

## **SMCC HAVE TO'S AND GET TO'S**

**Purpose:** The purpose of SMCC Have To's and Get To's is to provide clarification regarding what things need to be done the same way at every SMCC campus, and what things may be done at the discretion of each campus. This alignment at all campuses will help us achieve the idea of being "one church in many locations."

We understand that logistically it is not always possible for all campuses to do everything the same way. If there are certain "have-to's" that are dependent upon the size of the campus, we ask that you do the best to fulfill the spirit of the "Have To."

## **SMCC HAVE TO'S AND GET TO'S**

### **Weekend Speakers**

#### **HAVE TO'S**

1. All speakers must abide by [SMCC Best Practices for Weekend Speakers](#).
2. Sermon Series must be the same across campuses unless approved otherwise by Lead Pastor. All sermons except Stand Alone Messages will contain at least 70% of the content agreed upon at the Sermon Prep meetings.
3. Sermons will not be longer than 35 minutes.

#### **GET TO'S**

1. Speakers may adjust their sermon, including ProPresenter and Bulletin Notes, without altering the essence of the content of what has been agreed upon.
2. Speakers may use a T.V. on stage, a writing pad, or any other prop that will help them communicate their messages

# SMCC HAVE TO'S AND GET TO'S

## Worship

### HAVE TO'S

1. All speakers must abide by [SMCC Best Practices for Weekend Speakers](#).
2. Agree to and abide by [Worship Team Best Practices](#) and the [Worship Ministry Orientation Document](#).
3. All musicians are required to attend all rehearsals, unless ample notice is given to worship leader.
4. The setlist is decided upon by CST (the Teaching Pastor and Worship Directors) and is planned out at least 4 weeks in advance.
5. Any song or service changes must be emailed to the team immediately.
6. Unless there is an exceptional reason to vary from this norm...The Normal Song order is:
  - a. 2 songs (gathering songs=up tempo="I'm glad I came today"). Then Highlights and welcome.
  - b. #3 contemplative
  - c. #4 Anthem type = Big Powerful - Prepare people to hear the message and set up the speaker for a win). Then the message.
  - d. #5 Closing song (Hopeful and "happy I came").
7. If it is not practiced in run-through it is not incorporated into the service.

### GET TO'S

1. The preference is that the worship leader dismiss those in attendance then continue to play without vocals for 3-5 more minutes. Each Campus may direct from this norm for the purpose of Baptisms, Parent-child dedications, video sermons, business meeting, etc.
2. Band configuration may vary from campus to campus at Worship Leader's discretion.
3. Each campus may choose a special "performed" song which pertains to the day's service or message series.
4. The number of songs incorporated in each Sunday service is normally 4-5.
5. The slight alteration of SMCC's approach to "sound" (as in pop/modern/christian contemporary for the international campus in order to be culturally appropriate is allowed

## **SMCC HAVE TO'S AND GET TO'S**

### **Production**

#### **HAVE TO'S**

1. Campuses must conduct a pre-service production planning meeting.
2. Planning Center Online (PCO) production sheets are provided to everyone in pre-service meeting.
3. Everyone on AV team (sounds, light, media) is required to attend Sunday morning dress rehearsal.
4. Light colors and slide colors must coordinate.
5. Campuses will use props/stage design/stories/videos whenever provided by Campus Support Team (CST) in conjunction with a series.
6. Campuses will have stage design changes at least 2 times annually (Vision, Easter, Christmas). 3 annual stage design changes is optimal.

#### **GET TO'S**

1. NIV 84 (classic) version of the Bible for slides/prompts is preferred, though not required.
2. Campuses may collaborate and share stage designs and / or resources.
3. Any videos from outside sources may be used.

## **SMCC HAVE TO'S AND GET TO'S**

### **Host**

#### **HAVE TO'S**

1. Hosts must agree to and abide by [SMCC Host Best Practices](#).
2. Highlights must be given each week.
3. All highlights will be practiced prior to Sunday service.
4. Highlights always include a reference to Connection Cards & welcome to first-time guests, the fact that SMCC is one church in many locations, explanation of upcoming Next Steps, and the purpose for the event being highlighted, and also giving (online and in person).

