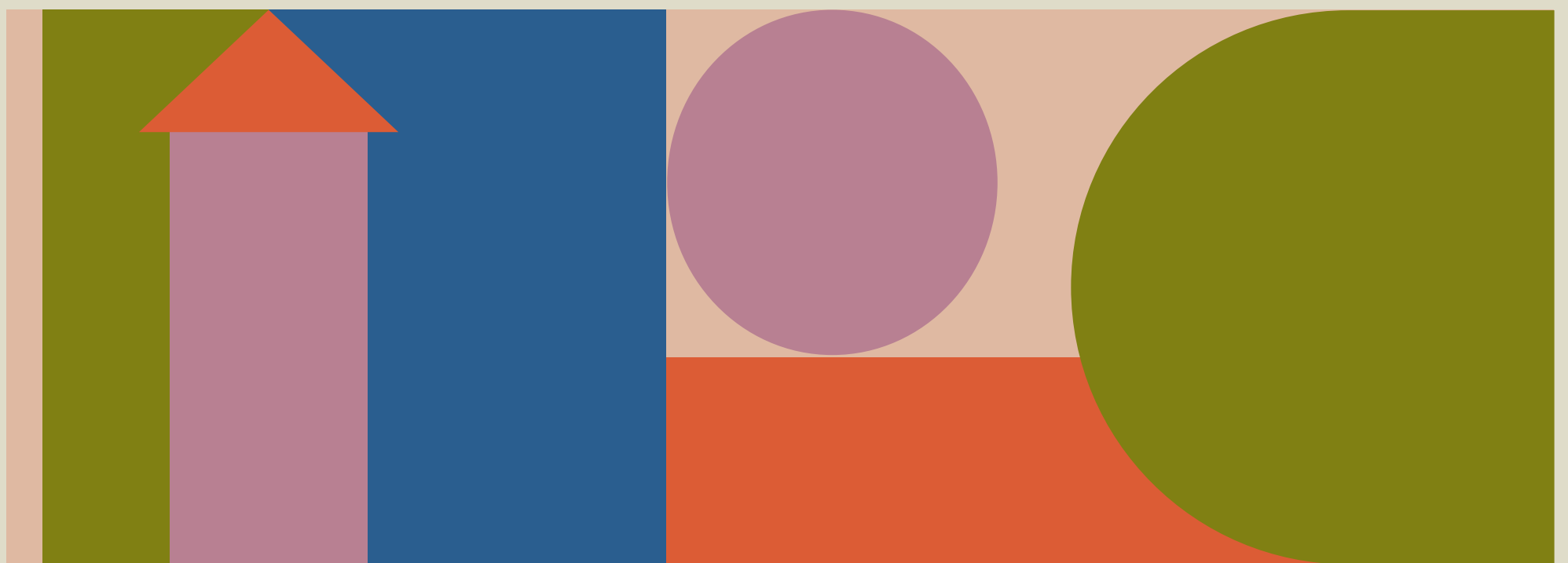


Equip

MANUAL



SAFETY
STUDENT SUPPORT

Safety
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)

Safety

STUDENT SUPPORT

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 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

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: Safety 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 Safety Team provides a safe environment for life change to happen.

1. Aware. The Safety Team is aware of all who drive on campus, and com and go through every door.

- Observe and monitor your assigned area for potential threats.
- Active and ready to respond to emergency situations.
- Be familiar with all policies and procedures, such as medical responses and evacuation plans and routes.

2. Confident. We confidently bring our best with our personal presence, conversations, and attitudes.

- 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. Professional. Present yourself in a positive and confident manner in the way you dress and how you communicate.

- Be attentive. Eliminate distractions (i.e., phones, etc.) while serving.
- Respect and honor those in authority.
- Coordinate and communicate clearly with staff, leaders, and uniformed officers.
- Maintain a kind attitude.

4. Honor. Commit to preserve and protect the unity of Keystone Church.

- Demonstrate respect and honor for those you are serving.
- Do not broadcast things seen around the campus. Conversations heard in confidence should be kept in confidence. Be understanding of, and give grace for, personal behaviors you observe in private moments backstage.
- Respect and follow directions from your Team Lead and Keystone Staff.

Part Four: Safety Team Position Descriptions

Safety Team Lead

The Safety Team Lead is responsible for guiding the team on a spiritual and procedural basis. The Safety Team Lead will monitor the weekly schedule to ensure that necessary positions are filled. The Safety Team Leader is responsible for all training for new Servant Leaders. The Safety Team Lead reports directly to staff and is to oversee the Servant Leaders to ensure the safe and efficient operation of the Safety Team.

Safety Team Servant Leader

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

Safety

STUDENT SUPPORT

Section 3

PROCEDURES

Part One: Support Team Arrival
and Preparation

Part Two: Equipment and Roles
During Service Times

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: Equipment and Roles During Services

Equipment and Communication

All Servant Leaders on the Safety team must adhere to a no conceal/carry policy on campus.

When you arrive, go through the following steps. Ask for assistance if needed.

- Get radio and lanyard from the Security Suite, located in the West Lobby.
- Perform radio check. For your reference, the following channels are actively used.
 - Channel 1: Parking team
 - Channel 2: Safety team
 - Channel 3: Production
 - Channel 4: Keystone Kids teams

- Be familiar with medical equipment and placement.
- Check in with the Safety Team Service Lead. Confirm where coverage is needed before, during, and after services.
- Greet the Police Officers, to provide visual confirmation of Safety Team members.

A designated team member will monitor the security video feed while attendees are on campus. Security cameras will be located through the building. Video monitoring will take place in the Security Suite.

Before and After Services

During transition times (before and after service), be mindful of the following procedures in whichever area you are covering.

- Expand coverage to maximize visibility of points of entry.
- Act as an extension of the Welcome team.
- Look for any bags that are not purses or diaper bags. If you see a person entering with an unusual bag, follow the written procedure below.
- Keep an open eye for trip and fall hazards.
- Be ready to assist should a medical emergency arise.
- Should a suspicious activity occur, radio to the nearest team member for inspection.

During Services

When you are covering areas throughout the campus during service times, be mindful of the following procedures.

- Take the parking lot golf cart for a tour through the parking lot periodically.
- Oversee building safety during worship service and small group time.
- Build relationships with other Safety team members.
- Should a suspicious activity occur, radio to the nearest team member for inspection.

Part Three: Other Procedures

Bag Inspection Procedure

In the event you see a person entering with an unusual bag, follow the procedure below.

- Alert other Safety team members via radio of the need for bag check.
- Approach the individual and politely request to inspect the contents of the bag.
- If a weapon is found, alert an uniformed officer and Staff immediately. Staff will assume further responsibility for the situation.

Suspicious Person Procedure

In the event you see a person behaving suspiciously, follow the procedure below.

- Alert team members of a potential threat prior to engaging the individual.
- Approach the individual and engage in conversation.
- If further action is necessary, alert other Safety team members and officers via radio.

Emergency Response Procedure: Shelter in Place

In the event an emergency demands the campus take shelter, the Police Officer and Safety Team will take lead on directing people where to go. Be familiar with the appendix “Keystone Safety Guidelines” for additional details. The Service Lead will work with the Police Officer to determine additional steps when necessary.

Emergency Response Procedure: Evacuation

In the event an emergency demands the campus evacuate, the Police Officer and Safety Team will take lead on directing people where safely exit. Be familiar with the appendix “Keystone Safety Guidelines” for additional details. The Safety Team Lead will work with the Police Officer to determine additional steps when necessary.

STAY CONNECTED

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KEYSTONE APP
SCAN HERE

