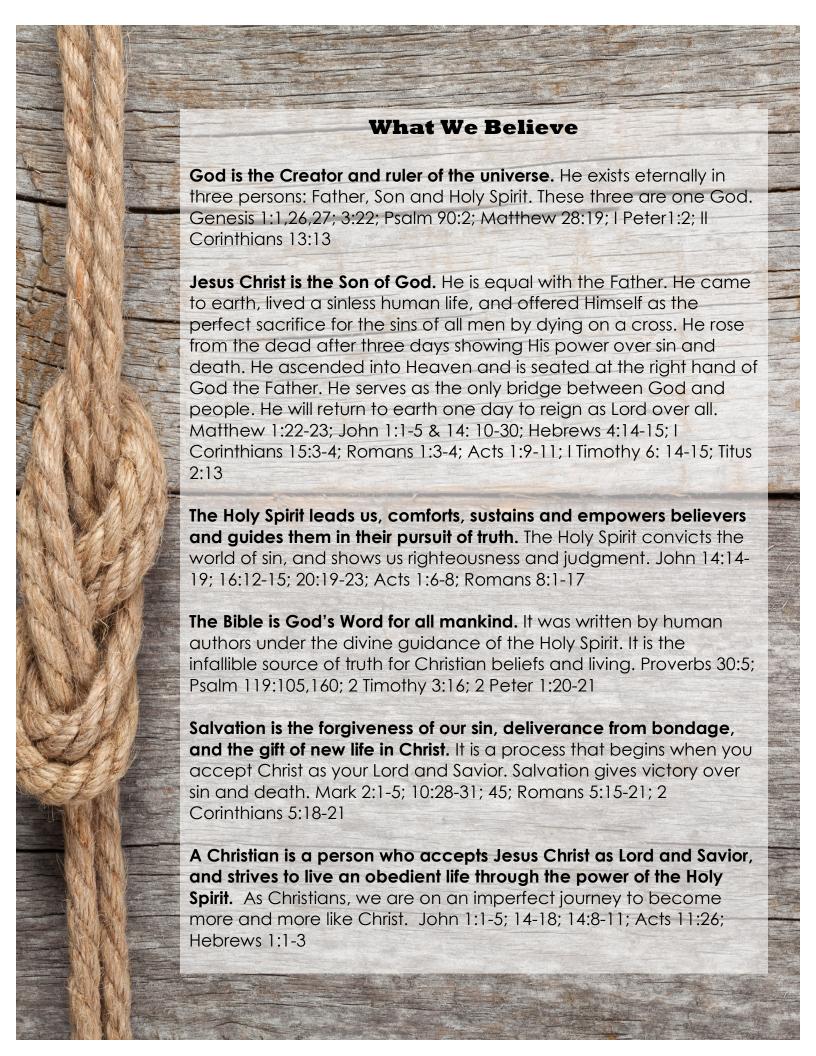




General Guidelines and Expectations

As a volunteer of The Chapel, you need to live your life in a way that reflects positively on Christ and helps draw others closer to Him. By volunteering at The Chapel, you agree with the following statements:

- 1- Lagree with our church's statement of faith.
- 2- I will serve and uphold the policies and procedures of this church.
- 3- I will be an active attender of The Chapel- attending a worship service at least twice a month.
- 4- I will make a six-month commitment to serve. If I feel that I need to make a change before then, I'll let the ministry leader know and be willing to have a conversation.
- 5- I will be loyal to the pastor, staff, and leaders of the church.
- 6- I will execute the responsibilities of my volunteer role to the best of my abilities.
- 7- I will attend training meetings and workshops. If I cannot attend, I'll contact my ministry leader and catch up on what I missed.
- 8- I will attempt to let my ministry leader know at least three days in advance if I will not be able to serve my assigned day.
- 9- I will be at my designated post at least 20 minutes before the service starts.
- 10-I will dress neatly and appropriately.
- 11-I will demonstrate love and respect to those on my team.
- 12-If I have concerns, I will voice those to the ministry leader in charge of my team or to the appropriate staff person. I will not air my grievances outside the church.
- 13-I will try to give my ministry leader 30 days notice when resigning a position.



