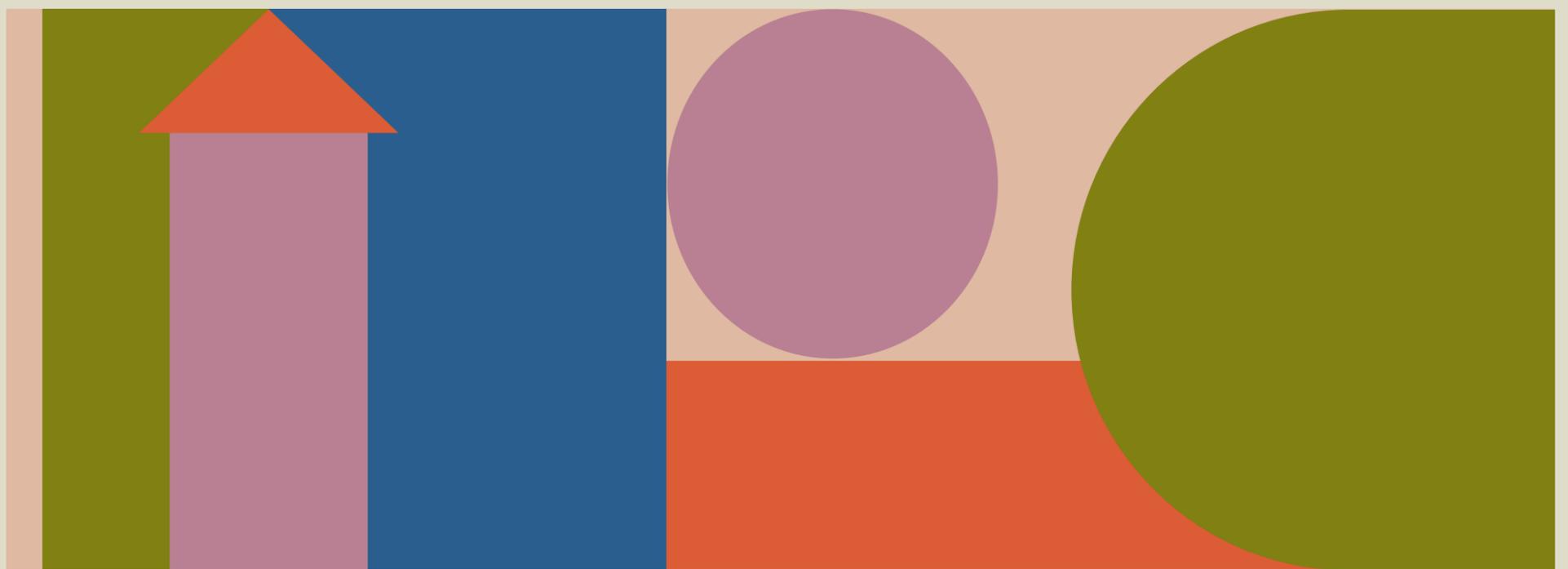


Equip

MANUAL



PRODUCTION TEAM

Production
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)

Production 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

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, and will include any applicable arrival and rehearsal times. Prior to arriving to serve, be sure to take the time to familiarize yourself with the flow of service in the Planning Center app and listen to the songs we will be singing. Please promptly respond to the schedule requests (by choosing *Accept* or *Decline*) when they are sent each week.

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 Production Team must be at least 7th grade or older. Background Checks are required for all adult Servant Leaders serving on the Production Team.

Part Three: Production 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. Every service or event is made up of different moments all linked together to create a unified experience. The Production team supports and creates excellent environments for others to encounter Jesus!

