



THE CHURCH AT RANCHO BERNARDO

Ministry Guidelines

What Are The Top 3 Things I Need to Know Right Now?

- **MOST IMPORTANT!** If you set off the building alarm, you must:

call Dean Heimann immediately at 858.472.5727

Leaders who receive electronic key FOBs are trained by Dean. Do not let anyone else use your FOB. Dean's phone number is also posted inside each alarm closet.

- The last one in the building is responsible for locking up/setting alarm – Be sure to do a complete building walk through first in case there are groups meeting in the far away corners (behind the stage, upstairs offices and conference room, etc.)
- Emergency equipment (including an AED machine) is located downstairs next to the Women's bathroom. Telephones are at the front desk, kitchen, nursery and upstairs admin – dial 9 to get out. (If an emergency/incident has occurred, please notify a CRB staff member as soon as possible. Dean's number can be used if urgent; otherwise, call the church office the next day.)

Who Are the CRB Contacts I Need to Know?

Bill Besalski	CFO	bill@thechurchatrb.org 858.592.2434 x309
Dean Heimann	Facilities Manager	dean@thechurchatrb.org Office: 858.592.2434 x314 Cell: 858.472.5727
Ian MacMaster	Media Director	ian@thechurchatrb.org 858.592.2434 x312
Kathy Quistad	Cove Coordinator	kathy@thechurchatrb.org 858.592.2343 x728
Lisa Kadel	Childcare Coordinator	lkadel@san.rr.com 858.382.5495
Shari Foster	Financial Assistant	shari@thechurchatrb.org 858.592.2434 x334
Sport Thompson	Technical Director	sport@thechurchatrb.org 858.592.2434 x307
Stephanie Kornman	Director of Admin/Communications (Facility Scheduling/Advertising)	stephanie@thechurchatrb.org 858.592.2434 x304

What Do I Need To Know About Scheduling My Event?

*** Before proceeding with booking your event/group, obtain approval from the staff member overseeing your ministry.***

Advertising Your Event/Group

Try to plan about 2-3 months ahead to get the best coverage.

Select Date

You can review the Master Calendar emailed to you monthly for possible dates. To discuss potential dates, contact Stephanie Kornman.

Facility Request Form

Complete online Facility Request Form (located on our website under Be The Answer | Leaders). Include a descriptive "blurb" about your event on your Facility Request form, to include all details including description, cost, sign up, childcare, location, etc) Once you do this, we'll get the word out in the following areas: Bulletin, Website, CRB Facebook & Twitter pages, Slide for Lobby (if applicable), Press Releases/Advertising to the public when applicable.

Sign up Dates

If needed, you can request Sign Up dates in lobby on your Facility Request form (maximum 2-3 weeks before your event typically works the best)

Additional Ways to get the word out about your event...

CRB Ministry Email Lists *(you can contact these individuals directly)*

Men's Email List:	Contact Ken Ingold at ken@thechurchatrb.org
Women's Email List:	Contact Stephanie Kornman at stephanie@thechurchatrb.org
Singles Email List:	Contact Vikki McIntyre at singles@thechurchatrb.org
Small Groups Email List:	Contact Sue Meissner at sue@thechurchatrb.org

Bulletins

Bulletins are developed 1-2 weeks ahead of time; so information should be emailed to the Director of Admin & Communication as soon as possible. Cut off date is Tuesday before the weekend.

Childcare

Should Ministry Leaders/Small Group Leaders wish to offer childcare for their on-site events, please follow these steps:

- Indicate the room(s) requested on your Facility Request Form: Infant - 4 years: Rm11, K - 5th grade: Rm12
- Contact Childcare Coordinator to arrange childcare workers from an approved list. If you have a provider that you would like to use that is not currently on our approved list, let the Childcare Coordinator know so we can arrange proper training prior to the event. (18 yrs and older will need to be fingerprinted through our Volunteer process.)

