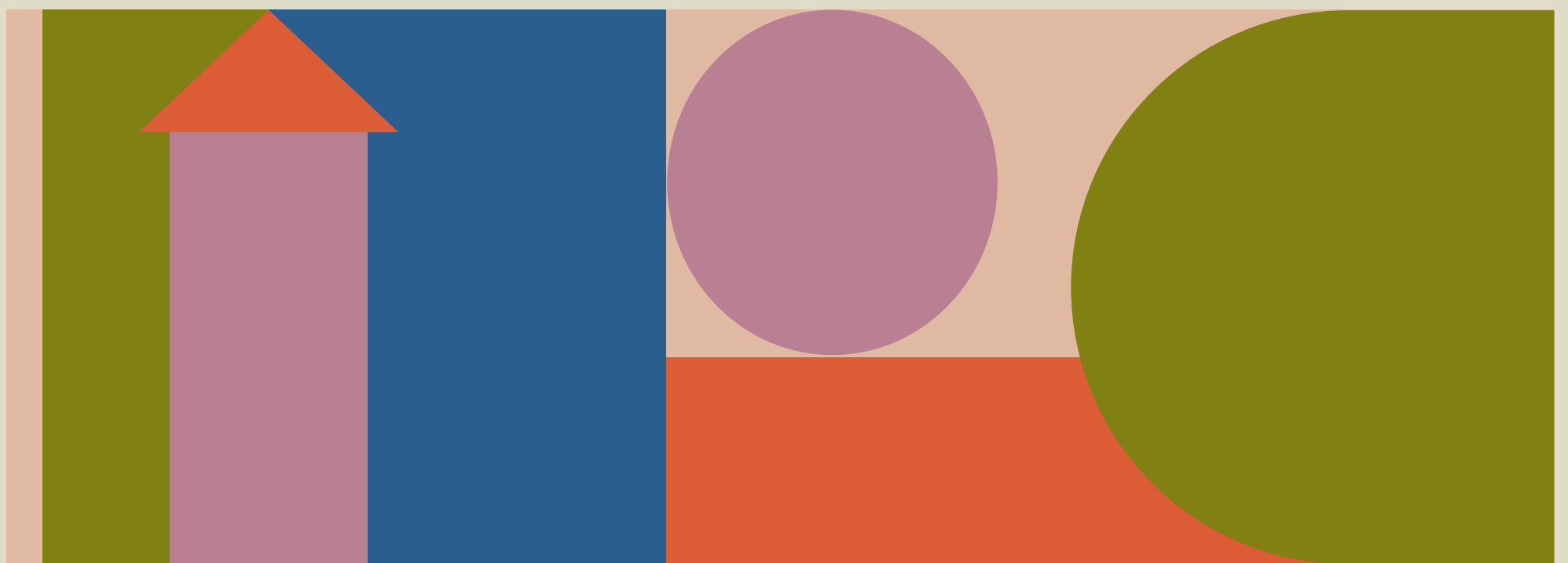


Equip

MANUAL



NEAT FREAKS TEAM

Neat Freaks
TEAM

Section I

KEYSTONE
MISSION, VISION
AND VALUES

Part One: Keystone Mission

Jesus said, "...Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the days." (Matthew 28:19-20, NLT)

Part Two: Keystone Vision

Leading everyone to experience a passionate life in Christ!

Part Three: Keystone Values

Keystone's seven values describe WHO WE ARE and WHO WE STRIVE TO BE as a church. As we carry out the great mission and vision God has called us to, together we must create a culture that reflects the values God has made clear. With every touch, every conversation, every act of service, every move we make, we commit to carry out this great vision and these values as we love God and love others at Keystone Church.