#### **GET TO'S**

1. Campus may select whether to have a pre-service host.
2. Campuses may use pre-service video hosting

## **SMCC HAVE TO'S AND GET TO'S**

### **Guest Services**

#### **HAVE TO'S**

1. All guest service team members must abide by [SMCC Best Practices for Guest Services](#).
2. All campuses must have the same lanyard design.

#### **GET TO's**

1. A campus may choose to have Guest Services in the parking lot
2. A campus may choose to have Guest Services help with Baptism and Parent-Child Dedications.
3. Safety teams as part of Guest Services is recommended but optional.
4. Guest bags can be used but are not required.

# SMCC HAVE TO'S AND GET TO'S

## Adult Ministry

### HAVE TO'S

1. All campuses must abide by [Best Practices for Small Groups](#).
2. There will be a formal event for New Attendees to engage the pastor/staff held on a regular basis. No longer than 3 months should pass between these events.
3. What is Christianity is to be provided at every campus.
4. Turning Point classes are to be provided as soon as the campus is able. Until they are able to do so, another campus' class should be promoted.
5. All campuses use the same [Assimilation Process](#).
6. Any print material promoting next steps should be the same at all campuses.
7. The Baptism Questions and agreements are the same across all campuses (located in [registrations](#)).
8. The [Leadership Covenant](#) must be signed by group leaders and team leaders at all campuses.
9. Copies of all videos are shared with CST so they can be shared on the website.
10. All campuses participate in Fall and Winter Small Groups Kickoff.
11. All campuses participate in Vision Sunday.
12. All campuses will provide, as soon as possible, some type of support groups (e.g., Celebrate Recovery, DivorceCare).
13. All campuses will host or participate in annual men's events and women's events in order to spur participation. We value multi-campus retreats over individual campus retreats.
14. All campuses offer at least one Leader Training class annually. CST can assist by providing quality training videos.

### GET TO'S

1. Campuses may schedule their own adult ministry calendar – when to have leader training, retreats, etc.
2. Campuses may decide not to join a particular campus' men's or women's retreats or events. There will be times in which all campus participation is mandatory - except for St. George - whenever travel time makes participation excessively difficult.
3. Campuses may decide whether to have a men's breakfast and/or women's one day or poker night or any other event as long as the goal is people taking their next step.
4. Campuses may decide whether to have an outdoor baptism.
5. Campuses may decide when and how to best conduct baptism orientations.
6. What Is Christianity, Meet the Pastor (Pastor's Dessert), or Connect Now events are to be held on a regular basis.
7. We record stories by video whenever possible. We invite, not require, that all being baptized video their story.

## **SMCC HAVE TO'S AND GET TO'S**

### **Children's Ministry**

#### **HAVE TO'S**

1. All campuses abide by [Best Practices for Children's Ministry](#).
2. All campuses abide by the [SMCC Kids Best Practices](#) on Environments, Curriculum, Safety, and Volunteers.
3. All campuses must have a New Family check in area and follow Best Practices
4. Children must check in and have a child/parent tag for all events.

#### **GET TO'S**

1. Campuses may choose to attend Fusion camp when offered.
2. Campuses may choose what events (such as VBS) to hold and whether to join in with other campuses for events.
3. Campuses may choose to do midweek programming.
4. Campuses may select their own theming.



## **SMCC HAVE TO'S AND GET TO'S**

### **Childcare**

#### **HAVE TO'S**

1. All campuses abide by [Best Practices for SMCC Childcare](#).
2. Childcare is available for ages birth through 5<sup>th</sup> grade.
3. Childcare is free for Next Steps classes and volunteer training events.
4. Free Childcare for birth-6 years is available for large events such as Good Friday, Christmas Concerts, etc.
5. The same fee and pay scale is used across all campuses (see [Childcare Rates](#)).