For child and worker safety, the following ratios are required:

1 childcare worker for every 1 child (birth through 1 year)

1 childcare worker for every 5 children (toddlers through 5th grade)

(Please note: Parents of children in childcare must remain on-site for the duration of the event – any exceptions to this must be discussed with Pastor Faye Bradley.)

- Leader is responsible for charging the appropriate childcare fees to attendees (currently \$8/hour per worker) and pay the childcare workers directly at the end of the event. (All-Church events will automatically pay workers via their normal payroll.)

Event Sign-Ups

Weekend sign-up space in the atrium is limited to 2-3 weeks maximum duration. *Exceptions for special events may be approved on a case-by-case basis with the Director of Admin/Communication.* Space may be reserved on the Facility Request Form. A generic ministry sign is provided by CRB for all sign-ups; these should be returned to the Info Center. Customized/large ministry signs must be approved by the supervising Pastor/Director. All large signs need to be returned to the usher's closet after 2nd service. No large decorations or accessories should be used at the sign up tables. Each ministry is responsible for creating or providing their own handouts/materials/supplies for their table and removing them after the 2nd service on Sunday. No handouts or materials are to be distributed or handed out in the lobby to the public at large - items should only be given away at individual sign up tables. Each ministry is to provide coverage for all three services. *It is the desire of CRB to support the promotion of all approved ministries. Please keep in mind that these guidelines are in place so that we do not have ministries competing with each other and/or creating an environment in the atrium that is not conducive to fellowship.*

Expenditures

In order to maintain alignment within the church budget, **any expenditures over \$100 should be pre-approved by the Pastor/Director overseeing the ministry.** Reimbursement forms are located online at Be The Answer | Leaders. Complete and attach receipts, obtain written approval from the supervising Pastor/Director and submit to CRB's CFO. Checks are typically cut weekly. (Budget year: FY October - September)

Facebook

CRB has three Facebook Fan Pages: The Church at Rancho Bernardo, CRB Cove and CRBYouth. Postings take place daily and include everything from ministry events to Bible verses.

Facility Use/Scheduling

Facility Request Forms

Ideally the Online Facility Request Form should be completed at least one month in advance for every event. **Please do not use a room without requesting it first.** Online forms are available on our CRB website under Be the Answer | Leaders. Facility use is subject to availability. An event is considered booked if you do not hear back from the church office; if there is a conflict, you will be contacted to discuss alternatives. **Please note that in the event of a memorial service or larger church event, your event may be rescheduled or moved.** Should this happen, you will be given as much notice as possible. If your meeting dates change for any reason (holiday break, cancellation, etc.) please notify the Director of Communication as soon as possible - we need to communicate to the set up staff and change all calendars. If you are a regularly meeting ministry, please contact your attendees to let them know of any cancelled/changed sessions. One week prior to your event, please contact the Facility Manager to discuss final room set up.

What Do I Need To Know About The Building | What Are My Responsibilities?

Air Conditioning and Heating

Air conditioning and heating is preset to run during times of typical use. Questions about the heating or air, or training on how to adjust the thermostat can be directed to the Facilities Manager.

Building Alarms

Fire Alarm panel is not the same device as the security alarm. It is in a separate location in the lobby on the front of the first column on the right (behind lamp table and chair). Smoke detectors are located on the 1st and 2nd floors outside Elevator (on ceiling). Fire extinguishers are located on the walls just outside the elevator for immediate action. In the event of an **actual fire emergency, call 911 and evacuate the building**. If there is a **false triggering of the alarm, call Dean Heimann immediately at 858.472.5727**. Then go downstairs to the alarm panel to silence the alarm: drop the panel and enter the four-digit code one time (this code is different from the security alarm code). Dean will call the alarm monitoring company to (hopefully) cancel fire department dispatch. If you can't reach Dean, call the phone number on the alarm panel to cancel dispatch. If too late to cancel, you must stay until fire department arrives and stay for inspection or until another CRB representative arrives. If unable to reach Dean, call alternate CRB representative phone numbers posted in the security alarm closet to get a representative if needed.

