

Friendship Church

Volunteer Safety Team Description

Mission:

The Safety Team exists to help establish and maintain a safe and welcoming environment for all guests, members, volunteers and staff of Friendship Church.

Function:

The Safety Team coordinates its efforts in unison with the Hospitality Ministry and Friendship Church ministry leaders. The team accomplishes its mission by observing, assessing, monitoring and acting to reduce risks to people and property, and protect people during emergency situations while they are on the premises of the Prior Lake and Shakopee Campuses. Emergencies may include health emergencies or accidents, fire, weather or other natural disasters, as well as risks associated with acts of physical violence.

Safety Team members report to the Volunteer Safety Team Lead, who reports to the Facilities Director and the Executive Director. Scheduling and other administrative tasks for the safety team are accomplished by the Admin to the Facilities Ministry.

Character and Faith Qualifications:

- Cares deeply about people – Philippians 2:4
- Has a desire to protect others – Psalm 82:3-4
- Able to lead and stay calm in stressful situations – Proverbs 18:10
- Observant of things going on around them – 1 Peter 5:8
- Enjoy working and interacting with people – John 17:23

Requirements:

- At least 21 years old
- Physically fit and able to respond quickly to situations that arise.

Assignments:

There are several venues where team members may serve, including on Sunday mornings during worship services, during evening programming on weekdays or during our monthly Second Harvest food distribution.

Depending on the availability and scheduling of team members, it is ideal if individual members of the team are able to serve in venues where they have a calling or have special qualifications. Examples outside of Sunday worship services could include Monday nights with CR or other Care Ministry programs, Wednesday nights that are focused on kids and youth programming or the Thursday night Second Harvest food program once each month.

Safety Team members have a unique opportunity to be an extension of the ministries they are serving while helping to provide a safe and hospitable environment for members and guests.

Responsibilities – Sunday Services – Both Campuses:

- Serve Sunday mornings from 8:00am -12:15pm.
 - Each Sunday morning, there will be two team members in attendance for each of the two campuses, one serving and one attending a service.
 - We are working towards having everyone serve one Sunday a month.
- Team members are expected to collaborate with church leaders, hospitality team members and other volunteers, and connect with others through radio communication as needed.
- Unlock exterior doors upon arrival at 8:00am.
- Briefly join the Hospitality Team meeting at 8:15am to identify yourself as an on-duty Safety Team member.
- Escort the offering from the worship center to the counting room with the ushers.
- Walk the campus throughout the morning, keeping an eye out for anything suspicious or out of the ordinary.
- Respond and assist in resolving any issues that may arise.
- Lock the exterior building doors when departing at 12:15pm

Specific tasks performed by Safety Team members will expand as the team increases in size and may include a dedicated worship center team member at each campus as well as team member surveillance of building parking lot and exterior.

Responsibilities – Wednesday Night Programming – Both Campuses:

- Serve from 5:15 until 8:30pm.
- Check in with Kids Ministry and Youth Ministry at the beginning of the night in order to identify yourself as belonging to the Safety Team.
- Walk the main and second floors at both campuses, as well as the basement of the Prior Lake Campus.
- Be observant of people entering the building and distinguish between groups of people as families, vs. individuals with no kids.
- Monitor areas around stairways and elevator entrances that provide access to areas where kids and youth congregate, looking out for people who don't appear to have a legitimate purpose to be on those floors.
- Pay close attention to people entering the office areas. Only a small number of volunteers have tasks requiring them to use the copy machines.

Responsibilities – Monday Night Care Ministry Programming – Shakopee Campus

- Serve from 5:15 until 8:30pm.
- Check in with CR leader and/or Care Pastor upon arrival.
- Monitor public areas, restrooms and office areas.
- Concentrate on children's access areas, exterior doors and parking lot.
- Be prepared to escort guests to cars when programming is finished.

Responsibilities – Second Harvest Food Distribution – Prior Lake Campus

- Arrive at 5:00pm.

- Monitor the parking lot and entrances near the exterior doors of the building to make sure guests and volunteers are using the proper entrances.
- Help manage large groups of people registering and waiting for their turn to be served.
- Be sensitive to behavior and evidence of stress, impatience or anxiety in guests.
- Be attentive to people being in places that guests don't belong, as well as signs of theft of food or antisocial behavior towards other guests.

Training and Equipping:

- Friendship will train Safety Team members in fire evacuation procedures, severe weather procedures, and practices for de-escalating tense situations.
- Friendship will provide certified first aid, CPR and AED training.
- At times, Safety Team training will occur concurrently with staff and volunteers from the Connections/Hospitality Team, Family Ministry personnel and Pastors.

Use of Force:

There is no expectation that Safety Team members use firearms in the performance of their duties. Although there is no prohibition of licensed firearm holders carrying concealed firearms on Friendship Church property, Safety Team members are required not to carry during any times they are scheduled to serve.

Team Responses to Violence or Potentially Violent Events:

The expectation is that Team members will follow For situations involving violent behavior or the potential for violence, team training will emphasize risk avoidance and prevention, observation, preemptive actions, de-escalation, calls to 911, lockdowns and the movement of people to safety.