

Antioch New Life Christian Center

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MINISTRY OF HELPS GUIDELINES

SCRIPTURAL BASIS

“And God hath set some in the church, first apostles, secondarily prophets, thirdly teachers, after that miracles, then gifts of healing, HELPS, governments, diversity of tongues.” (I Corinthians 12:28)

DEFINITION

The Ministry of Helps at the Antioch New Life Christian Center (Antioch) is the consolidation of various groups of born-again, spirit-filled individuals, forming a nucleus surrounding the Pastor and the Team Leaders to aid them in meeting the operational demands of the Ministry and the spiritual needs of the people who participate in the worship, study and social activities of ANTIOCH.

PURPOSE AND FUNCTIONS

The purpose and function of the Help Ministry is threefold:

1. To assist the Pastor in carrying out his God-given vision in spreading the Gospel, including the eternal salvation, divine healing and health, the full operation of the gifts of the Spirit, as well as spiritual and earthly prosperity.
2. To work, share, and participate together with the Pastor as one body, *“for the perfecting of the saints, for the work of the ministry, for the edifying of the Body of Christ: till we all come in the unity of the faith, and unto the measure of the stature of the fullness of Christ:”* (Ephesians 4:12-13)
3. To support the Pastor’s vision by setting a good example to those in and outside the membership of ANTIOCH through a consistent display of spiritual strengths, moral fortitude, and personal integrity.

GOALS

The goals and aims of the Helps Ministry are:

1. To be an asset and a credit to the Heavenly Father as Co-laborers and Joint heirs with the lord Jesus Christ in assisting the Pastor in spreading the Gospel.
2. To be an asset and a credit to the Body of Christ through the promotion of brotherly love, Christian camaraderie, and fellowship.

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3. To be an asset and credit to the Pastor and congregation of ANTIOCH in assisting him in meeting the spiritual needs and operational demands of the Ministry of both membership and visitors alike;
4. To be an asset and a credit to oneself by developing spiritual stability through continuous study and applications of the Word to one's life.

GENERAL REQUIREMENTS

In order to participate in any of the Helps Ministries at ANTIOCH, the following requirements MUST be met:

1. Be a full-fledge tithing member in good standing, having become born-again, baptized in water, and believing in being spirit-filled with the evidence of speaking in other tongues. Pastor may approve on an individual basis, those who have Bible School Training, been recruited for Ministry involvement and persons joining from other Ministries.
2. Be living a lifestyle that is consistent with Christian principles, the Pastor's vision, and the rules and regulations governing the Helps Ministry (i.e., one cannot participate in any of the Helps Ministry if one has not gained victory in manifestation over smoking tobacco, drinking, narcotics, and/or illegitimate sexual habits.)
3. Have the temperament and capability of performing the duties that have been established for the particular Helps Ministries to which application is made.
4. Consistently be in physical attendance on Sundays and Thursdays. Persons working nights must inform their team leaders in order to be excused from Thursday Services.
5. Be in attendance at a majority of the scheduled meetings established for the Help Ministry to which application is made.
6. Be willing to support the Ministry, both prayerfully and financially on a consistent basis and MUST be a consistent tither.
7. No Ministry of Helps Worker will be allowed to work in more than three functioning areas of Ministry of Helps.
8. If a Ministry of Helps Worker has 30 days of being inactive in an area of Ministry of Helps, the Worker must re-apply for Helps Ministry.

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SPECIAL REQUIREMENTS

- No individual can print or reproduce any material bearing the name of ANTIOCH for Ministry uses or their own personal use without notifying the Administration. No individual or Team Leader is to plan a program and/or invite a speaker without the approval of the Pastor.
- No Worker is to engage in soliciting or collecting funds to assist themselves or a fellow group worker who may have been a victim of adversity, or collecting for a special gift on a special occasion as a gesture of appreciation for someone. If an individual Helps Ministry Worker wants to be a blessing to assist a person, they may do so.
- No Worker is to solicit business for their own personal gain while on the premises of ANTIOCH. (i.e. passing out business cards, fliers, etc.)
- No Worker is to receive training or be placed on any assignment before being approved by the Department Head.
- All Workers are to receive an envelope for tithes and offering. Church Administration is to be informed at all times of current address, phone number, (both home and work) and marital status (particularly as it relates to a name change) of all Workers.
- All Workers are to adhere to the established rules and regulations as set by church Administration, governing leaves of absences, disciplinary actions, and church membership.
- The Team Leader should be informed when workers want to be a part of other areas in order to keep our records current. There is a maximum of three.
- If a Worker's conduct is unbecoming or contrary to a Christian lifestyle, that worker will be relieved of his/her position for a period of six months, after which time, he/she may be considered for reinstatement. When a worker is relieved of his/her position, the worker's identification card will be confiscated.
- Anyone who has completed the appropriate training and is a regular worker in the Helps Ministry may terminate their worker status by informing the proper Team Leader or Church Administration by submitting his/her resignation, preferably in writing.
- All Workers are to report to their respective stations at least 30 minutes prior to the service they will work, unless otherwise specified. Either the Team Leader or Assistant must be in service at all times to cover their area.
- All Helps Ministry Workers are required to have their identification cards in their possession at all times.

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- No male Help Ministry Worker can wear earrings.
- No female Helps Ministry Worker can wear earrings in the nose.

Make sure your personal hygiene is proper.

1. Clean clothes
2. Hair well groomed
3. Carry breath mints with you always
4. Wear small amounts cologne or perfume.
5. Ladies are encouraged to wear makeup & lipstick

DRESS CODE

1. Uniformity through color coordination:
 - a) Appealing for recruitment; b) organization.
2. Female Workers of Children's Ministry may wear pants for those activities requiring bending otherwise No Pants and never shorts.
3. Ladies must wear a dress or skirt and blouse, and hosiery, and are encouraged to wear makeup and lipstick.
4. Men must wear shirt and tie, slacks, jacket, socks and shoes.

Ministry of Helps include:

1. Audio Visual Ministry
2. Baptismal Workers
3. Choir Ministry
4. Praise and Worship Ministry
5. Courtesy Officers
6. Food Preparation Ministry
7. Greeters
8. Prison and Jail Ministry
9. Children's Ministry
10. Nursery Workers
11. Ordinance Ministry (Communion)
12. Pastoral Ministry of Kindness
13. Personal Ministry Workers
14. Phone Ministry
15. Hospitality Ministry
16. Building Maintenance Ministry
17. Ministry of Evangelism
18. Publication Ministry.

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Other Ministry Team Leaders include

1. Singles Ministry
2. Teen Ministry
3. Special Projects Ministry
4. One Another Group Ministry
5. Membership Services
6. Couples Ministry (One Flesh)
7. Kings Men Fellowship
8. Women of the Word (WOW)

PROCEDURES FOR APPLYING FOR MINISTRY OF HELPS

1. Applications must be submitted to Director of Ministry of Helps.
2. Applications should be reviewed and approved by Administration.
3. Identification card should be made.
4. Final interview with Director of Ministry of Helps.
5. Card is given to member and approval form is given to Department Head.
6. Application should be returned to Membership Services Secretary.

MEETINGS

1. Department Heads should call a Department meeting once per month at the Church. All meetings must be on church premises. Departments may conduct “fellowships” or social events only away from church premises with Administration’s approval.
2. There will be quarterly Ministry of Helps meetings for all Helps Workers and Department Heads.
3. Department Heads should meet on a monthly basis with Department Heads of alternate locations to keep the cohesiveness of **“One Church , Multiple locations”**.

NO CONFLICT RULE

There should be no activity planned by an auxillary or department that will conflict with overall scheduled events or visions of ANTIOCH. All events must be approved by the Pastor before public announcement of any kind.

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MEMBERSHIP SERVICES

PURPOSE

The purpose of membership services is to provide Pastoral care for each member. To assure everyone gets equal attention who are going through. We need people who are willing to demonstrate by their lifestyles that they are spiritually mature. We will equip you through training classes how to assist in the care of the membership on behalf of Pastor and Sister Corbitt.

OVERVIEW

“Membership services is here for you” is not just another slogan, but is indeed the motivation for this department’s operation. Membership Services is composed of Membership Services Director and Special Care Ministers who serves somewhat like a “customer service center” designed to meet the spiritual needs of the 200+ membership of the Antioch New Life Christian Center.