Security Alarm panels are located in both front and back closets near entry doors. Security alarms are motion-detection devices and are triggered at the entry doors. Please see **Key/Security Procedures** for more information on arming and disarming the security alarm.

Building Hours

With the exception of special summer and holiday hours:

Mon - Fri	9am - 5pm
Saturday	4pm - 6:30pm
Sunday	8am - 1pm

Cove

The Cove is intended for use by groups dedicated to in-depth study of the Bible, and these groups will receive first priority. Fill out a Facility Request Form – found on the CRB website. First time key users will need to set up a procedures training time with the Cove Coordinator prior to the day of your event. Keys for The Cove will be checked out and returned immediately after your event – if after hours, the keys must be placed in the mail drop box at the front of the church, and you must call/email the church office to check them in for you.

Emergencies

If an emergency or other significant incident requiring medical, fire or police response occurs after hours, the person(s) reporting the event must 1) contact a CRB representative immediately (Dean Heimann's number **858.472.5727** can be used if you don't have any others. Dean can make the appropriate calls to other staff as needed.), 2) remain onsite until a CRB representative arrives. Incidents of a less urgent nature (i.e. suspicious activity in/around the building, report something broken, etc.) can be reported to the church office the next day.

Emergency Equipment

In case of an emergency, there are medical supplies, a wheelchair, crutches, cane, oxygen tank and a walker in the downstairs closet near the women's restroom. There is an AED (automatic external defibrillator) also located on the wall near the women's restroom. AED training for those interested is provided periodically.

Facility Clean Up

Any group using a room must return it to proper order. Contact the Facility Manager to discuss any break down or clean up issues.

1. **Pick up all items and take out all trash** to the dumpster in outside closet (northwest corner of building)
2. We **recycle "clean" paper, plastic, cardboard items** in the tall blue canister in the ministry work area (Rm21) or outside in the large dumpster next to the garbage closet. All bottles and cans can go in the round blue bin in the kitchen or Rm13 (you can also pull a blue recycle can into your food area for instant sorting). We appreciate your support of environmentally friendly practices!
3. **Place all soiled linens in the laundry hamper** in the kitchen. Shake off all crumbs into a trash can and blot any stains/spills. Do not use any cleaning products on or rinse the linens. We have a linen service that cleans them for us. *(If you have linens that were not used for food and could be used again, please re-hang on the designated hangar and put back in the linen closet – hint: you can hang its hangar under the table so you don't lose track of it when you are ready to clean up.)*
4. **Tables and chairs** can be left in the room.
5. **Wipe down all table surfaces** at every event. Cleaning supplies will either be available in the room, or in the kitchen near the sink.
6. Be sure that any **spills or any large food particles have been cleaned off the carpet**. Carpet cleaning supplies are kept in the kitchen near the sink. Vacuum area if necessary.
7. **Kitchen must be completely cleaned up before you leave.** (also see Kitchen)

Keys/Security Procedures

All staff and ministry leaders must be trained in opening and closing procedures. Please contact the Facility Manager. **If you accidentally set off the alarm, call Dean Heimann immediately at 858.472.5727.** See *posted instructions above alarm panel for more details.*

If you are the FIRST TO ARRIVE/OPENING THE BUILDING (if applicable):

1. Use your electronic key FOB to access the building (swipe it in front of the "scanner" located just to the right of the far right door) – the light will turn green, the door will unlock (you'll hear the door click). There is a "scanner" at the rear entrance as well.
2. Disarm the Alarm: When entering the building, you will immediately hear the warning siren. Immediately go into the alarm closet (front door – immediate right side; back door – immediate left side) and **enter the alarm code to deactivate it within 30 seconds**. As you enter the code, the keypad will beep and that is normal-then all goes silent. If you fail to disarm the alarm in 30 seconds, the alarm monitoring company dispatched the police to investigate.