Volunteer Behavior

Drug, Alcohol, and Tobacco Policy

The Chapel strives to maintain an environment that is free of drugs, alcohol, and tobacco. It is prohibited for a volunteer to serve under the influence of drugs or alcohol. Volunteers who choose to use tobacco are asked to refrain from using these products on church property.

Dress Code

It is important that all those serving in ministry wear modest, practical, and comfortable clothing while serving. All ministry volunteers are expected to dress appropriately for the task they will be performing in a way that honors God and presents a good image of The Chapel. In some cases (ex. Security Team) ministry t-shirts will be provided for your use.

Harassment Free Environment

The Chapel is committed to providing ministry volunteers an environment that is free from unlawful harassment while working, serving, or being present on the church campus at any time. Unlawful harassment is defined as harassment based on any characteristic of an individual's sex, race, color, national origin, age, and/or disability, and will not be tolerated.

If at any time you feel harassed at church or at a church-sponsored event, report the incident in writing immediately to the staff member you feel most comfortable reporting to. If the accusation concerns this person, report it to another person as well. Every reported complaint will be investigated thoroughly, promptly, and in a confidential manner.

Solicitation and Distribution

In an effort to communicate clearly and make sure programs and resources are in alignment, the Communications Director must approve all written communication for Chapel-sponsored events. Literature or any other form of solicitation that has not been approved may not be distributed through regular publicized avenues (marquees, slide show, flyers, bulletin, CNN, etc.)

Parking

In an effort to leave the best parking spaces for our guests, please park offcampus- in the shopping center, doctor's lab, or across the street.

Service Teams 2014

Team	Function	Captain
Hospitality	Host	5:30- Traci Thomas
		8:30 & 9:45- Sherry Auten
		11:15- Kelli Handrich
	Coffee	5:30- Joe & Sarah Molnar
		8:30- Barry & Vicki Bargainnier
		9:45- Beth Stanfield
		11:15- Dustin Coleman
	Children's Ministry Hosts	Paige Madden
Worship Team	Tech Team	Dev Watson
	Communion	5:30- Brent & Cheryl Duffy
		8:30- Claudia Marble
		9:45 & 11:15- Kara Witherow
	Band	Erik Fletcher
	MC's	Cameron Jones
Family Ministry	Children's Leadership	Paige Madden
Team	Youth Leadership	Michael Christianson
Facilities Team	Security Team- John	5:30- Ben Smith
	Thomas	8:30- James Sloan
		9:45- Pete Richards
		11:15- John Kopotic
	Wednesday Night Work	Andy Cain & Ray Scott
Admin Team	Money Counters	Gwen Barber
	People Counters	Denise Roy
Care Ministries	Care Coordinator	Sarah Austin
	Meals Ministry	Tonya Smith
	Peer Counseling	Rachael Lee
	Parish Nurse	Patti Shannon
Mission Team	Faithbridge	Crystal Baker
	FaithWorks	Kathy Waller
	Manna House	Jack Evans
	Ithemba	Sara Green
	Revolution Football	Phyllis and Jeffrey Waters

Weekend Service Team Captain Job Description

Creating an environment of Trust: Trust Christ, Trust Us, Trust Others

Purpose:

At The Chapel, we believe in training and equipping leaders. Service Team Captains are the means by which we shepherd and care for volunteers in our weekly service environments. These volunteer leaders are responsible for casting vision, providing encouragement, and helping with the administrative tasks of scheduling and resourcing of volunteers.

Responsibilities and Duties:

- Arrive at your team's volunteer gathering area at least 20 minutes early to greet your teammates and give them directions for the day.
- Coordinate and administrate the monthly schedule. Assist volunteers in finding a replacement when needed.
- Send weekly e-mail, facebook, or phone reminders on the Tuesday or Wednesday before people are supposed to serve.
- Send the monthly volunteer newsletter and other communications out to your team in a timely manner.
- Consistently ask for feedback and suggestions from your team. Listen without forming opinions or judgments. Keep an open mind.
- Stay in touch with your staff liaison and keep them informed if you need help or support.
- Keep The Chapel's vision and assignment in front of your team at all times. Help them remember why they are doing what they are doing.
- Develop relationships with the people on your team- spend time talking to them at church and communicating with them by e-mail.
- Be an encourager and cheerleader for your team.

