

Living Faith

CHRISTIAN CHURCH



Ambassadors Team

2025

**Our mission is to help people live by
faith in Jesus Christ**

WHAT IS THE AMBASSADORS TEAM?

Sunday mornings at Living Faith is a great place to serve if you enjoy people!

The Ambassadors team is the group of people who serve each week during our worship services to assist our church members and visitors in a variety of ways while they attend worship.

Each week, these teams work together to facilitate a safe and warm experience for those attending our worship services. Members of this team must work to straddle the bridge between offering structure for the adults and children who attend worship, while maintaining a caring, gracious attitude.

Team members serve one Sunday each month and one fifth Sunday each year. Additional services (concerts, baptism services, etc.) are on an as needed basis. Ushers, parking and security serve both services.

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GREETERS

Responsibilities:	To welcome and assist people upon arrival at worship service and to direct them to their destination within the building. Greeters at the sanctuary doors hand out bulletins and occasional handouts.
Passion:	Love for God and for people. A deep desire to provide an outstanding worship experience.
Spiritual Gifts:	Encouragement, Service, Hospitality, Discernment
Spiritual Maturity:	New Believer or Stable/Growing
Key Talents/Skills/Abilities:	Love people, be friendly and willing to assist anyone. Dress code: dress casual, prefer no jeans or shorts
Regular Commitments:	Serve once a month and one 5th Sunday a year Extra services as available

Q & A:

- *Who do I report to?* Check in with Lead Ambassador at the Connection center 30 minutes prior to service for team prayer, your name tag and location instructions.
- *How do I handle complaints **or** issues?* Simply say "I'm sorry" and ask them to stop by the Connection Center or take them to the team leader to speak with them more fully.
- *What if I am unable to be there on a given Sunday?* Respond to reminder text as early as possible so that a replacement can be assigned
- *When am I free to leave on a given Sunday?* About 20 minutes into the service or once the worship portion is finished. Please leave name tags in the basket provided at the Connection center.
- *If someone asks me to do something extra, what should I do?* The staff is trained to answer questions and resolve issues. You can also check with the Connections Center. They may ask you to walk a family to Kids Park or to KidZone, please assist them and return to your post as soon as possible.
- *What else do I need to know?* You should know where all the children's ministry is and the age groups we serve. Also what to do in the event of an emergency (see page 11).

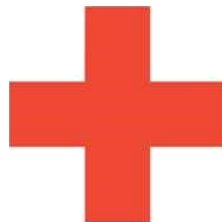


MEDICAL RESPONSE TEAM

Responsibilities:	To offer medical oversight and care for those who need medical assistance, to refer/call for further help as needed.
Passion:	Love for God and for people
Spiritual Gifts:	Helps, Discernment
Spiritual Maturity:	Stable/Growing
Key Talents/Skills/Abilities:	Working in the medical field is required
Regular Commitments:	Serve one service once a month and one 5th Sunday a year Additional services as available

Q & A:

- *Who do I report to?* Check in at the Connection center 30 minutes prior to service for team prayer, your tag and radio.
- *What follow up is required?* If you treat or care for someone, please complete an incident report and leave it at the Connections Center. This helps us to follow up as needed and to keep a record.
- *What if I am unable to be there on a given Sunday?* Please respond to reminder text asap so a replacement can be arranged.
- *When am I free to leave on a given Sunday?* Once your service concludes
- *How important is it that I sit in the **reserved medical** seating?* The sanctuary is too large for us to search for you in an emergency, so it is vitally important.



PARKING ATTENDANTS

Responsibilities:	To assist people as they enter and exit the parking lot for worship services
Spiritual Maturity:	Seeker, New Believer or Stable/Growing
Key Talents/Skills/Abilities:	Patience, Friendliness
Regular Commitments:	Serve once a month and one 5th Sunday a year Extra services as available
Passion:	To love God's people, to help people, and provide an environment where worship can take place.