The Membership Services will include announcements of member’s birthdays, anniversaries, special mentions, and awards. Also baby dedications, certificate of baptism and new membership class completion will fall under this service.

The Director of Membership Services will coordinate the calling of all New Members, First-time Visitors. They coordinate with the Team Leader the visitation of each new visitor after their initial church visit. Any visitor requesting membership information will be followed through by this service.

As our church family continues to grow at a phenomenal rate, it becomes more vital that the membership continue to experience the care and concern of Pastor and Sister Corbitt. The Membership Services Department is one of the vehicles through which that care and concern is communicated. The personal ministry that we in Membership Services will provide during the most critical times in the member’s life send a message to the entire church family that we will not allow the size or the magnitude of The Antioch New Life Christian Center to in any way decrease the commitment to meet the spiritual needs of its most valued asset, the member.

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SCRIPTURAL BASIS

“And God hath set some in the church, first apostles, secondarily prophets, thirdly teachers, after that miracles, then gifts of healing, HELPS, governments, diversity of tongues.” (I Corinthians 12:28)

Every active member should be involved in Membership Services in some way.

PURPOSE AND FUNCTIONS

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2. To work, share, and participate together with the Pastor as one body, *“for the perfecting of the saints, for the work of the ministry, for the edifying of the Body of Christ: till we all come in the unity of the faith, and unto the measure of the stature of the fullness of Christ:”* (Ephesians 4:12-13)
3. To support the Pastor’s vision by setting a good example to those in and outside the membership of ANTIOCH through a consistent display of spiritual strengths, moral fortitude, and personal integrity.

In addition, the purpose of membership services is to provide Pastoral care for each member. To assure everyone gets equal attention who are going through. We need people who are willing to demonstrate by their lifestyles that they are spiritually mature. We will equip you through training classes how to assist in the care of the membership on behalf of Pastor and Sister Corbitt.

GOALS

The goals and aims of the Helps Ministry are:

1. To be an asset and a credit to the Heavenly Father as Co-laborers and Joint heirs with the lord Jesus Christ in assisting the Pastor in spreading the Gospel.
2. To be an asset and a credit to the Body of Christ through the promotion of brotherly love, Christian camaraderie, and fellowship.
3. To be an asset and credit to the Pastor and congregation of ANTIOCH in assisting him in

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meeting the spiritual need and operational demands of the Ministry of both membership and visitors alike;

4. To be an asset and a credit to oneself by developing spiritual stability through continuous study and applications of the Word to one's life.

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MEMBERSHIP SERVICES

STATEMENT OF COMMITMENT

I _____ have been fully briefed on the responsibilities of the Special Care Ministry. I understand the importance and value of this service; therefore, I am making a personal commitment to the assignment.

The commitment is for a period of one-year beginning _____ through _____.

I further understand that the responsibilities are outlined in the Membership and Ministry of Helps Guidelines; and additional assignments, of a like nature, might be added.

I accept the responsibility of confidentiality and agree that if this commitment is broken, I relinquish my position from the team.

Signature _____

Date _____

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MEMBERSHIP SERVICES LETTER

Pastoral Care Team

Dear Team Member,

Praise God for His many blessings. I trust you are experiencing God's richest and best for your life.

You have been personally selected to be a part of a ministry that we know will be a tremendous blessing to those members and their immediate family members who are hospitalized, at home overcoming a physical challenge in their bodies, or have experienced the loss of a loved one.

The bible says when there are sick among us, let them call for the elders of the church and we will pray the prayer of faith and the Lord will heal the sick. (James 5:14) Praise God, you are the elders. You will first represent the kingdom of God, and secondly you will be an extension of Sis. Corbitt and myself responding to the needs of the people.

This is a special ministry assignment that calls for mature ministers of the gospel. I have watched your lifestyle and commitment to God and this ministry and believe that you will represent this ministry with the utmost care, compassion, as well as integrity.

I ask that you pray daily for the success of this project. Keep yourself consecrated before God so that you will always be ready to minister God's Word to those in need. Always remembering that what good thing you cause to happen for others God will cause to happen for you and your family. Praise God!

I want you to know that we appreciate you very much and we pray God's richest blessings on your life.

In His service,

Apostle Byron Corbitt,
Senior Pastor

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Membership Services Include:

BENEVOLENCE AND VISITATION MINISTRY

This team will represent Pastor and Sister Corbitt in providing care to members during their time of loss and their time of sickness. In the event of the death of a church member, the team will help with funeral arrangements, write a church letter for the individual, prepare to feed the family after the funeral, be sure members are taking food by the home during the time of bereavement. The team will be present at the Wake and Funeral Services. In the event of the death of an immediate family member, the team will be sure members are taking food by the home and send a flower or plant from the church. During the course of an illness, each member and their immediate family will receive a visit from our team. During hospitalization, each member will receive a flower or fruit basket. Any visits will be made in teams of two.

VISITATION OF SICK AND SHUT-IN

Representing Pastor & Sis. Corbitt in providing care to members during their time of sickness.

- Each member and their immediate family will receive a visit from our team
- During hospitalization each member will receive a flower or fruit basket.

BENEVOLENCE

Representing Pastor & Sis. Corbitt in providing care to members during their time of loss.

- In the event of the death of a church member the team will help with funeral arrangement, write a church letter for the individual, prepare to feed the family after the funeral, be sure members are taking food by the home during the time of bereavement. The team will be present at the Wake and Funeral Services.
- In the event of the death of an immediate family member the team will be sure members are taking food by the home, and send a flower or plant from the church.

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BIRTHDAY CLUB

The Birthday Club is designed to be sure everyone gets a birthday card from the Pastor and Church family during their birthday month. Every first Sunday of the month the Birthday Club Team Leader or Secretary will read the names and dates of all birthdays for the month. As our membership continues to grow we may increase to first and third Sundays reading of birthdays.

The only way for the Birthday Club to be effective is for us to actually have all the birthdays of you and your children that are members. If you did not hear your birthday read on the first Sunday of your birthday month, we do not have a record of your birthday or we have the wrong date. If for some reason you or your child did not receive a birthday card please notify the Birthday Club Team Leader.

We love all our members and their children but it is not feasible to think that we can give everyone a present for their birthday. When we move into our new church it may be possible to have monthly cake and ice cream for all people with birthdays during their month

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NEW VISITOR FOLLOW-UP

Acknowledges each visitor, extending warm and interest.

- Each new visitor will receive a letter from the church after their initial visit.
- After Sunday morning worship a team of two (2) will go to each persons house to thank them for coming, to leave a gift from the ministry, and to invite them to return.

PURPOSE

To acknowledge each visitor, extend warmth and interest, and encourage toward membership. Each new visitor will receive a letter from the church after their initial visit. After Sunday Morning Worship a team of two (2) will go to each persons house to thank them for coming, to leave a gift from the ministry, and to invite them to return. All visits will be made in teams of two.

The Power of Two in Visitation

You will be asked to visit in teams of at least two. There is a power with two persons visiting. The Lord appointed seventy and sent them out two and two. Jesus sent His disciples out two-by-two and the power of twos is great.

When two people are together, they offer reinforcement and support to each other. We will be visiting homes and areas that may not be safe.

Appearance and Communication

You will be representing the Pastor and the Antioch New Life Christian Center Church Family.

You should dress as you would for Sunday Morning Worship.

Always be courteous, have the ability to listen and use good verbal skills. Since your visit will be from the door, be sure to use good nonverbal communication.

Preparing for Visit

The team leader will make monthly visit schedules. If you are to visit Sunday, be sure you take notice of each new visitor present. Make sure you actually shake hands and make eye contact before they leave, if possible.

Keep contact with Greeters and Ushers to be sure visitor cards are completed and collected.

With the visitor cards and the map of the city, complete the New Visitors Follow-up form.

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The form should be completed for each visit. A call should be made to the Team Leaders after your visit. Please turn all forms in by the next scheduled service into the church office. If you feel there is a need please contact the Pastor about the visit.

Do not call the person and tell them you are coming by. If is not necessary to have prolonged contact. When you arrive be sure to watch for any animals. (E.g. dogs) If you visit a high crime area, beware of safety.

Knock on the door or ring the bell. Ask to speak with the person whom you brought the gift. If they are not home or unavailable leave the gift. If there is no answer, leave the gift in a safe place, inside screen door, mailbox, on porch, hanging on doorknob.