Expectations:

- Please dress in appropriate attire (two people each day will be standing outside opening doors- please be prepared)
- Put on a smile and a positive attitude!
- If you can't answer a question, connect them with someone who can- don't say, "I don't know."
- Address and solve conflicts directly, seek out mediation from staff or pastors when necessary.
- Abide by the HEART principles.

Training:

- Attend periodic training events when possible.

Care Ministry Team Captain Job Description

Creating an environment of Trust: Trust Christ, Trust Us, Trust Others

Purpose:

At The Chapel, we believe in training and equipping leaders. Care Ministry Team Captains are the means by which we shepherd and care for volunteers who serve in our Care Ministries (meal train and mercy activities, parish nurse program, peer counseling program). These volunteer leaders are responsible for casting vision, providing encouragement, and helping with the administrative tasks of scheduling and resourcing of volunteers.

Responsibilities and Duties:

- Coordinate and administrate the schedule for your volunteers. Assist volunteers in finding a replacement when needed.
- Send e-mail, facebook, or phone reminders before people are scheduled to serve.
- Send the monthly volunteer newsletter and other communications out to your team in a timely manner.
- Consistently ask for feedback and suggestions from your team. Listen without forming opinions or judgments. Keep an open mind.
- Stay in touch with your staff liaison (Drew) and keep them informed if you need help or support.
- Keep The Chapel's vision and assignment in front of your team at all times. Help them remember why they are doing what they are doing.
- Develop relationships with the people on your team- spend time talking to them at church and communicating with them by e-mail.
- Be an encourager and cheerleader for your team.

Expectations:

- Put on a smile and a positive attitude!
- If you can't answer a question, connect them with someone who can- don't say, "I don't know."
- Address and solve conflicts directly, seek out mediation from staff or pastors when necessary.
- Abide by the HEART principles.

Training:

- Attend periodic training events when possible.

Mission Team Captain Job Description

Creating an environment of Trust: Trust Christ, Trust Us, Trust Others

Purpose:

At The Chapel, we believe in training and equipping leaders. Mission Team Captains are the means by which we shepherd and care for volunteers who participate in our local and global mission of mercy, justice and faith. These volunteer leaders are responsible for casting vision, providing encouragement, and helping with the administrative tasks of scheduling and resourcing of volunteers.

Responsibilities and Duties:

- Coordinate and administrate the schedule for your volunteers. Assist volunteers in finding a replacement when needed.
- If your team is a short-term mission experience or trip, one of your main jobs will be to coordinate the preparations, schedules and training before the trip, as well as de-briefing after the trip.
- Send e-mail, facebook, or phone reminders before people are scheduled to serve.
- Send the monthly volunteer newsletter and other communications out to your team in a timely manner.
- Consistently ask for feedback and suggestions from your team. Listen without forming opinions or judgments. Keep an open mind.
- Stay in touch with your staff liaison (Drew) and keep them informed if you need help or support.
- Keep The Chapel's vision and assignment in front of your team at all times. Help them remember why they are doing what they are doing.
- Develop relationships with the people on your team- spend time talking to them at church and communicating with them by e-mail.
- Be an encourager and cheerleader for your team.

Expectations:

- Put on a smile and a positive attitude!
- If you can't answer a question, connect them with someone who can- don't say, "I don't know"
- Address and solve conflicts directly, seek out mediation from staff or pastors when necessary.
- Abide by the HEART principles.

Training:

Attend periodic training events when possible.



Grievance Procedures

While The Chapel hopes that every ministry experience is a positive one, we also recognize that volunteers may become dissatisfied. This can occur because of strained relationships with fellow volunteers, your relationship with your ministry team leader, disagreement with the church's practices and policies, or other conditions related to your ministry.

We encourage you to work toward a quick resolution to these kinds of situations, which usually don't go away with time. The following steps are based on Matthew 18:15-16:

"If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses."