Q & A:

- *Who do I report to?* Check in at the connection center and get your name tag 45 minutes prior to service. Retrieve a radio from the ministry office and reflective vest (and rain gear if necessary). Join team for prayer 30 min before service begins.
- *How do I handle complaints **or issues**?* Be respectful and simply say "I'm sorry". Report any issues to Miguel Vasquez.
- *What do I do if a friend wants to chat?* Please remind them you are on as a parking attendant. Tell them you would love to chat during the week and ask them to give you a call. Work to keep your personal conversations to an absolute minimum so that you are free to do your job.
- *What if I am unable to be there on a given Sunday?* Respond to reminder text asap so that a replacement can be assigned
- *When am I free to leave on a given Sunday?* Once the final service concludes and the parking lot has mostly cleared.
- *What special way can I help with the traffic?* Use a two-way radio which the church will provide for you.
- *Any special instructions?* **Do not stand on Hempstead Turnpike to guide/direct traffic.**



SECURITY

Responsibilities:	Provide and maintain a safe, friendly and secure environment before, during and after worship services. Assist in the atrium when Pastor is greeting congregants.
Passion:	To want to help people and to provide an environment where worship can take place.
Spiritual Gifts:	Discernment, Knowledge, Leadership, Wisdom
Spiritual Maturity:	Stable/Growing
Key Talents/Skills/Abilities:	Active/retired law enforcement a must. Church Membership in good standing required. Please wear suit or sport jacket and tie.
Regular Commitments:	Serve once a month and one 5th Sunday a year Extra services as available

Q & A:

- *Who do I report to?* Please check in at the Connection center when you arrive, retrieve your radio from the ministry office and join team prayer 30 min prior to service.
- *What do I do if a friend wants to talk?* Please remind them you are on security detail. Tell them you would love to talk during the week and ask them to give you a call. Work to keep your personal conversations to an absolute minimum so that you are not distracted from the job at hand.
- *What if I am unable to be there on a given Sunday?* Please contact security team leader so that a replacement can be assigned. Respond to reminder text asap.
- *When am I free to leave on a given Sunday?* Please see security protocol for this.
- *What else do I need to know?* Be sure that the Head Usher and Welcome Center Staff know who you are and that you are on the premises.
- *How do we determine what action should be taken?* This will be done by personnel staying vigilant for any and all threats and situations which may jeopardize the safety of the staff or any member of the congregation. The security personnel will use their law enforcement training and experience, as well as good judgment, in deciding if an action should be taken and if so what that action should be.
- *Any other responsibilities?* In addition, the security detail will assist the usher (s) in charge of that day by escorting them from the sanctuary to the “Lock Room”. In the event of a medical emergency, the security detail will provide the medical team with whatever assistance they need.
- *Special Note:* Other areas are covered in specific security training.



USHERS

Responsibilities:	To greet people in a friendly, Christ-like respectful way. To help visitors find a seat in the sanctuary. To help keep the sanctuary clean by removing leftover bulletins and placing Bible under seats.
Spiritual Gifts:	Helps, Encouragement, Hospitality
Spiritual Maturity:	Stable/Growing
Key Talents/Skills/Abilities:	Be a team player, get along with others, love of God and serving others.
Regular Commitments:	Serve once a month and one 5th Sunday a year Extra services as available. Ushers serve both services.
Passion:	To want to help people and provide an environment where worship can take place.

Q & A:

- *Who do I report to?* The Head Usher. Please check in 30 minutes prior to service at the Connection center, retrieve name tag and join team prayer.
- *How do I handle complaints **or** issues?* Be gracious and respectful, resolve the issue if you are able. If not, please alert the Head Usher.
- *What do I do if a friend wants to talk while I am ushering?* Gently remind them you are an usher. Tell them you would love to chat during the week and ask them to give you a call. Work to keep your personal conversations to a minimum and your connection with people you don't know to a **maximum**.
- *What if I am unable to be there on a given Sunday?* Please respond to reminder text asap so that a replacement can be assigned.
- *When am I free to leave on a given Sunday?* Once the final service concludes
- *What else do I need to know?* You should know the location of all the children's ministry and the ages for each and what to do in the event of an emergency.