I. **Excellence.** We value hard work and creativity by doing everything with excellence. What does this look like?

- **Be attentive for good timing.** This means hitting our cues (i.e., lighting cues, mics on at the right time, videos and/or lyrics are played at the right time).
- **Limit all distractions and be attentive.** Refrain from using your phone. Work together and communicate with everyone on the team to create distraction free experiences. The Service Producer will provide leadership and coaching.
- **Preparation is vital to provide an excellent experience.** It is important to be equipped with the proper skills in order to execute your role. Production Team Servant Leaders will be equipped at Team Nights and on the job training.
- **Arrive on time for rehearsal and run-through.**
- **Embrace change.** Our team will be committed to pushing the envelope in the use of technology, using it as a vehicle for creativity. Be flexible and open to learning something new.

2. **Coachable.** A coachable spirit begins with a humble heart and willingness to be stretched in your preferences, skills and abilities.

- **In order to bring your best, be willing to receive feedback.** This feedback may be related to camera angles, camera focus, timing of lyrics, timing of cuts, communication etiquette, or other details related to the team's contribution to the experience.
- **Be open to coaching.** All of us will miss it every now and again. We are in this together and are committed to helping each other get better. Our talents can always be developed and improved, and we should humbly accept direction and learn from it.
- **Be willing to learn any role on the team.**

3. **Prepared.** Preparation is key to creating authentic and excellent worship experiences. What does this look like?

- We are best prepared when everyone is on time and fully present during rehearsals, run-throughs and services/events.
- Transitions are key to a smooth and distraction free experience. This doesn't happen by accident. We will think through and practice our transitions.
- We want a well rounded and prepared production team. This happens when everyone is open to trying different positions within production.
- Be familiar with the flow of service before you come to rehearsal. Who is leading what song? What is the tempo? Listen to the songs ahead of time.
- Respond to scheduling requests promptly. A "no" is better than nothing.
- Every role is important! Take ownership of your role and be in your spot ready to serve.

4. **Helpful.** Support our leaders and those on stage by creating atmospheres that invite others to connect with God.

- **The production team works together to provide solutions to unexpected needs.** This could mean helping when microphones are not working, screens are not turning on, lights are out on stage, or other similar troubleshooting needs.
- **Be fully present and proactive.** Remove all distractions and think a few steps ahead.
- **Convey a calm and confident attitude to foster an atmosphere of peace and unity.**

5. **Devoted** | “I’m in!” We love Jesus and His church. We are all in! What does that look like?

- **We love and follow Jesus.** That means we worship Him for who He is and that’s found in the Bible. And we worship Him for what He has done in our lives and will do in our lives.
- **We love others and His church.** That means We > Me. We do this by promoting unity and regularly attending services, serving and giving.
- **We are committed to the team.** This means we respond to scheduling requests, show up prepared and on time, fill in when needed and see every opportunity we serve as a potential moment for God to do something BIG in our lives and the lives of others.
- **We worship Jesus with an authentic heart.** That means we don’t live one way during the week and differently when we are at church. We don’t hide our struggles, we bring them with us as we serve. Our whole life is an offering of worship to the God who made us and deserves all the glory.

6. **Engaged.** We commit to be fully present and engaged while we serve. This is an act of worship. What does this look like?

- **Be attentive, engaged in the moment and fully present.** Refrain from using your phone.
- **Understand you are not just here to serve.** Engage your heart and mind to receive everything God would have for you while you serve Him.

Part Four: Production Team Position Descriptions

Service Producer

The Service Producer is located at Front of House (FOH) and they are responsible for leading the Production Team in all aspects of the worship service. All questions and technical concerns throughout run-through and service should be directed to the Service Producer. This position also leads the entire team through critical moments in the service such as the start of the countdown, to the transition to service, from worship to message, and transitions to video playback.

Video Technical Director (TD)

The Video Technical Director is the physical director of our live video cut. They are in control of our video switcher and cut the cameras to create an immersive experience in the room and online for our worship services. They are responsible for ensuring that all video signals out of Video Control are routed properly and hitting destinations correctly.

Assistant Director (AD)

The Assistant Director is responsible for getting all cameras in position for where they should be throughout the worship service, ensuring that the Shader has proper exposure, is double checking focus on all cameras, and is leading the Live Video team throughout the service.