1. Jesus Changes Lives

Life change begins in a relationship with Jesus. We love seeing lives changed so much you might say we are addicted to life change! We are passionate! As a result, we steadfastly commit to help people encounter God, receive the gift of salvation and experience the purpose and freedom Jesus promises for those who put their trust in Him. (John 3:16)

2. The Bible Is our Truth

The Bible is God's voice. In a world full of opinions, we choose to find our truth in God's Word, the Bible. We believe the Bible is the authoritative, supernatural revelation of God Himself and God's gift to guide those who love and seek Him. The Bible reveals God's design for His Creation and shows us the way to live life beyond what we could ask or imagine. (Psalm 119:11)

3. We Sing Loud

Anytime we gather together, God gives us unforgettable experiences as we praise and worship Him. God created worship and praise as an opportunity to connect intimately with Him. We sing loud because of what God has done, what God is doing and what we believe God will do in our lives as we stay close to Him! (Psalm 47:1)

4. We're in This Together

You matter to God. You matter to us. We weren't meant to live this life alone. God created the Church to be a family and we want this place to feel like home. Like any healthy family grows in size, the church was created to grow. As we grow larger our passion is that it's not about our size, it's about our spirit. We're in this together! (John 17)

5. We Always Bring our Best

God calls us to love Him and to love others. One of the ways we love well is to BRING OUR BEST. Jesus brought His BEST for us! We are driven to bring our best for Him and others. As a result, we value hard work, creativity, beautiful spaces, and doing everything we do with EXCELLENCE. (Colossians 3:23, 1 Corinthians 10:31)

6. We Are Serious About Having Fun

God is the creator and author of FUN. We believe God is a blast and the church should be too! We recognize that every good gift comes from God. We seek to enjoy God and His gifts His way as we create FUN environments that point us to the God who loves life! (Song of Songs, James 1:4, Psalm 34:8)

7. Passion Drives Us

Passion is not something that has to be pulled out of us. Rather, passion pours out! As God has loved us, we will love. As God has served us, we will serve. As God has generously given to us, we will generously give. We love God and His Church with PASSION. We embrace the mission from Jesus with PASSION. (Matthew 22:37-40)

Neat Freaks
TEAM

Section 2

TEAM MINISTRY STANDARDS

Part One: General Expectations
and Behaviors

Part Two: Age and Background
Check Requirements

Part Three: Team
Characteristics

Part Four: Position Descriptions

We are the Keystone Family. We are people who answer God's call to love God, love people, and serve God's Church. As Jesus served us, we serve others as we lead everyone to experience a passionate life in Christ!

Part One: General Expectations and Behaviors

Serving and Attending the Worship Experience

All Servant Leaders will commit to regularly attending the in-person weekend worship experience at Keystone. For teams that require Servant Leaders to be in position for an entire service, these Servant Leaders serve at a separate service from the one they attend in the Auditorium.

Servant Leader Safety Considerations

While serving, always make an effort to maintain safety for yourself and those who are serving with you. This means avoiding situations where a person's integrity could be called into question. Never enter a closed-door room with a child (who is not your own) without another unrelated adult present, nor a closed-door room with only one other Servant Leader of the opposite gender.

Weekly Communication and Preparation

Being prepared and communicating with our team helps us bring our best as we serve God and others. Each Servant Leader is asked to communicate regularly with their team's leadership via Planning Center Online. Schedule requests will be sent weekly via email and the Planning Center Services app. Please promptly respond to these schedule requests (Accept or Decline) when they are sent each week.

Dress Code

Each Servant Leader will receive a Keystone Church lanyard or a magnetic badge that should be worn at all times while serving on the campus. A modest dress code is required.

Arrival and Departure

Arrival time is determined by the hour you serve. When serving during the first service of the day, expect to arrive 45 minutes prior to the service start time. When serving the last service of the day, prepare to stay 30 minutes after service ends. Children ages birth to 6th grade should attend their Keystone Kids programming while their parent is serving.

Cell Phone Usage

Cell phones are to be used for assigned ministry use only. Please keep your cell phone hidden while you are in position and serving on behalf of the team.

Transferring or Stepping Down

Please give your team's leadership a two-weekend notice if you are interested in stepping down or transferring to a different serving team. If you are interested in serving in a different ministry, Keystone Staff will help make this process as smooth as possible by connecting with the leadership of that ministry to get the process started.

Part Two: Age and Background Check Requirements

Servant Leaders on the Neat Freaks Team must be at least 13 years old. Background Checks are required for all adult Servant Leaders serving on the Neat Freaks team.

