



# Team Leader Quick Guide

Updated 9.6.24





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## A Message from Pastor Dan

When you give yourself to other people, your light shines, breaking the darkness and glorifying our Father.

The people you will be serving may not understand Jesus but by watching you, they are getting to know who He is.

**Thank you!** for saying “Yes” to serving during our grand opening events. By doing so, you are building the Kingdom one interaction at a time, and it is just the beginning!

A handwritten signature in black ink that reads "Dan Cull".

## The History of CityLink

The CityLink Outreach Center has been open in Fontana since 2009, to serve and care for our community by providing practical resources such as food, clothing, life skill training, health care, shelter and more.

We are celebrating our new home and are inviting the communities that surround our new location to learn the heart of CityLink and those who call Water of Life Community Church their home.

We are hosting events everyday during this week of Grand Opening Celebrations and want to serve our community together.



# Team Leader Expectations

## Before the Event

- **Provide support,** effective communication, and encouragement to team members
- **Serve as the primary point of contact** between the Day of Event Key Leader and your serving team
- **Attend Team Member Information Meetings,** the Team Member Preview Event, and your designated event day(s)

## Day of Event

- **Manage the care and safety of your team**
- **Set up and tear down your station's supplies**
- **Ensure the smooth flow of station operations**
- **Communicate effectively with the Day of Event Key Leader**

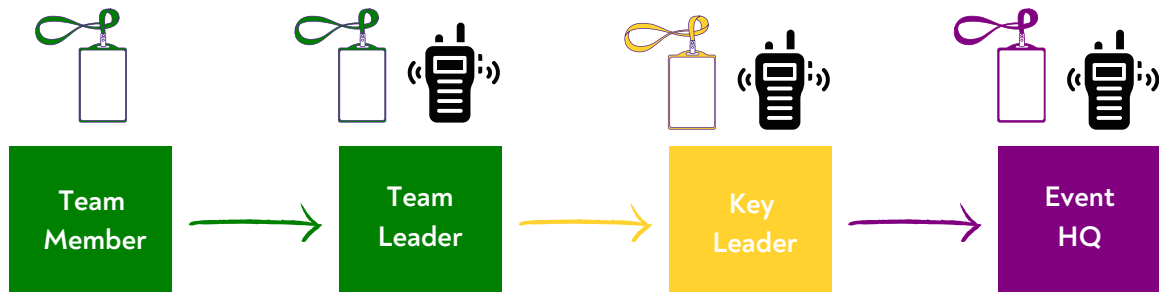


# Safety Guidelines

- **Wear Closed-Toed Shoes:** For your safety, closed-toed shoes are required at all times. This will help prevent injuries while setting up, serving, or participating in activities.
- **If You See Something, Say Something:** Stay vigilant. If you notice anything suspicious or out of the ordinary, report it immediately to your Key Leader.
- **Be Vigilant for Unaccompanied Minors:** Keep an eye out for any minors who appear to be alone. Report unaccompanied minors to your Key Leader.
- **Stay Hydrated:** Make sure you and others are drinking enough water, especially if you're working outside. There will be hydration stations available, so we encourage you to bring a refillable water bottle.
- **Respect Personal Space:** Be mindful of personal boundaries, especially in crowded areas. Avoid unnecessary physical contact and respect everyone's space.
- **Be Aware of Your Surroundings:** Pay attention to your environment to avoid accidents, and keep an eye out for any potential hazards like loose wires, uneven surfaces, or spills.
- **Communicate Clearly:** If you need assistance or see someone in need, communicate clearly and calmly with other volunteers or event staff.



# Chain of Command Contacts & Questions?



- Your lanyard color matches the role you are serving in.
- Team Leaders will have a radio & channel guide.

## How To Use A Radio!

First, listen and make sure no one is talking or in the middle of a conversation.

Once the channel is clear, press the talk button on the left side of the radio.

Wait 1 second then begin to speak loudly and clearly.

Make sure the radio is near your face. If using a headset, put the mic near your face, but not right next to your mouth.

You first want to gain the person's attention before talking to them. This looks like this:

Press talk button. "Sabrina to Event HQ" WAIT HQ answers "Go ahead Sabrina" "... information or question here..."

## Types of Situations to Radio in to the Key Leader:

- Relaying to the safety and security team – Need medical, police, or security help?
- Lost Parents or Lost Children
- General Location Questions
- Need facilities to respond?
- Notice something that seems unsafe?



# First Aid & Emergency Procedures

- **Minor Injuries:** Direct those with minor injuries to the First Aid booth for immediate care.
- **Major Injuries/Illnesses:** Report these immediately to your Key Leader.

## Incident Reporting: Fights

Ensuring safety is our top priority, and all incidents, including fights, need to be handled quickly and appropriately.

- **Immediate Action:** If a fight occurs, whether physical or verbal, it must be reported to your Key Leader immediately.