If you are the LAST TO LEAVE THE BUILDING/LOCKING THE BUILDING:

1. **Do a complete walk-through to make sure no one is still in the building.** Be sure to check the rooms behind the stage, the conference room and all upstairs offices – we have quite a few people/groups meeting and working in these areas that might not hear you "call out" when you are ready to leave. There is a lobby schedule posted at the front desk with a listing of groups meeting each night; however, end times may vary from what is posted and therefore, a walk-through is necessary to be sure all have cleared out.
2. **Turn off the lights in the Classrooms and the Atrium** (they are not on a timer) – atrium switches are located on the 3rd column on the right. All other hallway lighting has automatic sensors and will turn off automatically.
3. **Turn off the sanctuary lights:** The "shop lights" can be left on – switch is on the wall just inside the double doors behind the sound booth. "Full lighting" can be turned off by entering the sound booth and immediately in front of you on the desk there is a small, square black box with "off" clearly labeled. Just hit the "off" button and you're done!
4. **Turn off the televisions in the atrium** - the remote control is in the top left desk drawer of the info center.
5. **Lobby music is usually turned off by admin staff at 5pm.** If music is still on, don't worry about it – a special key is required for that closet.

6. **Lock all doors - front and back glass doors** - use the allen wrench key – hanging in the two alarm closets. The back doors are usually kept locked during the day, but double check that they are pulled closed.
7. **Set the alarm** (press & hold the AWAY button on the alarm panel for about 3 seconds – it'll start to chirp) and then exit within 30 seconds. There are **identical alarms panels** in the closets at the front door AND the back door (both on auditorium side of building). The alarm box should show a green light at the ready position when it is ready to arm. If the green light is not on, all doors in the building must be checked to see if one of them is open or ajar. Press the arrow button to see the display noting the open door. This includes all exit doors upstairs, downstairs, on north and south side of building – and also check the door behind the stage. **When the green light is on, press/hold the “away” button for a couple seconds until the alarm starts beeping.** At this time you have **30 seconds** to exit the building. Make sure the door is closed tightly behind you.

Should the alarm fail to “arm” please do an additional walk through, checking all doors. Pay special attention to Rm13, the back exits from the auditorium and the door behind the stage – these are usually the problem if not closed properly.

Keys For After Hour Use

Should you need to access the main church building after regular business hours or on the weekend, contact the Facility Manager at least 24 hours prior to your event to check out an electronic key (FOB). Do not let your FOB or other CRB keys to be used by anyone else but you.

Keys for The Cove will be checked out and returned immediately after your event – if after hours, the keys must be placed in the mail drop box at the front of the church, and you must call/email the church office to check them in for you.

Kitchen

If you need to get into the kitchen and discover it is locked, a spare key is located in the cabinet in the ministry work area of Rm21. Please return the key after use.

Coffee

Coffee pots, coffee, creamer, stirrers, cups, etc. are available for your use. Instructions for making coffee are posted inside the cabinet to the right of the sink.

Paper Products and Utensils

Paper plates, bowls and cups are available for your use in addition to plastic knives, spoons and forks.

Ice

CRB does not provide ice for ministry or small group events. It should be provided by each ministry or group having an event.

Trays/Bowls

The kitchen is stocked with several bowls and trays for your use. Please take home any personal bowls and trays brought to your event at the end of your event. We do not have extra storage space for extra trays and bowls.

Clean Up

All dishes must be hand washed, dried and put away. Trash is to be taken out to the dumpsters out back (far closet on auditorium side of building). All counters are to be cleared and wiped down. Please sweep the floor, place linens in the hamper and place leftovers covered in the refrigerator.

Refrigerator

The left hand side is reserved for advance storage of food items and beverages for your special event. Please **clearly mark your food items with event and date**. The right hand side is designated for Staff, Help Yourself, and Condiments. We thank you for helping us to keep things neatly organized. Fridge is cleaned out every Friday.