Shader (Engineer)

The Shader is responsible for proper exposure on all of our broadcast cameras. They will ensure that our colors are accurate and all of our shots are technically correct.

Graphics Operator

The Graphics Operator is responsible for ensuring that all lyrics, graphics, announcements, and message points are being sent at the correct time.

Playback Operator

The Playback Operator is responsible for all video playback in our worship services. This includes lyric videos, worship backgrounds, life-change stories, announcements, and more.

Stream & Clock Operator

The Stream & Clock Operator is responsible for managing our streams to all destinations and reporting/troubleshooting if a stream fails, has issues locally or to a destination. They are also responsible for advancing our clock to keep us on time as well as calling out over Comm to keep everyone on time. They are also responsible for recording the length of times of each segment of our worship service and reporting it back to the Service Producer.

Broadcast Audio Engineer (A4V)

The Broadcast Audio Engineer facilitates all of the external audio, such as the mixes that are designed for online streaming, lobby, and others.

FOH Audio Engineer

The Front of House (FOH) Audio Engineer is responsible for the sound that everyone hears in the room. The role of the FOH Engineer is to convey whatever is happening on the platform in a way that best represents the heart and sound of the house. To achieve this, a FOH Audio Engineer needs to have a strong sense of musicality, a solid workflow that takes into account the services as a whole and not just 20 minutes of worship, and an ability to work as a team to achieve the end results.

Lighting Operator

The Lighting Operator is in control of every light in our Auditorium. They are responsible for sending the correct lighting cue for the right worship moments. Being familiar with the flow of service/events is crucial for excellent and appropriate lighting, and enhances our worship services.

Camera Operator

Camera Operators are responsible for their assigned camera and being guided by the Video Directors. Operators are responsible for ensuring sharp focus and that they are maintaining excellent framing and keeping all subjects in frame.

Stage Camera Operator

Stage Camera Operators are onstage with the worship team, getting handheld shots of vocalists and instrumentalists. Maintaining focus, proper exposure, and excellent framing are all crucial parts of this role. Additionally, they need to have an understanding of the songs and service flow, in order to be in the right places at the right times.

Stage Manager

The Stage Manager facilitates all movement of the stage team on and off the stage. They are also actively communicating with the Service Producer regarding what is happening, or about to happen onstage. The Stage Manager also assists with any requests from a Service Producer or Speaker onstage. As a Stage Manager, timing, communication, and tact are all key to the role. The Stage Manager ensures all services flow smoothly and are free from visual or auditory distractions (such as a mic not being called).

Stagehand

Stagehands are onstage to make sure any equipment, props, instruments or podiums are moved to the right places at the right times during service. The stagehands are discreet and invisible, and communicate frequently with the Stage Manager.

Hawkeye

The Hawkeye is the go between for the Stage and the Control Room/FOH. They are also a resource for worship leaders and speakers in the case of needing to be handed items, or have items taken away. They are in constant communication with the Service Producer and the Stage Manager as well as any on-stage personnel who needs communication with the Stage team or Video Control.

Production
TEAM

Section 3

PROCEDURES

Part One: Preparation and
During Service Procedures

Part Two: Post-Service
Procedures

Part Three: Scheduling

Part One: Preparation and During Service Procedures

Preparation

Prior to arriving to serve, be sure to take the time to familiarize yourself with the flow of service in the Planning Center app and listen to the songs we will be singing. You can listen to the songs in the Planning Center app and online (planning.center), or you can search for those songs on your favorite music platform like Spotify and Apple Music. If you have questions while preparing, reach out to the production team staff at production@keystonechurch.com.

What to Wear

If you will be on the stage or throughout our Auditorium during the service (especially Stage and Camera teams), you will need to dress in all black. We do this to remain unseen and eliminate distractions as we move around and carry items on and off stage. A production t-shirt can also be provided. If you have a question about whether an outfit will work just ask. It's also a good idea to bring a backup option if you are unsure.