#### **GET TO's**

1. Childcare is available for a minimal cost for other classes such as SMCCU and FPU.

## **SMCC HAVE TO'S AND GET TO'S**

### **Student Ministry**

#### **HAVE TO'S**

1. All campuses must abide by [Best Practices for Student Ministry](#).
2. All campuses must abide by the SMCC Students Best Practices on *Environments, Curriculum, Philosophy, and Essentials*.
3. All campuses will advertise camps & major events so their students may attend. Leaders and Youth Pastors will participate.
4. All Student Ministry pastors attend staff retreat.
5. All Student Ministries will have quarterly events. Twice annually there will be an "all campus" student ministries event.
  - Unless excessive travel makes this impossible for events 24 hours or less in duration.
6. Middle School Ministry (MSM) and High School Ministry (HSM) are separate ministries.

#### **GET TO'S**

1. Midweek curriculum
2. Midweek meeting times
3. Sunday morning services for HSM
4. Non-quarterly events
5. Youth Worship Band
6. Small Group Locations
7. Student leadership
8. Training schedule
9. Ministry breaks
10. Who speaks on Sunday morning or mid-week = pastor or volunteer
11. Gender and/or age distribution of Small Groups
12. Youth Pastor Retreat
13. Cost of Camps maybe subject to variation for campuses like St. George who must arrange separate transportation.

# SMCC HAVE TO'S AND GET TO'S

## Communications

### HAVE TO'S

1. Communications
  - All emails are answered by the end of the next business day, even if it's simply a confirmation the email was received.
  - All needs, questions and concerns regarding events needing promotion are requested through PCO Resources.
    - This includes large event video promotions.
  - Mass Emails
    - Event specific mass emails must be approved by Ministry Staff Leader.
    - Mass emails to a campus must be approved by Campus Pastor.
    - Mass emails to entire church must be approved by Lead Pastor and should be sent by CST.
    - Mass emails will never be sent to promote non-SMCC event.
    - Anytime mass emails are being sent, use MailChimp through our PCO account.
2. Promotion Strategy
  - PCO Resource Requests must be turned in 6 weeks prior to the promotion start date to receive full and on time promotion. Requests turned in after 6 weeks will receive little to no promotion. Graphics after 6 weeks
  - CST's Promotional Coordinator creates registrations for Ministry Leader Volunteers.
  - Staff members wanting to create their own event registrations will need consent from the CST Director.
  - Only SMCC ministries, parachurch ministries supported by SMCC, and partner churches will be allowed promotion.
3. First Time Guests
  - Weekly, first-time guests will receive a letter / email from the Campus designated staff member..

## **SMCC HAVE TO'S AND GET TO'S**

### **Website, Graphics, Photography and Social Media**

#### **HAVE TO'S**

1. Graphics
  - Main stage events, groups, or connect events must have graphics made in house through CST (for congruency).
  - Colors & Design Style for all media are located in the [Design Guide](#), which should be followed for all graphics except Sermon Series.
2. Photography
  - Any photographs posted in a public place (digital or print) should be approved by CST Director.
3. Social Media
  - Campus Pastors manage Campus accounts (Facebook, Twitter, Instagram, etc.)
4. Website
  - Ministry Staff Leaders are responsible for working with CST to update their website pages. Changes will be given to CST for editing.
  - Sermon Notes must be received by CST by no later than Wednesday at 10:00 a.m. the week of the message.
  - Videos posted to Vimeo before 5pm on Sunday, will be put on the web Sunday. Videos posted after 5pm Sunday, will be put on the web Monday by 5 pm.

#### **GET TO'S**

1. Events that are not featured on the main stage or website may be created by campus specific staff.
  - a. Correct sizes must be for promotion (see [SMCC Graphics Sizes](#)).
  - b. All designs must follow the design guide linked above.