Linens

Linens are available for ministry events and it is the ministry leader's responsibility to put them on the tables. Linen needs must be specified on the Facility Request Form. You are responsible for pulling out the linens you need for your tables - located in the front closet (auditorium side).

1. After use of linens, remove all food particles by shaking them out over the trash can. Blot any spills. Do not use cleaners on or rinse the linens. We have a linen service to clean the linens.
2. Roll up dirty linens and place in the laundry hamper in the kitchen. If there is no more room in the hamper place them on top of the hamper.
3. Re-hang clean linens and return them to the linen closet. Save the hangar by hanging it under the table until you are ready to clean up – so that it goes back on the properly sized hangar.

The current linen inventory consists of:

- 90" round table cloths (ivory and black)
- 108" round table cloths for bistro tables (ivory)
- 6' rectangle table cloths (ivory, khaki, and black)

Special Clean Up

In the event your ministry is having a large gathering and you require additional help cleaning up, simply mark the *special clean up needs* box on your **Facility Request Form** and contact the Facility Manager to discuss your cleaning needs and arrange for an on-site facility person or janitor, if needed. Cost for special cleaning services will be charged to your ministry.

Tables and Chairs

Should you need tables and chairs for your event, please indicate them on the **Facility Request Form**. Contact the Facility Manager one week prior to the event to discuss details of the exact table/chair set up and tear down.

General Policies & Other Info I Need to Know:

Advertising Non-Church Seminars/Conferences (Criteria)

1. Approval by Management Team (for that respective area of ministry).
2. Conference/Seminar must not conflict with comparable offers from CRB.
3. A Management Team member is to have experienced or know the speaker leading the conference/seminar and approve of his/her merit and doctrine.

Copies/Paper/Office Supplies

We have a designated copier for Ministry use in Rm21, just inside the door. Please refrain from using the larger copier in the Staff Mail Room. For occasional print jobs of 200 or less, you may use the CRB paper supply. Larger quantities of printing (or any color printing) need to be sent out to a vendor. Special request paper needs to be brought in by the ministry. Special office supplies for events need to be provided by the ministry if CRB does not stock them (i.e. special nametags, special markers, etc.)

Fingerprinting

To maintain our Above Reproach Policy and provide a safe environment, staff, board members, and volunteers over age 18 that serve in the **Children, Youth, Caregiver Relief, Counseling or Self Defense Ministries** are required to be fingerprinted **within 2 weeks** of service start date. Periodically, CRB arranges onsite fingerprinting for you convenience. All fingerprinting information is located on the website at Be The Answer | Leaders. Download the fingerprinting form on the website and schedule a fingerprinting appointment. To complete the process or for more information, please contact the church office.

If you have been previously fingerprinted through other agencies (i.e. school district, notary certification, etc.), please note that these agencies do not share criminal record findings with each other. Therefore, you will need to be fingerprinted again for CRB's purposes.

Holidays

Listed below are holidays observed by CRB. Offices are closed on these days. If your group plans to meet on a designated CRB holiday, please make arrangements for a building/key training through the Facility Manager.

New Year's Day	Independence Day	Thanksgiving Day
MLK Jr. Birthday	Labor Day	Day after Thanksgiving
President's Day	Veteran's Day	Christmas Day
Memorial Day	Columbus Day	

Loaning of Church Equipment/Decorations/Linens for Personal Use

CRB does not loan out any equipment, decorations, or linens for personal use.

Logos

CRB Logo

Should you need the CRB logo for marketing, please contact the church office to obtain the appropriate artwork.

Ministry Logos

Creation of logos for individual ministries will be identified, selected and generated upon approval of the Management Team and funded by each individual ministry budget.

Management Team

The Management Team is responsible for the daily operations and vision of The Church at Rancho Bernardo. Members: Harry Kuehl, Jeanette Moffett, Pam Ingold, Ken Ingold, Gerry Moffett, Bill Besalski, Stephanie Kornman, Faye Bradley and a representative from our Board of Directors and our Board of Elders.