Parking and Entry

Park on the west side of our campus and enter through the backstage entrance. You will need a code to enter the door. The code changes every week and can be found in Planning Center.

Servant Leader Childcare

We provide childcare for rehearsals, run-throughs, and services. Childcare is available 15 minutes before call time. If you have questions, email production@keystonechurch.com.

Tech Issues

If at any point during our rehearsals, run-throughs, and services you begin experiencing technology issues, bring this to the attention of the Service Producer as soon as possible. Early awareness of any technical equipment that is not working correctly helps get them resolved quickly. If technology is not working for any reason (i.e., damaged in an accident, an unknown problem), let us know quickly so that we can begin to implement a fix and get it working properly again.

Music Rehearsals

Music Rehearsal is designed for the band to work through the songs together. During some special events we ask the full production team to be present in order to see what will happen, or to rehearse ourselves. Most of the time, Graphics Operators will be present during Music Rehearsals to provide lyric support for the band as well as practice the songs with them.

Example rehearsal schedule:

- Sound Check
- Rehearse each song and transitions
- Break
- Full run-through

Run-Throughs

Run-through is designed to be our “first-service.” We want to treat this time as if it is an actual service so that we can get a good feel for how the service flows and where we need to be when. This is also a common time for issues to present themselves, we want to find these, especially in our transitions.

Keep It Clean

We like to keep our stage, backstage areas, control room, and FOH clean and tidy. Don't leave your water bottle, trash, or personal items in these areas. Personal items can be stored in the green room. If you see trash, throw it away.

Take Care of the Tech

We are blessed to have access to all of this powerful technology, we want to steward it well by protecting and caring for it all. We do this by treating it as our own and honoring God in our use of it.

Food and Drink

Bring a personal water bottle. We provide water refill stations backstage and in the green room. Disposable water bottles will not be provided. Refrain from bringing food onto the platform or into the control room.

We will provide lunch/dinner and/or refreshments on special occasions when rehearsal or service times require you to serve through a meal.

During the Service

Most positions are active throughout the entirety of the service or event during which they are serving. Those Servant Leaders in positions that are off during some sections of the service (i.e., during the message) are to remain at their station or in the Green Room, and must maintain contact with video control. Unless you have been completely dismissed for the remainder of the service or event, you should not leave campus.

Green Room

If you are not attending the message in the Auditorium, hang out in the Green Room. There will be comfortable seating, snacks, water refill station, and the service will be shown. Personal items can be securely stored here.

Part Two: Post-Service Procedures

Timing of Dismissal

Each position will be cleared and dismissed once the service has ended, or their role in the service or event has been completed by their director or the Service Producer. For some positions, this dismissal will happen several minutes after the experience in the Auditorium has ended (i.e., online stream delay). It is extremely important that we stay in our positions until we are cleared in case of any issues that arise.

Post-Service Debrief

This is a quick five minute touch base immediately after the service where we bring forward any issues that occurred during a run-through, service, or event. The quicker issues are found, the faster a fix can be implemented. Please bring all questions and concerns to the Service Producer if a problem arises during a service.

Resetting the Equipment

After every run-through, service, and event we want to prepare our equipment and stations for the next run-through, service, and event. Before leaving, take a moment to make sure all equipment related to your position is in place for the following service (i.e., turned off or restarted as needed, stored in the correct place).

Part Three: Scheduling

Respond to Requests

Scheduling of all positions is done through Planning Center. Please respond to requests as soon as you know if you can serve or not. A “No” is better than no response.

Blockout Dates

If you know you will not be available, you can block out dates ahead of time within the app or online.

Illness or Scheduling Conflict

If you get sick or can't serve, decline your request and give a reason why. It's also helpful to contact the Production Team staff as soon as possible to let them know as well. Sometimes you may be asked to help find a replacement.

STAY CONNECTED

DOWNLOAD THE
KEYSTONE APP
SCAN HERE