HEAD USHER

Goal:	Christ-like greeting and serving, orderly seating and safety of congregation.
Time:	All ushers are to meet at least 30 minutes before the first service to discuss any changes, needs etc. and a time of prayer. Ushers are expected to stay for all services unless other arrangements have been made for a substitute.
Needs:	Ushers must be aware of the needs of everyone, physically and spiritually, including other ushers (Team Work). Starting in the parking lot, assist handicap/elderly into the building and to their seat and to their car as needed. Suggest Sunday School to the parents of small children, direct guests to bathroom, etc.
Count:	The count for the Ambassadors, praise team and tech members can begin as soon as the service starts. The rest of the count (congregation and classrooms) should begin a few minutes after the sermon has started.
Dress Code:	This is a worship service to God. Please dress appropriately. No shorts or sloppy jeans (year round). Name tag a must.
Scheduling:	Head usher should not include himself/herself in seating assignments. If there is a last minute absence of an usher, the head usher can fill in for an usher if absolutely needed.
Seating:	Ushers are to seat guests in front and middle seats if possible. This allows late comers to sit in the rear and avoids interrupting the congregation after the service starts. Queue guests inside rear doors until an appropriate time to seat.
Positions:	Head usher shall direct ushers to cover various positions such as covering exit doors. Ushers should be mindful that the sanctuary doors located closest to the tech team should remain closed during services.
Offering:	Head usher will be led up to counting room with no less than two people. At least one security and one usher. Head usher will not leave counting room until at least 3 counters are present. If 3 counting approved people cannot be present, the offering is to be put into the safe until 3 counters show up!
Medical Emergency:	In Sanctuary, alert medical team, clear area if the person in need is on the floor. If guest is able to walk, alert medical team and help assist to Atrium. Medical Bag is located behind Connections Center. Defibrillator machine located in main hall across from Library. Be ready to call 911.

CONNECTION CENTER

- Goal:** Christ-like greeting and serving, a gracious, gentle spirit in all you say/do. The main focus of the Connection Center is to be available for all those seeking information and assistance on Sunday mornings. You are, to many people, the first contact they have within a church setting. Your demeanor, tone and attitude are all important as they must model Christ to visitors and guests.
- Requirements:** Person must be a member of LFCC and have 1 year minimum attendance.
- Time:** All Connection Center staff should plan to arrive at least 30 min before the first service to discuss any changes, needs etc. and a time of prayer. Make sure that greeters are in place, you have met the security personnel, medical response team and connected with the Head Usher.
- Dealing with Visitors:** Please assist visitors with locating various parts of the building. Introduce them to our childcare, kid's workers, and let them know where the restrooms are. First time guests receive a gift, ask them to attend service first so we can talk to them about their experience, have them fill out the First Time Guest form on the iPads
- Dealing with Needs:** Access the needs carefully. Encourage regular attenders who want to chat to connect with you at another time. Take time to pray with those who need prayer and answer all questions as you are able to. The prayer team is available at the conclusion of each service at the front of the sanctuary . Refer people as needed. Listen to complaints and be gracious and gentle. Assure them you will pass it along to staff/others. It doesn't mean they are right but let them be heard.
- Dealing with Emergencies:** Make sure you have met your medical response team members and security personnel. Please notify the head usher or security personnel if you see anything or anyone out of place. There is a 2-way radio at the desk for you to connect with them. Keep the radio volume at a minimum.
- Check In All Volunteers:** Take attendance of volunteers and provide their name tags. If there are greeters missing at the sanctuary doors, assign another greeter from an exterior door. Medical volunteers are given a name tag and a radio. Head usher gets a count card and a counter.

EVACUATION PLAN

In the event of a trigger of the Fire Alarm, we will evacuate the building until we receive further notice from either the Fire Department or Police Department.

Ushers

- Please leave the sanctuary immediately and proceed to lower level to assist with the evacuation of all of the children. The Children will always be evacuated when the alarm is triggered. Follow the instructions of the leaders in the Children's Ministry.

Head Usher

- Do a sweep of the sanctuary and the Atrium on your way out of the building. Make sure both are empty. (including the restroom in the Atrium).