If someone answers the door say the following:

“I am _____ and this is _____ from the Antioch New Life Christian Center where _____ (‘or you’ if that person answers the door) visited today. We came by on behalf of Pastor and Sis. Corbitt to say thank you for choosing to visit our worship service today. We look forward to your next visit. If you are looking for a church home please consider us, we are a nurturing church and welcome new members. We want to leave this gift, and invite you to watch The Higher Ground Telecast. The telecast schedule along with a schedule of our church services is included with the gift.”

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NEW VISITOR FOLLOW-UP FORM

NAME _____ PHONE NUMBER _____

ADDRESS _____

DIRECTIONS TO HOME

Was the person home? _____ If yes, how were you received?

Did you leave the gift? _____ If not, why?

Any problems encountered? _____

How did you handle it? _____

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Overall Comments:

SIGNATURE OF VISITING TEAM

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NEW VISITOR FOLLOW-UP QUIZ

TRUE OR FALSE

- _____ 1. The reason we are following up on new visitors is to extend warmth, not to encourage membership.
- _____ 2. It is mandatory that each visit be made by a team of at least two.
- _____ 3. When you make your visit it is not important how you act, only be sure to say the right thing.
- _____ 4. It is important to take notice of each new visitor especially on the day your team is scheduled to go out.
- _____ 5. The New Visitor Follow-up form is to be used only if you need to write down the directions to someone's home.
- _____ 6. Never contact the Pastor after a visit.
- _____ 7. It is so important to keep the person as long as possible when you visit.
- _____ 8. If the person you are to visit is not home, make an appointment to return.

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NEW MEMBER FOLLOW-UP

This team assures a smooth transition into the church family. Each new member will be given a membership form to complete

To assure a smooth transition into the church family.

- Each new member will receive a call from a team member after membership
- Each new member will be registered to attend the membership class that will be held on Tuesday Nights
- Each new member will be invited to a reception held in their honor to warmly welcome them to our church family.
- They will be scheduled for baptism if needed. New member certificates will be received.

BABY DEDICATIONS

Provide a time to publicly give child back to God.

- Will be done after the request is made and the date set. Parents are required to meet with team before actual service.

INTERCESSORY PRAYER MINISTRY

To follow the command of Christ to pray and to free the power of Holy Spirit to have free course in our Leaders, Ministry and every area of outreach.

- Prayer held 12 Noon Monday - Thursday
- Prayer every Saturday and Sunday Morning at 9:00AM
- Prayer requests will be accepted after a form is completed or by calling the church.
- Our desire is to have a Team Member praying every hour during the day when we reach our new church.
- The Intercessory Prayer Ministry Leader will organize the prayer request forms in preparation for daily prayer times.
- If your request is confidential please mark confidential and it will be forwarded directly to Pastor.
- All forms will be kept confidential at all times and will not be discussed with people outside of the Intercessory Prayer Ministry Team unless you request prayer from entire church body.
- Praise Report Forms will be directed to Church Administrator for testimonies to be shared during church services.
- Each member will be encouraged to have a prayer partner.

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AUDIO/VIDEO MINISTRY

Exist to promote the teaching ministry of the church.

- Will record, duplicate and dispense tapes of all services.
- Mail all orders as requested from television ministry.
- Will make tapes for broadcast to be sent in on schedule.

ADDICTION RECOVERY MINISTRY (ARM)

The purpose of ARM is to serve as a ministry to those experiencing addiction of drugs, alcohol, food or any substance abuse. Its purpose also serves as a support program to the family members or significant other of those who are experiencing these addictions.

The goal of ARM classes is to minister to the spiritual needs of the people in such a way that those who were once addicted are walking in continual victory. Its goal for those standing for their loved ones is to see them experience the peace and boldness of God as they apply the principles of tough love, confront their loved ones and stand in the gap for their deliverance.

ARM is a ministry/support group that will consist of seven (7) steps:

1. Admitting the Addiction
2. Commitment to God
3. Knowing One's Self
4. Principle for Change
5. Accountability and Responsibility
6. Growing Spiritually
7. Helping Others

The lesson plans will be designed for four (4) groups

1. Starters - orientation group which introduces basic spiritual concepts.
2. Rope Holders - group of significant others, family or friends.
3. Finishers - support group for addicts
4. Rescuers - Team of workers whose trained in follow-up care.

COVENANT PARTNERS

- The covenant partners are those who have made a weekly commitment to the church above and beyond their tithes and offerings. They enable the success of the projects every year. At present the covenant partners are asked to give at least \$25.00 a week.
- The partners will attend a quarterly dinner where they will receive personal vision casting from the heart of the Pastor.
- The partners will receive a 10% discount on all tapes and videos sold.

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TEENS MINISTRY

To meet the needs of teens in our ministry.

Teen Activities

1. Friday Night Live - every other Friday Night designed to strengthen commitment to Christ and enhance skills to deal effectively with every day issues.
2. Bowling - times will be set and announced
3. Skating - times will be set and announced
4. Picnic/Beginning of School year blast scheduled for August each year
5. Ministry Lock-In - time and schedules will be announced. Include games, movies, food, bible study and the ministry of the word.
6. Annual Christmas Party will be held after Christmas Program each year. Gift exchange to be held with names received through Life Change Institute.
7. Step Team - group of steppers that express the vision of the church or minister God's word through stepping.

Righteous Competition

1. Teens are very competitive and we want to encourage their spirits with righteous competition. They will compete in several areas:
2. Essay Contest - write essays on selected topics.
3. Word War - contest based on knowledge of bible questions. The questions will be given before the contest.
4. Basketball/Volleyball - structured teams will be established and played in our new gymnasium.
5. Baseball/Track - structured teams will be established and played on our outdoor field.
6. Bring-a-friend to Bible Study - 30-day contest with gift for teen who brings the most friends during this time.

Teen Town

A place set up around our new gymnasium to provide atmosphere and place for teens to hang out.

CHILDREN'S MINISTRY

- To meet the needs of children 3-12.
- During Life Change Institute our children are taught the Word of God.
- Children's Church - to be established in the new church. To provide safe atmosphere with songs, snacks, playtime and bible principles. To give parents the opportunity to worship God uninterrupted by child's needs.
- Spiritual Dancers - group of dancers who express the vision of the church of minister the word of God through dancing.

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MUSIC MINISTRY

To lead the congregation in praise and worship and to represent the Ministry with the highest level of excellence.

- Weekly Rehearsal
- Annual Workshops and Conferences

CHRISTIAN EDUCATION

To teach biblical principles for daily living.

- Life Change Institute - held every Sunday Morning from 9:45 - 11:00 to empower for change with the life changing gospel of Jesus Christ.
- Vision Casting/Helps Training - held every Tuesday Night. Will include scheduled business and planning meetings. Monthly Team Leader meetings. To be used for ministry training times and monthly meetings of all ministries. At the new church we will be able to schedule more than one meeting a week because of availability of class space.

CHRISTIAN DISCIPLESHIP DAY CARE

Plans to start a day care center at our new church location.

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TRAINING

GETTING STARTED

This is a very exciting time in the life of our ministry concerning this project. We want to get started by training every team member. We will have two very important training sessions. It is during these training sessions that we will receive training information and understand the significance of this project. During this time, we will discuss how to complete all forms and complete any pertinent forms to be turned into the ministry.

During the first session, we will all get to know more about this project. This will also give us the opportunity to get to know each other, as it is important to build strong fellowship teams. These meetings will also allow us to work through ministry issues as we work together as a team. Fellowshiping with each other is important in the life of any team.

In the first training session we will establish the platform of what is expected. In the next session you will have the opportunity to express and demonstrate your readiness to move forward. So, relax and know that we would not send you out into a ministry unprepared or unequipped.

Please do not hesitate to ask any questions that might come to your mind at the training sessions; or if a question should arise at a later time, please feel free to call the church immediately, and we will answer any questions you may have.

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TRAINING - VISIT NOTIFICATION

When the Team Leaders receive notification from the church office that a member of the church or their family member is hospitalized, or there is bereavement, they will notify a Team to make the visit. This should be documented on a form provided by the church.

Each team is expected to respond within 48 hours to the call from the Team Leaders. If the visit is made to the family of a member, that member should be contacted. This way the member will know when the visit is to be made to their family. (For example: if the hospitalized person is incoherent they may not know if a visit has been made.)