- With an attitude of love and care, speak directly to the person who
 has offended you. Try to explain the facts, as well as your feelings
 about the situation in a calm manner that is free from accusation or
 blame. Often, you can diffuse the situation and clear up conflicts
 during this step because you communicate to the other party that you
 truly desire to work out the situation.
- 2. If the other person doesn't agree regarding the offense, or you can't work out your differences, bring the matter to your team captain's attention. Make sure the captain understands that the problem is affecting your service. If you haven't already put the matter in writing, be sure that your captain does so. The captain should arrange a meeting between you and the other party.
- 3. If you don't feel satisfied with the answers your team captain provides or if you feel uncomfortable discussing this matter with your captain, you can approach a staff leader who can help you work through the situation with the party involved.
- 4. If the grievance remains unresolved, you should put your concern in writing and present it to the lead pastor who will work with you to work toward a resolution.
- 5. Please refrain from discussing your grievance outside the walls of the church. Make every attempt to work toward a resolution.
- 6. If the grievance leads toward resignation of your ministry position, please make every attempt to give your team leader one month to find a replacement.

Emergency Protocols

Evacuation Safe Zones

In case of emergency evacuation, please encourage everyone to walk to the following locations and wait until an "all clear" is issued from the staff leader in charge.

- Sprouts, Buds, Nursery, Executive Offices, and Sanctuary will be evacuated to the wooded lot on Harris Farm Road.
- The Treehouse and Backyard will gather in the empty lot by the billboards on Gardenia.
- The Greenhouse will evacuate to the bank parking lot.

Missing Child Procedures:

- 1. Children's Ministry area leaders will alert the Children's Ministry Host that a child is missing. CM Hosts will radio the Security Team and notify the Children's Ministry staff leader on campus.
- 2. The CM staff leader will use Lamb's List to contact the parent in the sanctuary and notify other available staff.
- 3. Each security team member will return to their assigned position and search that area. Security Team Members will shut down all exits and stop all cars from leaving the area until the child is found.
- 4. Children's Ministry Hosts, staff, and leaders will assist in searching Sprouts, Seedlings, Buds, Treehouse, Playground, and all restrooms.
- 5. If the child is not found within 5-10 minutes, staff will call 911 and alert the police.

If the Fire Warning Alarm Sounds:

- Security Team member will notify all other team members by radio to determine the source of the alarm. Notify a staff member on duty.
- 2. If it is a false alarm, the staff member on duty will speak with the Security company to cancel the response call.
- 3. In case of a fire, Security Team members and Children's Ministry Hosts will help evacuate Sprouts, Buds, and Nursery, using the nearest exit. Encourage people to walk quickly, but not to run.



- 4. Host Team members will assist in helping adults exit the sanctuary safely.
- 5. Basic fire safety procedures:
 - Assist disabled persons in your area.
 - If you encounter smoke, take short breaths through your nose and crawl along the floor to the nearest exit.
 - Feel all doors with your hand before opening. If the door is hot, do not open it. If the door is cool, open it slowly, staying behind the door in case you have to quickly close it to protect yourself from oncoming smoke or fire.
 - Move upwind of the building at least 75 feet away from the building and beyond designated fire lanes.
 - Ask people not go to their cars or attempt to move them from the parking lot. This could hinder access by emergency vehicles.
 - Do not congregate near building exits, driveways, or roadways.
 - Do not reenter the building until an "all clear" is issued by the staff leader in charge. The "all clear" code will be Relevant. (Do not use the "all clear" signal until it has been cleared by the Fire Department.)

In Case of Severe Weather (severe lightning, tornado, etc.):

- Security Team member will notify all other team members by radio.
 Notify a staff member on duty.
- Security Team members and Children's Ministry Hosts will ensure that children's ministry leaders are notified and all rooms placed in lockdown.
- 3. Host Team members will assist in helping adults find shelter in the sanctuary.
- 4. Basic safety procedures:
 - Assist disabled persons in your area.
 - Help people find shelter along an internal wall away from doors and windows.
 - Assist those who are outside in finding appropriate shelter inside the building.
 - Ask people not to go to their car or attempt to leave. Reassure parents that their kids have been secured.
 - Do not reenter the building until an "all clear" is issued by the staff leader in charge. The "all clear" code word will be Relevant.

Life Threatening Accidents/Health Conditions:

These situations are those that have resulted in: Loss of Consciousness, Significant Blood Loss, or Difficulty Breathing.