Part Three: Neat Freaks Team Characteristics

As Servant Leaders, we commit to carry out our church's vision and values through clearly defined standards that are specific to the role each Key Team contributes to the overall experience at Keystone. The Neat Freaks team serve faithfully behind the scenes to provide a clean, safe, and welcoming environment.

I. **Excellence.** As Servant Leaders, we bring our best by doing everything with excellence.

- Work with energy and commitment to complete the task.
- Follow all policies and procedures.
- Maintain a clean environment with excellence.

2. Aware. Be aware of the surroundings, events, and upcoming services to promote a safe environment.

- Be proactive by looking for things that could make the campus more beautiful, or a person's experience more comfortable (i.e., replacing toilet paper rolls, refilling soap dispensers, picking up miscellaneous trash, etc.).
- Remain calm under pressure. Bring peace to all you do.

3. Hardworking. We value hard work by doing everything with excellence.

- Work hard at the task at hand with a positive and kind attitude.
- Complete all tasks with energy and commitment.
- Be a team player. This helps the building to stay clean in appearance and warm in atmosphere.

Part Four: Neat Freaks Position Descriptions

Neat Freaks Team Lead

Team Lead is responsible for guiding the team on a spiritual and procedural basis. The Team Lead will monitor the weekly schedule with the Service Lead to ensure that necessary positions are filled. The Team Lead is responsible for all training for new Servant Leaders.

Neat Freaks Service Lead

Service Lead is responsible for guiding Servant Leaders during their assigned hour spiritually and procedurally. The Service Lead will monitor weekly schedules and make sure all necessary positions are filled. The Service Lead is responsible for their team carrying out all tasks for their hour.

Neat Freaks Servant Leader

Servant Leader is responsible for following all processes and procedures for the Neat Freaks Team. Servant Leader is responsible for responding to weekly schedule requests and communicating with their Service Lead.

Neat Freaks
TEAM

Section 3

PROCEDURES

Part One: Campus Cleaning
and Maintenance

Part Two: Other Neat Freaks
Procedure Notes

Part One: Campus Cleaning and Maintenance

Trash Maintenance Process

All supplies will be kept in the Janitor's Closet. When serving, change trash bags as necessary. As a general rule, when a bag is three-quarters full, it can be changed. Also clean the trash can lids, and refresh the cans with sanitizing spray as needed. Take full trash bags to the janitor closet or dumpster. The dumpster is located in the northwest corner of the parking lot.

Restroom Maintenance Process

All supplies will be kept in the Janitor's Closet. When cleaning restrooms while guests are on campus, use the provided display signs to indicate the restroom is being cleaned and unavailable for use. Before entering a restroom designated for the opposite gender, or designated as "Kids Only," ask assistance from an adult Servant Leader, of that gender or the kids area, to ensure the restroom is vacant.

Inside the restroom, change the trash when necessary and keep the floor free from debris. Wipe down all toilets, urinals, sinks, and countertops. Clean the mirrors with glass cleaner and paper towels. When necessary refill paper and soap supplies. As a general rule, when a roll is three-quarters used, it should be changed.

Window Maintenance Process

Keep windows free from streaks and smudges. Use the window cleaner and paper towel to clean windows.

Emergency Response Process

In case of a spill or other event requiring cleaning, be prepared to access cleaning supplies in the Janitor's Closet. Clear the spill or debris to a level that is presentable to guests. If the floor is left wet, place the "Wet Floor" sign by the affected area.

Part Two: Campus Cleaning and Maintenance

Arrival Time

When you arrive, check in with the Service Coordinator, located in Servant Leader HQ. Arrival time is determined by the hour you serve. When serving during the first service of the day, expect to arrive 45 minutes prior to the service start time. When serving the last service of the day, prepare to stay 30 minutes after service ends.

Other Neat Freaks Procedure Notes

Greet guests as you clean around them. If you experience an equipment failure, contact Service Lead and/or Staff. Check cleaning supplies regularly and notify the Service Lead if supplies need to be reordered.

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KEYSTONE APP
SCAN HERE