Once you have notified the family member and set a visit time, you should always show-up for the visit on time. If for any reason you will be late always call and let the person you are visiting know that you will be late or you have to reschedule. If you have to reschedule let the Team Leaders know. They may be able to go or get another team to go.

THE POWER OF TWO IN VISITATION

For the most part, you will be asked to visit in teams of at least two. It is not mandatory that the visit be made by both. However, there is a power with two persons visiting. The Lord appointed seventy and sent them out two and two.

Teams of twos are oftentimes more supportive to the team, as well as to the member. When two people are together, oftentimes they reinforce each other. For example, one person might remember something that the other overlooked or can assist in talking to other family members while one team member encourages the member.

Often when a husband or wife visit a member, there might be something that the member may want to express to a team member of the same gender.

Jesus sent His disciples out two-by-two and the power of twos is great.

“GOING INTO THE HOSPITAL”

Some important points to know concerning your visit to the hospital or to someone's home:

1. This is *not* a social visit. You are there for specific church business and you should handle yourself accordingly. Even if you know the person, it is still important that you stick to the business at hand, and this is to exhort, encourage, and to comfort.
2. Make sure that the members knows that you are an extension of Pastor & Sis. Corbitt. Many times members feel good just knowing that someone cares and most especially to hear and see that their Pastor and wife are utmost concerned about their well being.

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3. Be courteous at all times. Do not show impatience or lack of compassion. The membership is at different levels spiritually. If a member express unbelief or doubt, you must lovingly express support and encouragement. Remember, you are the representative of Pastor Corbitt, and you must always be mindful of what's going on around you. The doctors and nurses are there to care for the patient so always give them respect by allowing them to do their work.
4. Do not argue or debate with the family member or with the member. Do not feel as though you have to defend the ministry or Pastor Corbitt. Do not be alarmed that a member might feel that Pastor or Sis. Corbitt should personally be there themselves. Should that situation occur, express to them that Pastor Corbitt sent you and in your report to him you will express how they feel. Proceed with your ministering to them, you may use words like, "I can understand how you feel...", "I understand but...", "We as a church family believe...", "This ministry teaches...", "We love our Pastor and his wife..."

FIRST VISIT TO THE MEMBER

Upon arrival at the member's room, greet him/her and introduce yourself. Of course, if he/she have other family members or visitors present, introduce yourself to them also.

Be very compassionate and encouraging. Regardless of the condition of the member, do not be grim or sorrowful. Your presentation may be the first positive and uplifting words the member will hear. So, remember to be encouraging.

As you begin to talk to the member, find out where he/she are in faith and minister to them on their level.

Agree with the member in prayer for the total manifestation of his/her healing or recovery. Then pass to him/her one of the healing booklets, "Divine Healing, Is Real?" This is done because faith comes by hearing the word of God.

Let the member know that either you or someone from the Pastoral Care Team will be making a follow-up visit the following day to check on his/her progress. Ask the member if there are any needs they have such as tapes, etc. Ask them if they prefer a flower, plant or fruit basket from the church. If they voice a need such as money, do not make a promise to them; let them know their need will be taken to the committee.

Immediately after leaving the visit, you should contact the Team Leaders and give them a verbal report. This should be done within 12 hours of your visit. Within that same time, you should complete the Hospital Visitation Reporting Form so that you will accurately report the findings and results of the visit. *That form should be turned into the church office within 24 hours.*

The Team Leader should give a verbal report to Pastor & Sis. Corbitt. The Team Member should call Pastor & Sis. Corbitt at anytime during or after a visit if they deem it necessary.

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SECOND VISIT TO A MEMBER

Once the original visit has been made, a follow-up visit will be done the following day by either the team who made the original visit or another team. It is very important that the original team completes the reporting form accurately so that the follow-up team will have adequate information for this visit.

During the follow-up visit, this team will simply reinforce what the first team had expressed. This is why it is so important that we all believe the same, express the same, and show the same level of compassion. It would be highly unacceptable for the follow-up team to be contradictory to the original team.

ROLE PLAY POSITIVE VISITATION

Example:

For an effective visit, please be aware of the following:

1. You must have the ability to listen.
2. You must use good verbal skills.
3. You must gently probe for information.
4. You must be prepared for resistance if the family member does not fully understand the principle of faith and healing.

Imagine that you are arriving at Spartanburg Regional to visit a member who is scheduled for surgery that day. Upon arrival you will introduce yourself.

Team Member: Hello Bro. Doe, my name is _____ .

Pastor & Sis. Corbitt asked me to come and visit with you. We want to pray for you and get in agreement with you for the total manifestation of your healing.

Member: Praise God! Thank you for coming. I am so glad that we have a Pastor and wife that care about the church family.

Team Member: Pastor & Sis. Corbitt are extremely concerned about you and they asked me to personally come to see how you are doing and have prayer with you.

Member: Well, I am blessed, Praise God! The doctors have said that my blood pressure is out of control. They've tried everything. However, I believe the report of the Lord, that by His stripes I am healed.

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Team Member: You are right because the word of God is true and God cannot and will not lie. I would like to read from the word of God to encourage you and pray the prayer of faith over your body.

If the original team did a good job, but maybe forgot to leave reading material, the follow-up team could complete any details of that nature.

The responsibility of the follow-up team is to further express the compassion of our ministry and offer a prayer of thanksgiving for the healing of the member. This team will also make sure that the member's previous request, if any, has been met.

Immediately after leaving the visit, you should contact the Team Leaders and give a verbal report of the visit. This should be done within 12 hours of your visit. Within that same time, you should complete the Hospital Visitation Follow-up Reporting Form so that you will accurately report the findings and results of the visit. This form should be turned into the church office within 24 hours.

FIRST VISIT TO A FAMILY MEMBER

Pastoral Care Team will visit the immediate family members (when they are hospitalized) of the member. The immediate family members are as follows: (mother, father, mother-in-law, father-in-law, grandmother, grandfather, sister, and brother). If a relative is not an immediate family member, but has been like a parent to the member, then that person should receive the same service as an immediate family member.

Proceed as you would for a visit of a member.

After the visit make your verbal report and complete written form. Add to this, call and talk with the church member and let them know how the visit went if you did not see them during the visit.

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FOLLOW-UP TELEPHONE CALL TO A FAMILY MEMBER

Once the original visit has been made, you will make a follow-up telephone call to the family member within a couple of days.

If the family member remains hospitalized for more than one week, continue to make a weekly follow-up telephone call until the family member has been discharged. Also be open to the request of the church member for a return visit.

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REPRESENTING THE MINISTRY w/ APPEARANCE & COMMUNICATION

As a representative of the Antioch New Life Christian Center, we ask that you dress as you would dress to attend church service.

Your communication should be at its best. Do not use slang terms or speak in an unprofessional way. Do not give your opinion when speaking from the Word of God. Say what the Word says. Do not use this visit as an opportunity to launch your own ministry or sell any produce or service. It is not a preaching format. You are there to represent the pastor. So you should be saying what he has already said in his teaching. Your compassion and ability to listen will be your greatest witness.

VISITATION CHECK LIST

You should have the following for your visit:

1. A Bible.
2. A “Divine Healing Book” to leave with the member. You should be very familiar with the book.
3. A scripture reference list for the accounts of healing in the Bible. (Do not use the list during your actual visit. This list is for your personal study.)
4. Pencil and paper for writing the needs of the member if they should have any.
5. Your breath mints.
6. A watch. Be mindful of your time. During this time the member must get proper rest.

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BEREAVEMENT

We encourage all members to always call the church when they are experiencing a challenge. Once the phone call is received, Request form for Benevolence and Visitation is to be completed. The team leaders are notified, and visitation times are to be set immediately.

PURPOSE OF THE VISITATION

1. To represent Pastor and Sis. Corbitt in providing care and ministry to the member in their time of loss. Therefore, you must be sensitive to the needs of the people.

SPECIFIC DUTIES:

- A. Be Courteous.
- B. Have the ability to listen.
- C. Use good verbal skills.

As a representative of The Antioch New Life Christian Center, we ask that you always make sure your personal hygiene is in proper order.

- A. Clean Clothes.
- B. Hair well groomed.
- C. Carry breath mints with you always.
- D. Wear cologne or perfume.