- A Security Team Member, Host Team Member, Children's Ministry Leader or other church attender should **immediately call 911** from a cell phone, giving the dispatcher the following information:
 - a. Type of injury or health condition
 - b. Information about the injured person: age, gender, etc.
 - c. Where you are calling from
- 2. If the victim is a child, notify the Children's Ministry Staff Leader in charge. They will get the parents from the service and contact them via Lamb's List.
- 3. Security Team members should attempt to locate medical personnel on campus and ask for assistance in helping to stabilize the victim.
- 4. First Aid kits are located in all Children's Ministry areas, in the Coffee Shop in the Sanctuary, and in the kitchen in the Backyard.
- 5. An AED is provided in the sanctuary and backyard but should only be used by someone trained in how to use it. Names of trained individuals will be posted next to the AED.
- 6. Assist in directing emergency personnel to the affected individual.

Emergency Protocol for Violent Event (active shooter, assault, domestic situation):

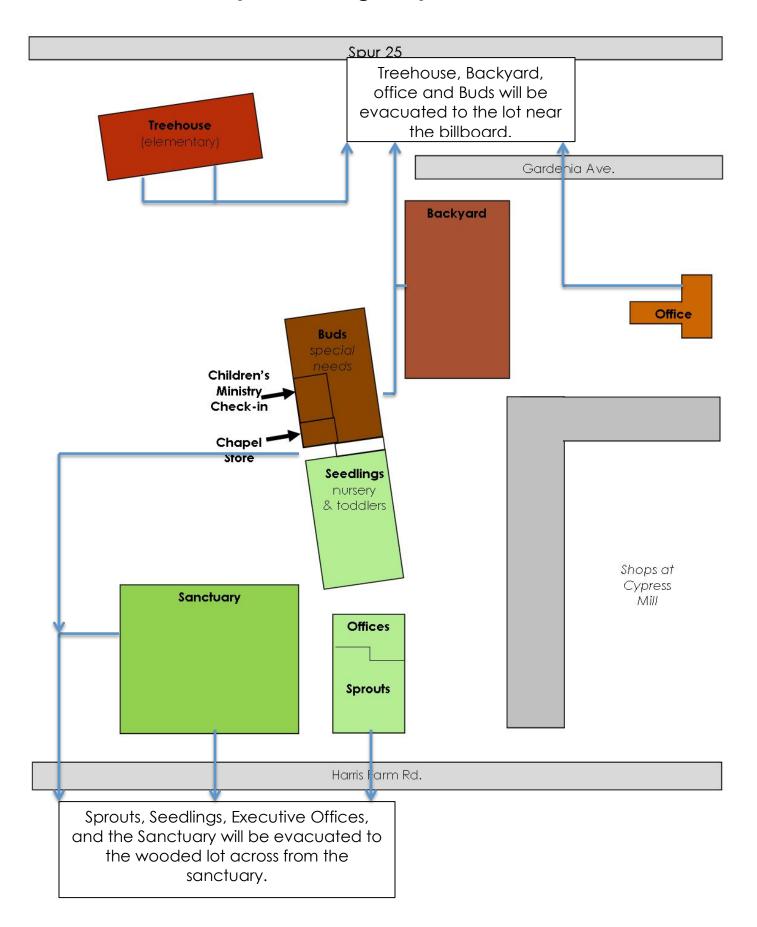
- 1. Security Team member who first spots the offense will immediately call 911. If you call 911 and are not able to speak, leave the line open and allow the dispatcher to listen. If possible, provide the dispatcher with the following information:
 - a. Location and nature of the incident
 - b. Number of people affected
 - c. Physical description of the perpetrator
 - d. Any weapons involved in the incident
 - e. Number of potential victims
- Security Team members will then notify other team members and Children's Ministry Hosts through the radio. Security Team Leader will make contact with other staff or leadership.
- 3. Children's Ministry Hosts will notify all age level leaders that the building will be locked down and secured until the situation has been resolved. This means that children will not leave the room for any reason unless their parent has come to get them with the appropriate safety check-out tag.
- 4. If a physical altercation is taking place, Security Team members should attempt to intervene by first giving verbal commands. If that does not end the altercation, Security Team members should use

their discretion to determine whether physical intervention may bring an end to the altercation; or, increase the danger to the immediate victim, Security Team members, or others in the immediate vicinity. If it appears that physical intervention may bring about a resolution of the altercation, Security Team members may enlist the help of staff and other volunteers for assistance and attempt to physically intervene.

