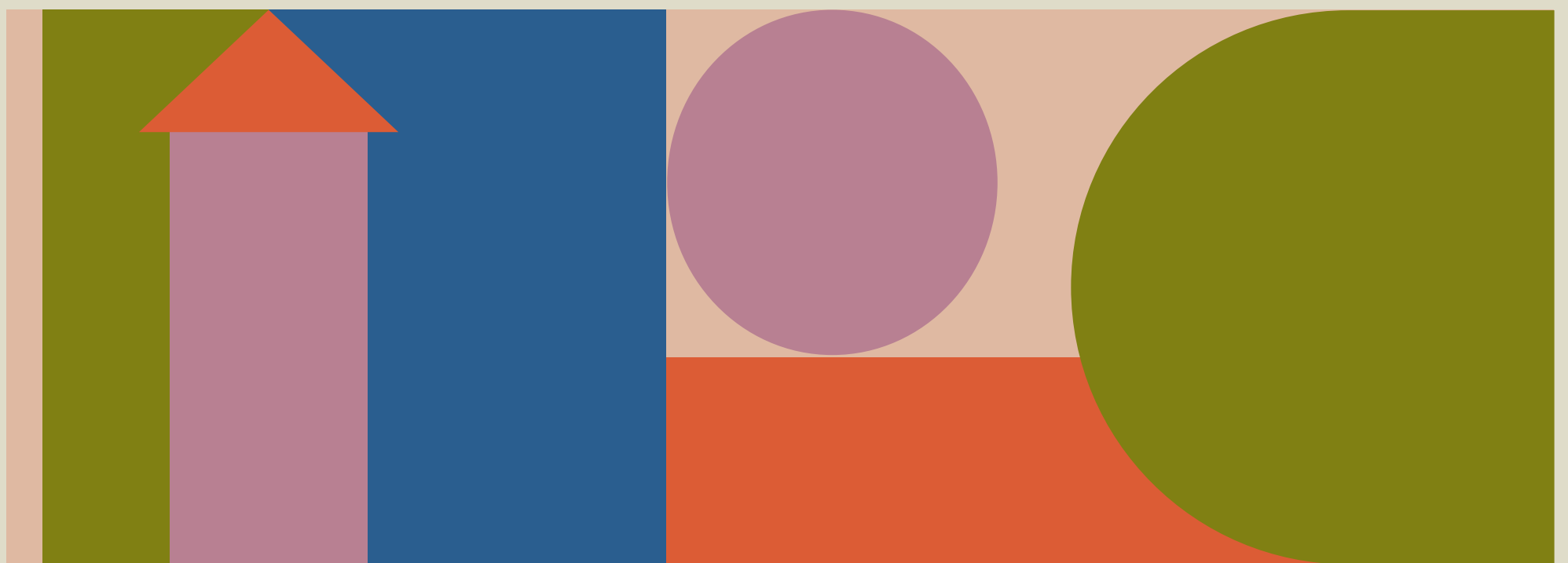


Equip

MANUAL



PARKING
STUDENT SUPPORT

Parking

STUDENT SUPPORT

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)

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. Serving on Wednesday nights should not replace your regular attendance of the weekend worship services at Keystone.

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 student (who is not your own) without another unrelated adult present. Do not enter a closed-door room alone with another 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 the schedule requests (Accept or Decline) when they are sent each week.

Dress Code

Each Servant Leader will receive a Keystone Church tech shirt that should be worn at all times while serving on the campus. During inclement weather, jackets and umbrellas are also available. A modest dress code is required.

Arrival and Departure

The arrival time for Servant Leaders is normally 45 minutes before the service start time. This allows time for parents to check-in and drop off their children prior to the team huddle. Children ages birth to 6th grade should attend a childcare experience while their parent is serving. Upon arrival, all Servant Leaders should immediately connect with their Team Lead and will be dismissed by the Team Lead at the end of the service. The departure time may vary depending on special elements that may occur during the Wednesday night experience.

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 all Student Support teams must be at least 18 years old. Background Checks are required for all adult Servant Leaders serving on all Keystone Student teams.

Part Three: Parking 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 priority of the Parking Team is to help traffic enter and exit smoothly, while honoring people and helping them get excited for their experience at Keystone Church.

1. Safe. Create a safe experience for everyone driving, parking, dropping off, and walking in the church parking lot.

- Be attentive. Keep your hands free. Refrain from using your phone.
- Remain alert and attentive, fully present at the task at hand.
- Be familiar with and follow all safety policies and procedures.
- Direct all guests in a safe, simple, and smooth manner.

2. Confident. Present yourself in a positive and confident manner in the way you dress and how you communicate.

- Act with clarity and certainty.
- Convey a calm and confident attitude. Bring peace (not panic) to high pressure moments and situations.
- Be open to receiving coaching from your Team Lead.
- If you are not confident in a safety policy, ask your Team Lead.