2. Ministering to the needs of the member.

- A. Inform the member that Pastor and Sister Corbitt and the Antioch New Life Christian Center Family are concerned about him/her and praying for him/her in their times of loss.
- B. Encourage him/her to depend on the Holy Spirit to comfort, strengthen, and give them wisdom to handle every situation. Let him/her know that this is a time to use his/her faith.
- C. Always close the visitation with the prayer of faith. If other family members are present, ask them if they would like to join in the prayer.
- D. Inform the member that you will be attending the wake and funeral services. Let them know that you will have a church letter for members only.

3. After the visitation.

Immediately contact the Pastor and/or the team leaders and report the state of the member

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4. At the Wake Services you will:

- A. View the remains.
- B. Make contact with the member.
- C. Remain there for the entire time, or as needed.
- D. If you know who will do the announcements get the church letter and any other correspondences to them or the family member in charge.
- E. When departing, always let the member know you are leaving and you will see them at the funeral services.
- F. After the wake, immediately contact the Pastor and/or Team Leader and report the state of the member.

5. At the Funeral

- A. Go to the house before funeral if possible. If not arrive at the church at least 20 minutes early.
- B. If the church letter and correspondences have not be given, do so now.
- C. Ask the Officiating Minister if there is anything he needs you to do.
- D. When the family arrives, attempt to make contact with the member with a hug or handshake.
- E. Flow with the order of services under the direction of the Minister in charge.
- F. If you are asked to have words and Pastor Corbitt is present, always decline.
- G. If you are asked to have words and Pastor Corbitt is not present, do so. Say the following:

“My name is _____ from The Antioch New Life Christian Center. I am here today on behalf of Pastor Corbitt and his lovely wife. Brother or Sister _____ I want you to know that Pastor Corbitt, Sis. Corbitt, and the Christian Discipleship Church Family loves you and want you to know that they are praying for you in your time of loss. Keep in mine that the Holy Ghost has provided a way out of every situation. Trust God for three things, comfort, strength, and wisdom.”

H. Always be attentive to needs. If you are needed in the choir and you can sing, sing. If other church members are there and you know they can be of help, delegate. If more flower girls are needed, step up and assist. If ushers are needed, usher.

6. If it is possible proceed to the burial.

- A. Be attentive for anything that might be needed. Eg. Pallbearer, flower girl, etc.

7. After the funeral and burial.

- A. If the church member is having a hard time you may want to go with them to where they will be eating and help them get settled.

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- B. If the church member lost a close family member, you may want to check on them later that day.
- C. Immediately contact the Pastor and/or Team Leader and let them know the state of the member.
- D. Make contact with the member by phone the next day and at least weekly for three consecutive weeks.

8. Completion of Forms.

- A. The Benevolence and Visitation Ministry form should be completed when the church is called.
- B. The following forms are to be completed and turned in to the church office as soon as possible:
 - **Funeral Home and Funeral Arrangement Form** -It should be placed on the bulletin board and given to announcement clerk to be read in service.
 - **Member Bereavement Form** - This should be completed if the person is a church member to ensure that everyone is informed of their duties.

9. Specific Instructions for Church Members.

- A. If the member is saved or child/infant: All women are to wear all white (dress, hose and shoes). All men are to wear all black (Suit, socks and shoes). Please wear conservative tie.
- B. If the member is not saved: All women are to wear all black (dress, hose and shoes). All men are to wear all black.
- C. Everyone is asked to bring food, drinks and/or paper products to home. Also you may be asked by food committee to bring something to feed the family after the burial.

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MEMBER BEREAVEMENT FORM

1. The church letter is to be done by:

2. The mass choir is expected to sing. This has been confirmed with

_____.

3. The choir is to wear _____. Please be in place no later than 20 minutes before service.

4. The pallbearers will be:

5. The Flower Girls will be

6. We will be feeding after service at _____

This has been confirmed with _____

7. The church flower is to be sent by _____

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FUNERAL HOME AND FUNERAL ARRANGEMENT FORM

1. Name of Deceased _____

2. Is the person a church member? _____ If not, the name of the church member and/or family?

3. Name of Funeral Home

Address

Phone Number _____

4. Family Receiving visitors at home of: _____

Address

Phone Number _____

Directions _____

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5. The Wake will be (Day, Date and Time)

6. Place

Address

Phone Number

7. The Funeral will be (Day, Date and Time)

Church

Address

Phone Number _____

Directions

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Burial at _____

Address

Directions

The family will be fed at

Phone Number _____

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BENEVOLENCE AND VISITATION MINISTRY QUIZ

Answer T for True and F for False

- _____ 1. As a member of the Benevolence and Visitation Committee you are an Elder selected by the Pastor, who will represent first the kingdom of God, and secondly the Pastor and First Lady.
- _____ 2. Since I am now a member of this team I only have to pray for this project when someone is sick or in need.
- _____ 3. As a member, each person is required to call the church and notify them of any sickness, death, or challenges.
- _____ 4. The Team Leader is to be given a verbal report after each visit.
- _____ 5. The Pastor should never be disturbed with a report of your visit.
- _____ 6. If you make a good verbal report, no written report should be done.
- _____ 7. You should never call the family before a visit, because you will ruin the surprise.
- _____ 8. It is mandatory that the visits be made in teams of two.
- _____ 9. Each visit is social, so each visit should be made in a relaxed and friendly manner.
- _____ 10. The main purpose of your visit is to argue and debate with all sinners.
- _____ 11. To have an effective visit you must be a good listener.
- _____ 12. As long as your clothes are clean, don't worry about what to wear, remember "man looketh on the outward appearance but God looketh on the heart."
- _____ 13. When you are visiting you should introduce yourself and greet everyone present.
- _____ 14. For the sick we should agree with the member in faith for the total manifestation of his/her healing or recovery.
- _____ 15. If the visit to a member is successful, a follow-up visit is not needed.
- _____ 16. If the person needs anything be sure to promise them the church will do it because we don't want them to have to worry.
- _____ 17. In the case of death, we should encourage the member to depend on the Holy Spirit for comfort, strength, and to give them wisdom to handle every situation.
- _____ 18. If you are asked to have words, it is *always* good to except.
- _____ 19. It is good to continue to make contact after the funeral.
- _____ 20. It is the responsibility of the Visiting Team to make sure everyone is notified of their duties.

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BENEVOLENCE AND VISITATION MINISTRY REQUEST FORM

Date _____ Time _____ am/pm

Call received from _____

Circle one: Hospitalized / At home sick / Family Crisis / Benevolence
If other explain _____

Name of person (s) _____

Is the person a member of the church? _____ If not, the name of
the church member? _____.

Detail Explanation (please include details, e.g. how long been sick, problem, room
number, which hospital, if special procedures - when they are scheduled)

Signature of Person Receiving Call

Team Leader who was informed

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Was the Pastor Called? _____ If so, additional instructions

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HOSPITAL VISITATION REPORTING FORM

Team who visited

Date Visited _____

Time _____

Length of Visit _____

Person visited _____

Where? _____

Is the person a member of the church? _____ If not, the name of the church member? _____.

Length of time between receiving assignment and actual visit (in hours)?

Details of actual visit:

1. Was the person expecting the visit? _____

2. Was the person receptive? _____ If no, explain

3. Was any literature left? _____

If so, what? _____

4. Did you touch and agree in prayer? _____ If so, for what?
(healing/salvation)

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5. Was any specific request made? _____ If so, what

6. Was return visit planned? _____ If so, when? _____

7. What was your general feeling after the visit?

Signature of Team Members _____

When were Team Leaders Called?

Was the Pastor Called? ____? If so additional instructions

Was the Special Care Ministry Team notified? _____ If so, when?

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SPECIAL CARE MINISTRY

SCRIPTURAL BASIS:

“They helped one another his neighbor; and everyone said to his brother, Be of good courage.” Isaiah 41:6

Team Leaders: Sophia Banner and Sandreta Johnson

Team Members:	Sherry Jones	Angela Talley	Mary Graham
	Teresa Elmore	Nosha Benson	Marilyn Thomas
	Cheryl Padgett	Alice James	Sandra McWhiter
	April Wilkins	Jeryl Miller	Joyce Ann Woods
	Floya Bunch	Linda Black	Lorraine Woods

PURPOSE

The Special Care Ministry is part of Membership Services or the Pastoral Care Ministry. We will assure every member gets equal attention who are going through. We need people who are willing to demonstrate by their lifestyles that they are spiritually mature.