- 5. In the event of an active shooter situation, Security Team members should encourage people to get out of the line of fire, hide, and/or use the nearest exit. If the shooter is in the sanctuary, children's areas should be placed in total lockdown. If the shooter is in a children's area, the children will be evacuated if possible or hidden from the line of fire and all other children's rooms and the sanctuary will be placed in lockdown.
- 6. In the case of lockdown, the doors to the building should be locked from the inside and blocked with heavy furniture. Leaders should assist children in seeking shelter in an internal room away from doors and windows. Turn off the source of all noise (cell phones, TVs, sound systems, etc.) and remain silent.
- 7. Once the violence has ceased, the Security Team will notify all staff and Children's Ministry leaders using the "all clear" code word "Relevant." Children will be dismissed according to regular secure dismissal procedures.
- 8. As soon as everyone is safe, Security Team members should work to open driving lanes and space for emergency response vehicles.
- 9. If necessary, Security Team members should help medical personnel identify and locate those in need of first aid and assistance.
- 10. If possible, the Security Team Leader and staff will attempt to make sure that anyone involved remain on campus until they have been cleared to leave by law enforcement.



The Chapel's Emergency Evacuation Plan



Emergency Contact Numbers:

For All Emergencies Dial 911

Pastors and Staff:

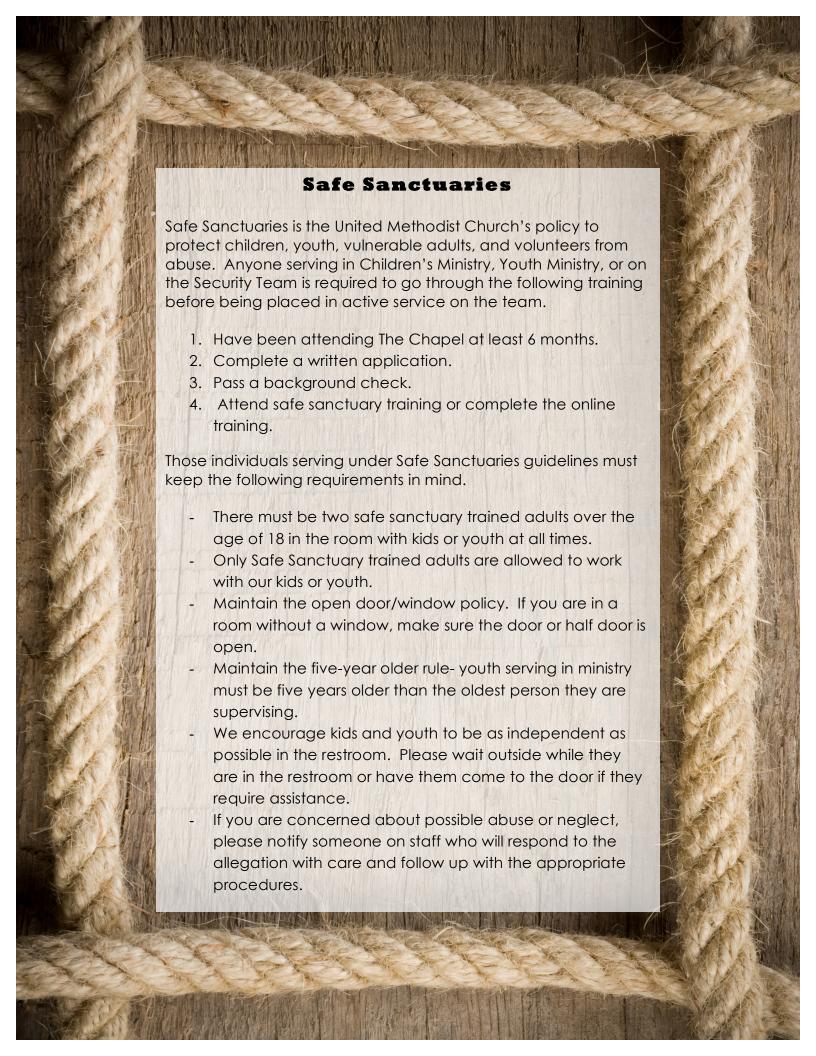
- Jay Hanson (Lead Pastor) 912-222-9326
- Drew Thompson (Executive Pastor) 912-230-1984
- Anne Bosarge (Director of Discipleship)- 912-270-0474
- Denise Roy (Executive Assistant)- 912-222-5928
- Paige Madden (Children's Ministry)- 912-266-6477
- Michael Christianson (Youth Ministry) 912-399-7816
- Katrina Bue (Small Groups)- 724-331-9838
- Erik Fletcher (Worship and Membership)- 706-513-2073
- Brady Shierling (Tech)- 770-313-1796
- Cameron Jones (Communications)- 229-686-4093
- Evelyn Ramsey (Facilities and Finances)- 912-222-1635
- Thomas Ai (Facilities)- 912-222-8215