# SMCC HAVE TO'S AND GET TO'S

## Facilities and Events

### HAVE TO'S

1. Facility
  - Each campus should have a detailed security and emergency procedures policy and procedure manual.
  - Staff and ministries leave all rooms they are using for their event or meeting clean and with chairs/tables in the proper place.
    - It is suggested that a guide be posted in each room for proper set-up.
  - No confetti, rice, glitter or flower petals may be used in the building.
  - Candles may only be used for all-church events such as Christmas Eve or Good Friday, when supervised by staff members.
  - No tape, tacks or nails may be used on walls or other permanent surfaces.
  - Someone must be assigned to lock the building every night and on Sundays.
  - Lobby layout at all campuses should be similar whenever possible with regards to Signage, Info Booth and/or Next Steps area.
2. Weddings/Funerals/Outside Events – Our policy is to say ‘yes’ as much as possible unless it interferes with our SMCC goal/vision.
  - When scheduling building use, weekend services take our 1<sup>st</sup> priority, scheduled ministries are 2<sup>nd</sup> priority, and remaining availability may be used for outside rentals.
  - No events are allowed that directly interfere with weekend set up, practice times or weekend services.
  - All SMCC attendees receive 50% off room rentals. This does not include family members who do not attend SMCC.
  - All children must have adult supervision throughout the event, provided for by the rental party.
  - Nothing can be moved on the Worship Center stage or the Youth Room stage without the AV Technician’s approval.
3. AV Technicians, Musicians, and Facilities Coordinators
  - All campuses charge the same event fee (\$50/hour) for AV technicians and Facility Coordinators.
  - AV technicians, musicians, and facility coordinators are paid for working large ministry events and outside rentals. They are not paid for training ministry leaders to use AV equipment or to help with weekly Bible studies/meetings or to be available for ministries during Fall/Winter kickoff.
  - AV can only be used by staff or an approved ministry leader.
  - Only trained volunteers or SMCC AV technicians are allowed in the sound booth.
4. Fundraisers
  - Only fundraising events by SMCC partner ministries will be promoted by SMCC (Healing Nations/HOH auctions). Promotion is limited to one fundraising event per year.
  - No fundraisers may be held in the lobby on Sunday mornings.

**GET TO'S**

1. Amount charged per room for outside rentals
2. Whether to sell books
3. Whether to have backpack drives, shoebox drive, food drives with partner organizations.
4. Whether to participate in Advent Conspiracy or other type of collection at Christmas.

## **SMCC GET TO'S VS HAVE TO'S**

### **Finance**

#### **HAVE TO'S**

1. No one may be paid without a completed background check.
2. Timesheets:
  - Must be approved by the manager by the set due date (usually approximately 3-5 days before the last work day of the month).
  - Supervisors must sign timesheet of all part-time employees. They have the option of physically signing the timesheet or emailing approval.
3. Check requests must be approved by a supervisor and turned in by noon on Tuesday to get a check that week. Any check requests submitted after noon on Tuesday will be cut the following Wednesday.
4. Expense reports:
  - Must include all expenses/credits provided in the AmEx or Visa statement.
  - Must be completed in full.
  - Any receipts having sales tax must be included with the date and amount of tax circled.
  - Expense reports must be turned in by due date, no exceptions.

#### **GET TO'S**

1. Whenever possible, CST will count the money. However, if this is not possible due to proximity, the money may be counted at the campus.
2. Weekly, Campus Pastors will mail thank you cards to first-time givers; this is after prompting from PCO People by Finance.

# SMCC GET TO'S VS HAVE TO'S

## Human Resources

### HAVE TO'S

1. New Hires
  - a. New Hire form must be completed to begin the hiring process.
    - i. The time for processing and producing an offer letter is 2 business days.
    - ii. All special needs must be outlined in the New Hire Form or noted in the notes section. Verbal communications are not accepted.
  - b. A signed offer letter is required for the hire process to proceed.
    - i. Excludes the hire of Childcare and Cafe personnel.
  - c. A new hire is required to present form(s) of ID fulfilling the current requirements for the i9 issued by the Federal Government. Failure to produce valid ID within 3 days of hire will result in automatic termination.
  - d. No credit cards will be ordered or platform permissions given until the employee has completed all paperwork and presented legal IDs.
2. Vacation Requests are to be submitted through the current HR software and approved by manager 2 weeks prior to leave.

### GET TO'S

- Disciplinary procedure
- Employee Performance Reviews & Evaluations