Photos/Videotaping

Video taping and photo shoots of large all-church events is handled by the Media Director and Media Team. Ministry leaders may check out digital and video cameras for their events by contacting the Media Director. **Any photos or videos taken at CRB events are to be taken by staff, ministry leaders or members of the congregation only.** Should individuals not associated with CRB (newspapers, freelance photographers, etc.) want to take pictures or videos, formal approval from CRB is required prior to the event.

Photo/Video Disclaimer: Photos and video taken by CRB during services or ministry events may be used for promotional purposes in services and on the web. By attending CRB services or ministry events, you agree to be photographed or filmed and give permission to use your likeness in promotional or other material related to CRB. If you do not wish CRB to use your likeness, please notify crb@thechurchatrb.org.

CRB would like to have updated pictures of current events for general use on the website and flyers. Should you take pictures of your events/activities, please email your top 5 or 6 to crb@thechurchatrb.org. Jpeg format, 300 dpi is preferred.

Rental of Facility

Due to the increased number of events at CRB, there is currently a moratorium on outside rental of the facility.

Signs

In order to maintain a professional appearance inside CRB, do not post or tape directional or handmade signs on any door/wall. Should you need specialized signage, please contact the admin team for direction.

Volunteer/Leader Application

A Volunteer/Leader Application is to be completed for every ministry leader at the church, and for volunteers with children, youth, self-defense, or as a caregiver or counselor. Volunteer/Leader Applications and Fingerprinting instructions can be found on the CRB Website (Be the Answer | Leaders). Reference checking and fingerprinting is to be done for anyone over age 18 who volunteers with **children, youth, self-defense, or as a caregiver or counselor.** Return the application to the church office.

Volunteer Recruiting

Should you have volunteer positions within your ministry and wish to post them on the website and in the bulletin, please email the information to the Director of Admin/Communication

Weekend Services Special Announcements

The Management Team determined the following policy for verbal announcements during weekend services. The announcement must meet the following criteria and requires approval:

- All Church focused
- Must fit within the service
- Be large in scope (able to accommodate 500+ people)

Where Do I Find....?

Forms

Most forms you will need are located on the CRB website:

Click on: Be the Answer | Leaders

- Facility Request Form
- Reimbursement Form
- Volunteer Application
- Fingerprinting Application/Reimbursement Form
- Ministry Guidelines

Search the Specific Ministry's page to find event related forms:

- Release Forms
- Registration Forms

Lost and Found

If items are left behind at your event in the main building, there is a lost and found box in the usher's closet located on the right-hand side inside the closet. Unclaimed items are donated monthly to charity. For items left at The Cove, items remain there and if unclaimed, are donated monthly to charity.

Mailboxes

Most Ministry Leaders have a mail folder (alphabetically by ministry name) located in on top of the cabinet in the ministry work area in Rm21. Please check your folder each week.

Ministry Deposit Envelopes

To help organize payments you receive and to ensure they are deposited accurately, please utilize the gold ministry deposit envelopes. Once completed, they should be forwarded to CRB's CFO. Please remember to keep a copy of your deposit for your records. Envelopes are available in the ministry work area in Rm21.

Phones

You must press "9" to dial out. Available phones are located at the info center (downstairs), the kitchen and in the upstairs administration area. Please limit your calls to local and business only.

Tables & Chairs/Linens

If you should need extra tables/chairs than what were set up for you, you will find them in the closet with the double door near the front doors (lobby area/wall of auditorium). The door handle appears to be locked but if you just pull on it, the door will open. Linens for your tables are also located there.

Virtual Bookstore

CRB has a "virtual" bookstore that links from our website. In this bookstore, we feature recommendations for books, dvds and music for every age group. If you would like to recommend a book, please email The Director of Communication. CRB receives a rebate for all virtual bookstore purchases to help offset the cost of Bibles and materials.

Will Call Basket

There is a will call basket located at the Information Center for items to be left for pick up/drop off. Please check back to see if the item you left has been picked up.