To meet the special needs of members: during bereavement, after birth of a child, care at home during sickness, and to schedule baby and wedding showers.

Confidentiality

We must all maintain a professional, responsible attitude about what we see and hear when performing special care. It is a privilege to be allowed entry into a person’s home or personal space. Therefore we must not pass judgement and concern ourselves with personal matters of others. If for some reason you feel the Pastor should know something please contact him. Otherwise a report is to be given to the Team Leader and a Special Care Ministry Form is to be completed. *Any breach of confidentiality will be cause for the termination of your membership on the Special Care Committee.*

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What About Gossip?

We have all experienced the hurt of gossip in one form or another at some time in our lives. Idle chatter can easily turn into stinging criticism causing ill will. We should avoid the negative atmosphere gossip and criticism creates. It matters not if it is with the brother or sister you may be helping or with other committee members or family members.

When you become aware of a problem, talking about it only helps when you talk with someone that can do something about it. Always talk with the Pastor anytime. Keep a positive, up-beat attitude while serving with special care.

Proper Attire

Always dress according to the task. We ask that you do not wear shorts when doing something to represent the Pastor and ANTIOCH Church Family.

Special Care Be-Attitudes

A Special Care Team Member should always be:

- prompt and reliable
- encouraging and supportive
- optimistic and cheerful
- sensitive and understanding
- alert and aware of potential problems.

A successful team member is a:

- good listener
- good example in behavior and speech
- positive reinforcer
- promoter of positive self-concept
- caring, smiling face
- very good friend.

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Universal Precautions

The concept of universal precautions is treating any body fluids or waste products with care. With the use of universal precautions you protect yourself from acquiring any diseases. You must wear gloves when handling any body fluid or waste products. Always double bag and throw away any waste.

The only airborne disease is Tuberculosis. In which case you wear a mask.

Because colds and flu can be passed in the air from coughing and sneezing if you have a cold please get someone else to go in your place. If you are needed please wear a mask to protect the person. You may also be asked to wear a mask if the person you are seeing is immunosuppressed from AIDS or Cancer.

Always use proper hand washing procedure at the beginning and end of each visit. You may want to take 2 or 3 paper towels in your pocket during your visit.

1. You may want to remove your jewelry and put in pocket or safe place.
2. Wet hands under running water.
3. Keeping hands lower than elbows, apply soap or antiseptic.
4. Use friction to clean between fingers, palms, back of hands, wrists, and forearms; clean under nails
5. Rinse under running water
6. Use paper towel to dry hands.
7. Use paper towel to turn off the faucet, then discard.

Preparing for Visit

Once the team leaders become aware of the need or circumstance they are to make contact with the person and establish a plan of care.

E.g. Member married and pregnant - set up time for baby shower, (get approval for date and time). Plan for meals with committee after birth of child. Help with care of other children if needed.

E.g. Member getting married - conference with Pastor as to status of wedding. Set up wedding shower or prepare to feed at wedding reception if needed.

Schedule Team Member to do whatever task is needed. Make sure member follows through. Each team member is required to complete form after each visit.

During Visit

Always call and be sure the schedule you have set is okay with the member. When you arrive introduce yourself to any family present and immediately ask them if you can wash your hands. If you are there to deliver something only, hand washing may not be required. Provide the service you came to do as efficiently and privately as possible.

Be sure you give the person time to talk if they need to. A good listener is important during these times. Be careful you don't find yourself prying into people's private business to appease your own curiosity.

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This is *not* a social visit. You are there for specific church business and you should handle yourself accordingly. Even if you know the person, it is still important that you stick to the business at hand, and this is to exhort, encourage, and to comfort.

Make sure that the members know that you are an extension of Pastor & Sis. Corbitt. Many times members feel good just knowing that someone cares and most especially to hear and see that their Pastor and wife are utmost concerned about their well being.

Be courteous at all times. Do not show impatience or lack of compassion. The membership is at different levels spiritually. If a member express unbelief or doubt, you must lovingly express support and encouragement. Remember, you are the representative of Pastor Corbitt, and you must always be mindful of what's going on around you. If during your visit you feel the person is about to commit spiritual suicide, please let Pastor and Team Leader know immediately after visit.

Please do not look through the persons' houses, cabinets or refrigeration unless you have a reason to. Treat each person with the same respect you would want for yourself. Wash your hands before you leave if you handle anything or touch anyone.

Do not promise anything. Let them know you will take their request back to the committee, or church.

If you feel led to pray or if the person ask for prayer, pray with them before you leave. We do have a Benevolence and Visitation Team that will go in and offer intercessory prayer if needed.

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SPECIAL CARE MINISTRY REPORTING FORM

Team member or members who visited

Date Visited _____ Time _____ Length of Visit _____

Person Visited _____ Where _____

Length of time between receiving assignment and actual visit (in hours)? _____

Details of actual visit:

1. Was the person receptive? _____ If no, explain _____

2. Did you bring anything? _____ If so, what

3. Did you provide any special service? _____ If so, what

4. Was any specific request made? _____ If so, what

5. Was/Is a return visit planned? _____ If so, when _____

6. Did you pick up on any need that was not planned by the committee? _____

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If so, what? _____

7. What was your general feeling after the visit? _____

8. Did you run into any specific problems that need to be shared with other team members? _____ If so, what? _____

Signature of Team Members

When was Team Leaders Called? _____

Was the Pastor Called? ____ If so additional instructions _____

Was another Ministry of Helps Team notified? _____

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SPECIAL CARE MINISTRY QUIZ

TRUE OR FALSE

- _____ 1. The purpose of the Special Care Ministry is to assure each member gets care.
- _____ 2. Keeping the confidentiality of each member is a must.
- _____ 3. If a person tells you in confidence they are about to commit spiritual suicide, you are to be sure not to tell anyone.
- _____ 4. When you are visiting, it is a good time to share gossip.
- _____ 5. When you are aware of potential problems, telling everybody helps.
- _____ 6. If you know the person well, or if they are real clean, Universal Precautions is not necessary.
- _____ 7. It is important to you and the member you are visiting, if you will wash your hands before and after each visit.
- _____ 8. Be sure to call before each visit and let the member know you are on the way.
- _____ 9. Be sure to look through people homes so you may know better how to care for them.
- _____ 10. Never call the Pastor after your visit and worry him.

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PASTORAL CARE TEAM AND MEMBERSHIP SERVICES

MEMBERSHIP RESPONSIBILITY

Every member is responsible for informing the church when there is sickness, death or a family crisis. Call the church office 576-2052. We will ask you several questions that will help the team serve you better. If no one is there, leave a message with your name, number, and reason for calling. In case of emergency a pager number will be given to you. You can page the Team Leader on call. The Team Leader will ensure that someone will respond to you within 24 hours. If there is an immediate crisis call the Pastor's home at 587-0861, if no answer leave a message. *If you have not talked to anyone personally and it is an emergency please page the Team Leader on call.*

- If you give information to another church member and they fail to let us know through the proper channels, please don't hold the Pastoral Care Team responsible for not visiting.
- If someone voices to you the need for prayer or counseling please call the church and give the appropriate information.
- Notify the church office with any change in address or phone number.
- If you are a Team Member in any auxiliary or group and you will be absent for a Sunday, Thursday or any special service (revival, meeting, etc.) it is your responsibility as one of the team to call the church, or your Team Leader concerning your absence.
- If you are a Team Leader or an official of the church (Minister, Deacon) it is your responsibility to call Pastor or Sis. Corbitt, if they are not there leave a message. If you have not talked to them personally please proceed to call another Team Leader or Church Official. If you can't reach anyone, call the church office and leave a message.
- If you are a Team Leader or Official and receive a call from another member it is your responsibility to follow-up and be sure the Pastor or Minister in charge receive the information.
 - If you know a member is going through a crisis and you are not sure if the Pastoral Care Team is aware of it, please call and notify someone as well as pray for the church family member.

Each member will receive a Membership Certificate and a Certificate of Baptism on the fourth Sunday of each month after joining or Baptism.

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PASTORAL CARE TEAM

The Pastoral Care Team is a ministry established of committed saints who have successfully demonstrated by their lifestyles that they are spiritually mature and equipped to assist in the care of the membership on behalf of Pastor and Sister Corbitt.