Church Information:

- Sanctuary- 114 Harris Farm Road, Brunswick, GA 31520
- Church Office- 2255 Cypress Mill Road, Brunswick, GA 31520
- Greenhouse- 4416 Coral Park Drive, Brunswick, GA 31520
- 912-262-1331

Any time any of these emergency protocols are put into action, the Security Team, staff, or Children's Ministry Leader should file a written report of the incident using the forms found in the Security Team Reception area.

This document is not intended to encompass all potential issues of concern that may occur on The Chapel's property. It is imperative that during any potential emergency situation team members remain calm, communicate clearly, and work the plan. The Chapel is blessed to have several medical and public safety personnel in attendance on any given weekend. In the event of a significant medical or public safety related event they will likely provide guidance and assistance as necessary.



Saturday, 9-noon Volunteer Leadership

9:00- "In the Same Boat" Game

9:15- "How to Impact and Influence Others" by James Merritt

1- **Principle One- Love:** Make sure someone sees it, hears it, or feels it from you every day, either by telling them or showing them.

Matthew 22:37-38, "Jesus replied, "You must love the Lord your God with all your heart, all your soul, and all your mind. This is the first and greatest commandment. A second is equally important: Love your neighbor as yourself."

2- **Principle Two- Joy:** By your words and deeds, let the joy of a loving God shine through your life to others.

John 15:11, "I have told you this so that my joy may be in you and that your joy may be complete."

3- **Principle Three- Peace:** Respond to every difficult situation believing that God will lead you through it and that His peace will build confidence in your ability to influence others.

Isaiah 26:3, "the Lord gives perfect peace to those whose faith is firm."

Peace Test! Bouncing Birdies

- 4- **Principle Four- Patience:** Just for today, in dealing with people and problems, hang in there and don't quit!
- 5- **Principle Five- Kindness:** By word or deed, make an opportunity to be kind to someone today.
- 6- **Principle Six- Goodness:** Everyday, either take the opportunity or make the opportunity to do a good deed or say a good word.

Psalm 16:2, "I said to the Lord, 'You are my Lord; apart from you I have no good thing.'"

"Do all the good you can, By all the means you can, In all the ways you can, In all the places you can, At all the times you can, To all the people you can, As long as you can."

- John Wesley

7- **Principle Seven- Faithfulness:** Take every opportunity today to be faithful and dependable, to do your best and be your best."

Ecclesiastes 9:10, "Whatever your hand finds to do, do it with all your might."

8- **Principle Eight- Gentleness:** Always make people you deal with feel as if they are more important than you, and treat them that way.

Matthew 5:5, "Blessed are the meek, for they will inherit the earth."

9- **Principle Nine- Self-Control:** Respond according to principle and do what is right. Don't react to the actions of others.

10-Under the Influence

John 15:1, 5, "I am the true vine, and my Father is the gardener... I am the vine; you are the branches. If a man remains in me and I in him, he will bear much fruit; apart from me you can do nothing."

10:00-11:00- Prayer Stations

Is It In You?

Intercessory Prayer

What's Working? What's Not?

Creative Ideas for Encouragement

Saying Thank You

11:00- Team Debrief-

What's Working? What's Not?

How are you caring for your volunteers?

On a scale from 1-10, 1 being the least excited and 10 being the most excited, how do you think your volunteers feel about serving in your ministry area?

What are some creative ideas you came up with for appreciating your volunteers?

Which one can you implement immediately?

Do any changes need to be made to your areas' job descriptions/training process?

Other Agenda Items/Details to Discuss