Greeters

- When the alarm is triggered please go to the nearest sanctuary doors and ensure that they are all open to allow people to leave. If you are seated near the stage please go to the door to the left of the stage to allow people to leave the sanctuary toward Hempstead Turnpike.
- Once the doors are open, direct people to leave through the glass door leading outside the building.

Connection Center

- One individual should go immediately to the stairs leading to lower level and direct people out of the building instead of going downstairs. Let them know that the children have been taken out to the parking lot. Be calm and polite— you will be dealing with anxious parents.
- The other two should go to the exit doors in the Atrium. Encourage people to leave quickly and carefully. Assist as needed.

Parking Attendants

- Please go to the parking lot and direct people out of the way of incoming emergency vehicles.

Medical Response

- Please stay accessible under the outside carport area since we may need you in case of an injury.

Security

- Work with the Head Usher and Edgar Reyes to resolve the emergency as quickly as possible.

FAQ's

Arrival protocol for Sunday mornings:

8:30 AM- check in at Connections center, get name tag, see your individual job description for specific job related check-in procedures. Please back your car into a parking space.

What should I know about the Connection Center?

The Connection Center is the hub for Sunday mornings. They have access to water, cough drops, the security team and other resources. They are there to pray with people, listen, answer questions and assist people as needed. Refer to the Connection Center any time you come upon an issue you can't resolve.

What constitutes a security issue?

Any threat, either perceived or imminent, anything or anyone that seems out of place, alert someone immediately- either the Head Usher or the Connection Center (either will be able to connect with security immediately).

How do the security personnel connect with one another?

The head usher and all the security team are wired to speak with one another. The Connection Center has a radio they can use to speak to security should the need arise.

What constitutes a medical issue?

Any injury or illness that is beyond the scope of a band-aid. If you become aware of any medical issue that requires assistance, please alert medical personnel immediately.

Are there medical supplies?

Yes, the medical team has a completely stocked bag of medical supplies. This bag may only be used by the medical team. The Connection Center has access to band-aids, cough drops, water and Tylenol.

Is there a dress code?

In general we ask that you wear a dress casual look. Certain positions may have a more specific dress code. See individual job descriptions for specifics. We do ask that those serving in the building refrain from jeans or shorts while serving on Sunday. You should always have a name tag on while you are serving.

MEDICAL/SECURITY INCIDENT REPORT

Please fill out this form completely for any medical response incident occurring at Living Faith Christian Church. **Complete the form as soon as possible after the incident.** In completing the form, provide as much detail as possible including time of occurrence, location, general physical conditions present, witnesses, and any other relevant information. Use the back of this form to add detail, draw diagrams, etc.

Name of Person		Sex <input type="checkbox"/> Male <input type="checkbox"/> Female		Age
Date of Birth	Capacity <input type="checkbox"/> Employee <input type="checkbox"/> Attendee <input type="checkbox"/> Volunteer Other _____		Phone Number Home: () _____ Cell: () _____	
Complete Address				
Date and Time of Incident		Type of Incident		
Specific Location of Incident	Witness(es) present:			
Details /Description of incident (provide as much detail as possible, includeing diagrams) <div style="text-align: center; font-size: 48px; opacity: 0.1; transform: rotate(-30deg); position: absolute; top: 50%; left: 50%;">SAMPLE</div>				
Did incident require physician/hospital visit? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Name and Adress of Hospital/Physician			Physician/Hospital Phone Number	
Report Completed by	Date and Time	Reviewed by(Ministry Surpervisor)		Date and Time

RETURN THIS FORM TO CHURCH OFFICE WITHIN 24 HOURS OF INCIDENT

NOTES

TEAM LEADERS

Security: Bart Lentini
e-mail: bdtlent@yahoo.com

Lead Ambassadors:

Week 1: June Reitmeier, Lorraine Sirgany
Team 2: Andrew Meneses, Maria Cuccurullo
Team 3: Ann Marie Marmo Daniels, Alex Luongo
Team 4: Tommy Viola, Maggie Babyatzky

Oversight of Ambassador Team: Pastor Miguel Vasquez
e-mail: mvasquez@lfcc.org

Ambassador Team Coordinator: Dodie Elco
e-mail: delco@lfcc.org