

Ready For Re-Entry Launch?

PREPARE YOUR FACILITY

Expectations around your systems for cleaning your facilities have changed.

Consider reviewing your cleaning standards for restrooms, common areas, and kids' environments. Are they frequent enough and adequate to stifling the spread of germs? How frequently are countertops, trash can lids, and general surfaces disinfected?

Some simple changes to your cleaning standard can give you the confidence you need to communicate clean and safe environments to your guests. Use this guide as you consider adjustments and additions you'll want to make to your facility.

A parent will have questions around their child's safety and the cleanliness of your church.

BUILD TRUST WITH YOUR PARENTS

Understanding their concern is the first step toward building trust. Though a parent understands we cannot provide a germ-free environment, they will appreciate it when we lead with answering the questions at the forefront of their mind, "Is my child safe here?".

This guide will help you communicate with parents in a way that builds trust as they integrate into your weekly worship environments.

TRANSITION NEW FAMILIES FROM ONLINE

Maybe an unexpected outcome of this season are people who have attended your online worship experience but haven't actually set foot inside your church building.

The reality that you are reaching new people is something to be celebrated. So, go ahead and fist-bump, high-five or air hug... whatever is the most "social distancing" appropriate.

Now that you've celebrated, it's time to ask another big question. How do you help those families transition from showing up online to walking through your doors? Use this guide to help you build a bridge from your online experience to your church building.

Your Volunteer Team may be a little rusty. It's been a minute since they served.

RALLY YOUR VOLUNTEER TEAM

There are things they remember. And things they easily forget. So, make a plan to orient, inspire and equip them for their return to greatness. This guide will provide ideas to train, prepare and even multiply your team to hit the ground running once the doors open again.

What if the Transition is Staggered?

At this point, there are more questions than answers when it comes to when and how we get to start meeting in our churches again. Some churches will launch within the next month.

Others will take more time.

Churches could experience group limits of 25, 50, 100, 200. What does church look like when you have to limit the number of people that can be in a room? How does that apply to adult services... student services... kids environments?

The questions can feel unending. But we can start with a few to help determine your best transition plan.

- Will social distancing rules or group size require that you limit the number of families to attend?
- Do you relaunch with all kid & student experiences? Or wait until schools reconvene?
- What personal protective equipment do you offer your volunteer team?
- What protocol do you employ to identify a child or volunteer potentially symptomatic?
- If symptoms are discovered, how do you communicate to families and volunteers?
- What cleaning is required between services to ensure safety?
- Can we leverage other areas of our building to gather if certain rooms reach their defined limit?

Introduce New Safety Standards

Parents care a lot about the safety of their kid/student. Your volunteers can help to inform and assure families of the measures you're taking to create a safe place for everyone.

Take some time to communicate these new standards to your team.

PHYSICAL CONTACT STANDARDS

Are handshakes and hugs still the best way to greet? Some took social-distancing recommendations more seriously than others. And it wouldn't be safe to assume everyone is comfortable with returning to the physical contact that was the standard prior to the pandemic.

We recommend training your volunteer team to be mindful and respectful of the preferences of others. A parent might appreciate it when their kid's SGL offers a fist bump to their child in place of a hug.

ENVIRONMENT CLEANING STANDARDS

After reviewing and revising your Environment Cleaning Standards, consider what training your volunteers require. What do they need to know about cleaning kids/student environments, restrooms and common areas? Where are supplies stored? How frequently does cleaning occur?

Is there another volunteer team involved? Create a plan to train your volunteer teams to execute your new standard of cleanliness and you'll feel prepared when the doors of our church re-open.

Rally Your Volunteers

It's been a minute since your volunteers have served in their roles. And with a date set to open your doors, you want to make sure everyone is ready. Do they remember the purpose and vision of their role? Have expectations or responsibilities changed? Use this guide to form your plan to rally your team for a great start.

REINTEGRATION TRAINING

Considering the amount of time your volunteers have been away from their volunteer role, it isn't safe to assume they will remember all that you need them to remember. So, consider setting up training prior to your launch date to review roles and responsibilities.

A simple video or verbal walk through' of the different components of your service can help to remind your team of expectations, as well as, refocus on the vision of your ministry and what's most important. So, take some time to review. It can help more than you know.