Pastor and Sister Corbitt have personally selected every team member. Every team member must meet the Ministry of Helps Guidelines, and be living a lifestyle that is consistent with Christian principles, and Pastor Corbitt's vision. The ministry will strongly enforce these guidelines.

This team will visit the members and their immediate family who are hospitalized, at home overcoming a physical challenge in their bodies, or have experienced the loss of a loved one. The purpose of their visit will be to *edify* - through the word, *exhort* - encourage by sharing testimonies, and to *comfort* - showing the compassion of Christ.

Please let them know if there is a need and they will notify the Pastor and Church Administration who will follow up with a response. Please know that the Team can not promise you anything beyond their presence and prayer support.

HOSPITALIZATION

If a church member is in the hospital they can expect to receive a flower or a fruit basket from the church within 24-48 hours of their hospitalization. You will be contacted by a Pastoral Care Team Member as to your preference. You may also expect a visitation from a Pastoral Care Team Member within 24 hours. The team member will notify the Pastor or Administrator of the visit and make a written report.

BENEVOLENCE

In the event that a member of our church dies, the Pastor or Pastoral Care Team Leader will get with the family to make all the arrangements as to day, and time. Under no circumstances will we schedule a Sunday funeral. We will also be responsible for feeding the family after the funeral. A church letter will be prepared and read during the funeral.

If a members immediate family (mother, father, mother-in-law, father-in-law, grandfather, grandmother, sister or brother) passes the Pastoral Care Team will visit. The Pastor or Minister will be at the Wake and Funeral Services for in town services. If the funeral is out-of-town within a 100-mile radius, the minister will attend the Wake or the Funeral Services. The church will also send a flower or plant for immediate family only. If the family needs food or money instead of a flower or plant please let the Pastoral Care Team know.

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PERSONAL MINISTRY

The Pastoral Care Team Leader will schedule the team for personal ministry to all visitors who call the church office and request an appointment, when the Pastor is absent.

VISION CASTING

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ALTAR MINISTRY

GUIDELINES

The Altar Ministry is designed to provide assistance and comfort to people who come to receive prayer. We do this by extending compassion (hugs and offering tissue) and covering ladies with cloths when they fall under the anointing. In an effort to give uniformity to the Altar Ministry of ANTIOCH, the following guidelines have been established. Adherence to these guidelines is critical to the proper functioning of this ministry.

- Meet the requirements as established by the Ministry of Helps Guidelines.
- .Always prepare yourself through prayer and submission to the Holy Spirit before ministering.
- Please be alert at all times. Listen to the person making the altar call.
- Please arrange to be available for the entire service when scheduled to minister. Sometimes people are prayed for after the regular altar call has been completed.
- REMEMBER, whatever a person hears, must be kept confidential.
- A person must notify the Department Head or Assistant if there is a challenge and one feels they should not minister.

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ATTENDANTS HANDBOOK

Greeters, Ushers and Parking Lot Attendants

**“LET ALL THINGS BE DONE
DECENTLY AND IN ORDER”**

- I Corinthians 14:40

Mission Statement Of The Attendants Ministry

We are an important part of the Antioch New Life Christian Center body of believers who have a mandate from God for our city, nation and world. It is our responsibility and privilege to assist the ministry by welcoming the unbeliever and believer, guiding the lost, giving information and direction to the confused, assisting the weak, promoting peace, and loving the unlovely.

Objective Of The Attendants Ministry

To establish and maintain an orderly, yet warm and loving atmosphere which will effect all people and instill a feeling of belonging to the church.

GOALS:

1. Understand the plan for any special services and ensure that all attendants have the information they need to perform their duties.
2. Provide extra attendants for special services, as required.
3. Attendants will automatically assume posts.
4. Each attendant will tithe.
5. Review the attendants' manual to ensure it supports this goal.
6. Find a way for people to have their tithes and offerings ready to speed the flow of receiving offering.
7. When off duty, attendants will attend as many services regularly to be ministered to.
8. Reach out and greet all the people, whether or not you know them.
9. Find a way to “take” visitors to childrens ministries, and adults to their place.
10. Inform attendants of all meeting places for ministries so that directions can be given.
11. Know the contact person for each ministry during operating schedule.
12. Have parking lot attendant, greeters and ushers at all services.
13. Be prepared to serve at any after service functions scheduled.
14. Attend monthly meeting for scheduling and ministry update.

The Ministry of the Attendants

People who attend our church will have contact with parking lot attendants, greeters and ushers. Each one of us must have a personal touch. You are a reflection of this ministry, therefore, the first impression they make of you is their first impression of The Discipleship Center.

As a attendant, your objective is to make each person feel welcome at ANTIOCH, and most importantly, to prepare the atmosphere in the sanctuary so people are better able to receive God's Word and His Miracles.

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The Life of an Attendant

No person is born an attendant. An effective attendant is made through prayer, training, and experience. The way we know the needs of people, and to act on those needs, is through the person of the Holy Spirit. Therefore, it is essential that you prepare yourself in prayer before you arrive to a service.

You must stay tuned to the Pastor or Minister in Charge of service at all times to ensure everything is working orderly.

You must listen to the Holy Spirit and become flexible to Him as He moves in the service, meeting all immediate needs. Because of the nature of our services, the attendants can control most situations by prayer and walking in the realm of the spirit. Pray about restless children and adults. Be faithful in your prayer life.

Due to the liberty and freedom of the Holy Spirit in our services, the enemy will always try to gain an entrance into the body of believers, either by deception or by looking for a weak link. It is mandatory that this not occur in any area controlled by the attendants.

All attendants are involved full time during each service. This commitment means that you are unable to sit with your families during your scheduled services. You are involved in an important aspect of ministry. Your commitment of faithful and effective service is to God.

The Attitude of an Attendant

An attendant who has prayerfully thought through the privileges and opportunities of their task will be seen to others as a sincere guide and friend. They are always alert to spot any signs of awkwardness and to discover better ways of performing their functions. They are endeavoring to maintain a loving and intelligent approach toward desired results, and guarding against thoughtless repetitions of movement with a lack of dignity and good taste. One of the greatest temptations of any position is that of getting in a rut. But the dedicated and conscious attendant seeks to be creative in his/her work. His/her voice is well modulated and used in such a way that he/she sounds respectful. Regardless of feelings, your voice should never give the impression that you are upset, inconvenienced, bored, offended, anxious, scolding, sarcastic, boisterous or patronizing. Every word should be uttered with the utmost politeness and tact.

One desirable attribute of an attendant is good hearing. When spoken to by a guest, an attendant should be able to hear their words the first time, not finding it necessary to ask that the guest repeat themselves or shout.

An attendant is a giver, rather than a receiver. They are considerate of the feelings of worshippers, guests, and other attendants, minimizing their own convenience.

Faithfulness and promptness are virtues that should be cultivated. An attendant should be where they have said they will be, and should be there on time.

An attendant is resourceful, never using the response of “I don’t know”. Rather, “I will find out that information for you” is the response of an effective usher.

An attendant has a “preventative” mentality when greeting worshippers and guests. When an individual arrives with small children, the attendant greets them, then informs them of the childcare services available to them. This all happens before this person finds a seat. If the

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individual chooses to not use our childcare, the attendant guides them to a seat near the back. While doing so they explain that if their child needs any special attention during the service, this seat will be the best spot for minimal disturbance to those around them. Then, should a disturbance arise during the service, the individual has already had an initial conversation with the person regarding their child, so the second communication shouldn't be as awkward for either of you. Attendants are "preventers" rather than "reactors".

GENERAL GUIDELINES

Arrival Time

At present all attendants should be in place ready to serve 15 minutes before service. This mean you have to arrive before this time to be ready. It is imperative that you plan to leave home early because of unexpected things like traffic, a lost shoe, a ruin in your pantyhose, car problems, etc.

BE ON TIME! If you are not at your station at the set arrival time, a substitute may be made. If this happens on a regular basis, you will be asked to assist the ministry in some other capacity.

Dress Code

These guidelines will be observed during all services that an usher participates. Remember, God does not look upon the outward appearance, but upon the heart. But, the person coming in the door looks upon the outward appearance so it is important that we look our best at all times.

MEN

White shirt (dress collars), black dress pants (no denim, corduroy, "wrinkled" look, or "wash 'n wear" material)

black dress shoes (no sneakers, or canvas - guideline: "If you can't shine them, don't wear them"). Cleanly shaven or neatly trimmed moustache and/or beard. Everything clean and pressed.