3. Welcoming. The parking lot is the first impression guests receive, so welcome everyone with a friendly attitude.

- Smile and wave as you direct traffic and park cars.
- Exude a friendly and warm presence. This looks like smiling, uncrossed arms, and friendly eye contact.
- Greet guests with enthusiastic phrases such as:
 - “We’re glad you are here today!”
 - “We are going to have so much fun tonight!”
- Radio usage should be fun and honoring.

4. Efficient. Lead people to park quickly, correctly, and safely.

- Be prepared and knowledgeable of all goals, processes, and protocols.
- Follow the strategy and procedures for how to park cars for the current service.
- Work together and communicate with others on the team to create smooth experiences.

Part Four: Parking Team Position Descriptions

Parking Team Lead

The Parking Team Lead is responsible for leading team members by caring for and encouraging spiritual health as they are equipped to serve at Keystone Church. The Parking Team Lead will monitor the weekly schedule to ensure that necessary positions are filled. The Parking Team Lead is responsible for all training for new Servant Leaders. The Parking Team Lead reports directly to staff and is to oversee the Servant Leaders to ensure the safe and efficient operation of the Parking Team.

Parking Team Servant Leader

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

Parking

STUDENT SUPPORT

Section 3

PROCEDURES

Part One: Support Team Arrival
and Preparation

Part Two: General Parking Lot
Principles

Part Three: Lot Management
and Strategy

Part One: Support Team Arrival and Preparation

Parking and Entry

For all Keystone Students services and events, all Servant Leaders will park in the East Lot. Please enter the campus from the East entrance. Servant Leaders will check-in and receive a name-tag which should be worn at all times while serving on campus.

Servant Leader Childcare

Children ages birth to 6th grade should attend a childcare experience while their parent is serving. Parents should walk with their children to the Keystone Kids Check-In area where Kids staff will check-in your child and direct you to drop off your child at the correct location.

Team Huddle

On most weeks, all Support Teams will huddle together in the Life Lab before services begin. This time will be listed on your Planning Center schedule request. Please arrive with enough time to park and check in your children (if needed) before this huddle begins.

Part Two: General Parking Lot Principles

Welcome Everyone

As cars arrive for service, greet every vehicle with a smile and a wave. This is hospitality, and the ultimate first impression of Keystone Church! The Parking Team serves as long as there are vehicles entering or exiting the campus.

Safety First

In addition to providing a great experience of hospitality and excitement, the Parking Team also provides a layer of safety as people drive and walk through the lots.

- Manage flow to prevent traffic from backing up into Keller Parkway and Pearson Lane.
- Keep pedestrians safe from moving vehicles, especially those who are being dropped off at the Plaza.
- Keep vehicles from contacting other vehicles (i.e., backing out of parking spaces).
- Keep other team members safe with radio communication.

Parking Lot Setup

Before service, the Parking Team Lead will ensure all signs, cones, and flags are in position prior to the start of service. After the service begins and traffic flow stops, the Parking Team Servant Leaders are responsible for picking up all signs, cones, and flags once traffic direction has ceased.

Parking Service Duration

Parking service begins 25 minutes before the scheduled service time. Parking service ends 10 minutes after scheduled service time, or when traffic stops flowing.

Lightning Policy

A Lightning Delay shall be called when the time between a visible lightning flash and the sound of thunder is 12 seconds or less. At this time, all Parking Servant Leaders will leave their stations and move inside the church building. A Lightning Delay will last for 20 minutes, and the delay will restart each time the Lightning Delay criteria above is met. When 20 minutes elapses without the Lightning Delay criteria being met, Parking Servant Leaders will move back into position and continue parking service.

Part Three: Loy Management and Strategy

To safely and efficiently manage the flow of traffic prior to Students on Wednesday evenings, the Parking Team uses unique strategies to safely and efficiently park cars as they arrive for service, and for dismissal.

Traffic Flow for Wednesday Night Services

On Wednesday nights, there will be three designated parking areas.

- Student parking is only in the North Lot.
- Servant Leader parking is in the East Lot.
- Drop off will occur at the Plaza.

Below are additional principles of how we direct traffic through the campus for services on Wednesday nights.

- South Entrance on Pearson Lane is Exit Only and should be coned off.
- A Parking Team Servant Leader will be stationed at the entrance walkway to the Plaza to facilitate drop-offs.

Parking and Drop Off Locations

All Servant Leaders should be directed to park in the lot closest to the East Lobby entrance of the campus. Students who are driving themselves should primarily be directed to park in the north side of the campus, near the West Lobby entrance. Driving students who enter the campus from Keller Parkway should not be directed in front of the church, but should instead be directed to drive to the west of the building to reach the parking lot spaces to the north.

Cars that are dropping off students should be directed to do so at the Plaza. There can be two lanes of cars moving from west to east to drop off at the Plaza, and one lane moving from east to west. At least two Servant Leaders should be positioned at the crosswalk entering the Plaza during drop off as students are crossing the road.

At the direction of the Team Lead, Parking Servant Leaders should position themselves and applicable signage in strategic locations to direct these groups of people to these locations as much as possible.

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KEYSTONE APP
SCAN HERE