EXPERIENCE OVERVIEW

HELP KIDS FEEL SAFE

When we think about how long it's been since our volunteers have served, it's possible it's been even longer since

many kids/students have attended. Service can help to remind your team of expectations, as well as, refocus on the vision of your ministry and what's most important. So, take some time to review. It can help more than you know.

Rally Your Volunteers-Continued!

RECRUITING NEW VOLUNTEERS

It's tempting to think recruiting volunteers at this point would be a tall order. But it's not as tall as you might think. You see, all your SGLs that you've equipped to connect with parents now have a great avenue to make an invitation. So, consider ways you can equip your SGLs to invite parents to serve. Then create a way to train these new prospects in preparation for launch weekend.

EQUIP THEM TO INVITE

- **Personal Invitation-** Your SGLs can offer great perspective on parents they think could be great additions to your team. So, don't hesitate to ask! Create a list from their recommendations and begin praying over these names. Encourage your SGL to use their own influence to invite the parent to serve. A personal invitation can go a long way toward recruiting a great team.
- **Facebook Group Post-** A branded post provided to your SGLs can post on their parent Facebook groups. Provide a link to capture follow up information for next steps.

MAKE YOUR ASSIMILATION PROCESS DIGITAL

In order to onboard a prospective volunteer prior to your launch date, create a digital version of your assimilation process:

- Consider a video version of your ministry vision and overview.
- Schedule a video call for your 1:1 interview.
- Create digital versions of your applications and background check release form.
- Pair them with a mentor to shadow for a few weeks after launch.

Strategy & Methods for Training

There are a variety of ways to train. And your local levels of restriction will influence whether you implement in-person or digital training. But when it comes to digital, there are a variety of options. YouTube, Zoom, TrainedUp.org. The possibilities are exhausting. But the key to success is to consider the type of training you want to provide to determine the best method of distribution.

VIDEO OVERVIEW

Provide a video overview of your Environment Cleaning and Physical Contact Standards. You can make this as simple or

entertaining as you choose. But we encourage you to keep it clear and brief. A video paired with supporting documentation of these standards will ensure your volunteers are well prepared to help families transition back to your in-person experience.

ONLINE GROUP MEETINGS WITH KEY LEADERS

We recommend meeting with key leaders and influencers on your team first. These leaders can help you champion and implement the standards, as well as, help carry the vision and excitement around your new service launch date.

So, pull them together in a video call and give them time to review, ask questions and provide feedback on the process. Empower them to lead through the same content with the volunteer teams they lead.

ONLINE GROUP MEETINGS WITH VOLUNTEER TEAMS

Equip your Coaches or Team Leads to host a video meeting with the teams they lead. When you equip them to lead their team, you elevate their leadership and influence. You can still be present. But let them lead the conversation. You're there for backup. Provide the video overview in advance and help your Coaches prepare for questions volunteers may ask. Be available on the video call to step in and help if a leader gets stuck. But set them up for success by being the most visibly engaged person on the call.

Build Trust with Parents

It's hard to argue. Life after a pandemic changes the way a parent views things. Where there was trust before, there may be questions now. And we build trust with parents when we answer the questions before they have to ask.

WAYS TO COMMUNICATE SAFETY STANDARDS

Now that you've reviewed your cleaning standard, lead with this information to eliminate questions parents want to ask.

- **Website-** Your website is a common place a parent will search to learn more about your church before they visit. This is a great place to post a pop-up with this important information. The key is to keep it simple and clear.
- **Print Piece-** A branded print piece available at your Children's Ministry check in area can communicate the care you take to ensure a clean environment for your families. Avoid lots of text. Some bullets that communicate the product you use and the frequency at which you use them can help put minds at ease. An easy to grab QR code linking to the same pdf on your website creates a great "hands-free" way for a parent to get the information they want.
- **SGLs-** Your Small Group Leaders are a great conduit of information to parents. Equip them with a graphic they can post on their social media outlets or the closed Facebook groups hosted for the parents in their group. Give them a way to communicate these changes to keep families informed.
- **All Volunteer Teams-** You never know who a parent might ask to learn more about your cleaning standards. Don't leave it to chance. Make sure all volunteer teams (from greeters to ushers to administrative volunteers) have a response to these questions. Consider putting together a simple FAQ they can reference when responding to concerns.