WOMEN

Blouses (satin, silk) wear a camisole or slip underneath all blouses, skirts and dresses below the knee (wear slips at all times), pantyhose (color appropriate for uniform, no designer hose), black dress shoes (no sneakers, canvas or extremely high heels - over 2" - "If you can't walk or stand in them longer than 30 minutes without pain, don't wear them"). Hair must be combed and neat. No hats. Everything cleaned and pressed.

Personal Hygiene

Bathe or shower. A pleasant perfume or cologne is acceptable, when not offensive - "a dab'll do ya", the whole bottle is not necessary.

Clean breath. Keep breath mints in your mouth during your shift to avoid offensive odors while communicating with guests. No gum.

If you smoke, you can not be used in the capacity of an usher.

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ATTENDANT'S HANDBOOK II

DUTIES PRIOR TO SERVICE

1. Report to charge attendant before each service. It is not their responsibility to find you.
2. Check the Attendants information board for special notes, announcements, and assigned positions. Please check the board whether or not you are on duty to keep up-to-date on the latest information.
3. Make sure the offering buckets, offering envelopes, visitor cards, pens, umbrellas, safety pins are stocked.
4. Read the church bulletin board for latest announcements and information.

SERVICE RESPONSIBILITIES

Parking Lot Attendants

1. Wear vest while serving.
2. Station yourself in the parking lot to direct traffic unless it is raining.
3. If there is a special service or if we are expecting guest we will need two attendants.
4. If there is a special service or if we are expecting guest be sure to keep parking spaces open closest to the church for them.
5. Smile and wave as each person drive on the lot. Don't stand and hover over cars unless that person is asking for some type of assistance.
6. When assisting ladies (as in when it is raining) turn your head while they get out or in the car.
7. Don't stare at people. Attendant at the door should be the one to assist so the other attendant can continue parking cars.
8. Verbal greetings: "Good morning", "Good afternoon", and "Good evening."
9. If opportunity presents itself give a firm handshake.

Greeters

1. Accept everyone with a smile, a hug, a handshake for men, and a verbal greeting. "Welcome to the Antioch New Life Christian Center."
2. Acknowledge each guest including the children.
3. First time visitors provide opportunity to complete cards away from the door.
4. Give direction and information. Where bathroom is, children's church etc., direct to ushers.
5. When we have special guest or during winter when people need assistance with coats and jackets you may need two greeters or an usher or junior usher to help.

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Ushers

1. Receive everyone with a smile and verbal greeting “We’re so glad you choose to worship with us today”. “May your visit be blessed”
2. Give everyone at least one offering envelope. Please don’t give to children unless they ask.
3. Escort everyone to seats. Don’t walk off and leave them and don’t follow them. Never stand around and allow people to look for their own seats. Your motto should be “Meet-em, greet-em and seat-em with a smile”. You may want to discuss with them where you plan to seat them before you actually do. Fill up from front to rear unless the Pastor is already preaching the word. Remember to seat people with children to the rear so they won’t disturb the service.
4. Ask people to slid down so people won’t have to walk over them. Don’t ask the mothers of the church to move to the center. The usher standing around the walls should be adjusting people as needed. Also they should let the ushers who are escorting people in know how many seats are available and where. Try not to seat people without children, with children you know will be distracting and disruptive. If someone will be uncomfortable let it be a member, not a guest.
5. Be attentive to the needs of individuals during service. Offer to take a child out if they are being disruptive or if the parent ask you too.
6. If the church is full may you may want to direct some of bigger children (those who will mind) to seats in the foyer. Ask children church director or attend them.
7. 7. An usher should be at the door or seated in the foyer at all times. Monitor bathrooms when children go alone.
8. When Pastor starts preaching you may sit, but you are still serving, so you must remain attentive.
9. It is your job to keep order during the service. Take charge and guard it from hindering spirits with boldness.
10. Tactfully handle crying and unruly children. Tell the parents that the child may enjoy the nursery or need to go out for a few minutes. Remind them we are making telecast tapes and the audience is being recorded.
11. No attendant is to use any form of physical force to correct children.
12. No children will be permitted to roam the building inside or out at any time. Children under 10 must be accompanied by their parents.
13. No person, adult or child will be allowed to go to the front of the sanctuary during the actual sermon unless they are serving in some capacity. They may be seated in the rear of the sanctuary until the sermon is concluded.
14. If you see some liter on the floor, pick it up. Let’s help keep God’s house neat.

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OFFERING

This occurs when the person in charge of the service indicates that it is now time to give unto the Lord.

MISSION OFFERING

1. You may go to your assigned position and be prepared to take up the offering. You may serve the Pastor immediately. While passing the buckets watch them to be sure no one attempts to get their own change or takes anything from the bucket.
2. Collect this offering as timely as possible.
3. If a visitor needs change two of you do so otherwise let the finance committee know when a member needs change.

REGULAR OFFERING

1. Watch your head ushers. They will indicate when it is time to stand and walk down. All ushers should stand at the same time when directed. Don't you be the one caught unprepared. Remember you should have your tithe and offering envelopes ready.
2. Listen to the speaker and the prayer. The direction for the offering may be changed. LISTEN! Follow any new directions.
3. Always be ready for any additional offerings.
4. If a member (not a visitor) leaves early ask them if they want to leave an offering.

END OF SERVICE

1. If you have noted or met any first time visitors in your section, greet them and thank them for coming to ANTIOCH. Be sure to invite them back. Greet all visitors if possible but especially first timers.
2. Clean up your section. This is your responsibility. Pick-up any trash that may have been left behind. Look for any articles that people may have left behind. Take them to the head usher and from there they should be placed in lost and found.
3. Recover all offering envelopes and handouts.
4. Remain in your section until relieved by head usher or your area is secure.

SCHEDULING

1. Anytime you are unable to serve call the President immediately. You may be asked to find your replacement.
2. Any scheduling changes should be written down and given to your president, the coordinator or pinned to usher board. Schedules will be made out a month in advance and posted.

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ATTENDANT'S HANDBOOK QUIZ

Greeters, Ushers and Parking Lot Attendants

“LET ALL THINGS BE DONE

DECENTLY AND IN ORDER”

- I Corinthians 14:40

Name _____ Date _____

Answer T - True and F - False

- _____ 1. As an attendant it a privilege as well as a responsibility to serve the ministry.
- _____ 2. As an attendant if I am honest and trustworthy I do not have to pay tithes and offerings.
- _____ 3. As an attendant I do not have to waste time greeting the saints and members, *only* the guest.
- _____ 4. It is not important to make a good impression on visitors as long as I get them seated correctly.
- _____ 5. The reason I was chosen to be an attendant is because I was born with the ability.
- _____ 6. Each attendant is to be involved full time throughout the service.
- _____ 7. As an attendant I must be careful not to look around because someone may think you are nosy.
- _____ 8. Faithfulness and promptness are important, but as long as I get to church before prayer is over God understands.
- _____ 9. As an attendant I must have a “preventative” mentality when greeting guest and worshippers.
- _____ 10. The dress code only has to be followed on Sunday and special services.
- _____ 11. I must remember to use cologne freely so I can smell good for the Lord.
- _____ 12. Clean breath is important but I must not use mints while I’m serving.
- _____ 13. As an attendant I only need to check the information board on the days when I’m serving.
- _____ 14. Parking lot attendants should smile and wave as cars arrive.
- _____ 15. The verbal greeting for parking lot attendants is “good morning, good afternoon or good evening.”
- _____ 16. The parking lot attendant should be sure to leave the shaking of hands to the greeters and usher.
- _____ 17. The greeters verbal greeting is “Welcome to The Antioch New Life Christian Center”
- _____ 18. The greeters should acknowledge all guest including the children.
- _____ 19. In addition to giving information and directions the greeters or their assistants should also offer to take coats and jackets.
- _____ 20. The ushers’ verbal greeting is “No talking, walking or chewing gum in church.”
- _____ 21. The ushers should be sure everyone sits where they want so they will be happy.
- _____ 22. The ushers should never ask someone to move while service is going on.
- _____ 23. The usher should handle all unruly children by spanking them if needed.
- _____ 24. The usher should not allow guest to walk while the Pastor is bringing the Word of God.
- _____ 25. During the mission offering the usher should watch the basket to be sure nothing is taken out.

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_____ 26. After the benediction all attendants are off duty.