**Maintain Confidentiality:** *Keep all details of the incident confidential, sharing information only with those who need to know.*



# FAQ's & General Information

- **What time should I arrive?**
  - Call times vary by each day and assignment, so please check the Call Time Chart for the day you're serving. Be sure to arrive early, as parking will be offsite, and you'll need extra time to be shuttled in.
- **Where do I park?**
  - Parking for our Serving Team varies each day. **It's important to park in the designated Serving Team parking areas**, as we want to ensure the community has the best parking experience. Please refer to the relevant section in this booklet for the day you're serving, where all the details are provided.
- **Will there be food available?**
  - Snacks and water will be available in the Serving Team break area throughout the week. On Monday, 9/2, and Saturday, 9/7, a hot dog meal will also be provided for those serving.
- **What should I bring?**
  - Remember to bring your event badge. Please avoid bringing valuables, as there is no storage area for personal belongings. We recommend bringing a small bag that you can keep with you at all times for essential items, as well as a refillable water bottle.
- **What should I wear?**
  - Event Shirt & Badge: Must be worn at all times while serving, for identification and professionalism.
  - Closed-Toed Shoes: Required for safety; no sandals or open-toed shoes.
  - Bottoms: Avoid form-fitted bottoms; shorts must be at least arm's length. No short shorts or leggings.
  - Modest Attire: Ensure all clothing is modest and appropriate for a family-friendly environment.
  - No Offensive Graphics or Logos: Clothing should not display any offensive or distracting graphics, logos, or text.
- **What if I have an emergency and cannot make it to serve?**
  - Text your Key Leader as soon as you know you're not able to serve that day.



# Team Leader Info Your Day at a Glance

As a Team Leader, your role is essential in ensuring the smooth operation of your assigned station. Here's what your day will look like:

## Arrival

- Upon arriving at the event site, check-in, head directly to your designated section, and wait for your team members to arrive.

## Team Greeting and Introduction

- Greet your team members warmly as they arrive.
- Run a brief "get to know me" session to help everyone become acquainted and build a sense of camaraderie.

## Station Setup

- Once your team is assembled, locate the box containing the supplies for your station.
- Work together with your team to set up the station according to the guidelines provided.
- If any supplies are missing, communicate this immediately to your Key Leader so they can assist you in resolving the issue.

## Coverage Planning

- After your station is set up, create a plan to ensure that your station has adequate coverage throughout the event.
- Make sure everyone knows their roles and responsibilities and that there is always someone available at the station.

## Breaks and Communication

- Encourage team members to communicate with you if they need to take a break. It's important they let you know so you can maintain station coverage at all times.

## Communicate Expectations

- Clearly communicate all expectations to your team, including the importance of teamwork, safety, and ensuring a positive experience for attendees.

## Team Prayer

- Before the event starts, gather your team for a brief prayer, asking for guidance, safety, and a successful day of service.

## End of Event

- At the end of the event, ensure that all supplies are gathered and put back in the boxes provided.
- Work with your team to clean up the station area, leaving it as you found it.

**By following this structure, you'll help your team stay organized, motivated, and ready to serve our community effectively from start to finish.**



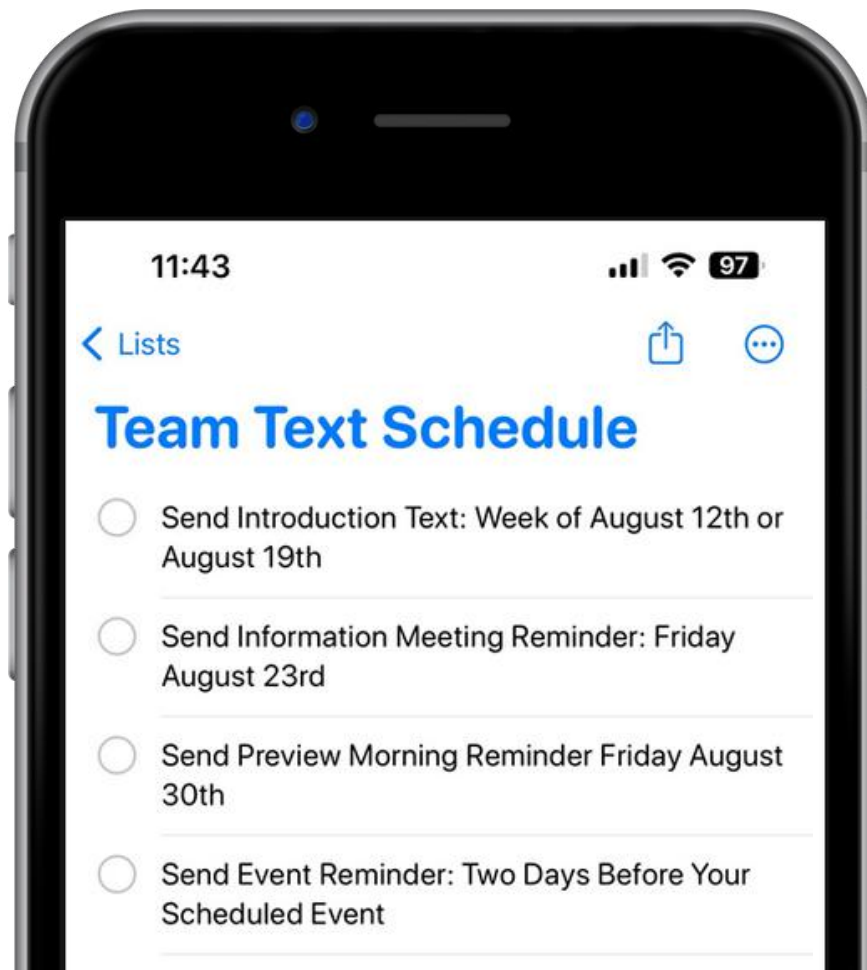
# Stay Connected With Your Team

Effective communication is key to a successful event!

As a Team Lead, it's important to keep your Team Members informed and engaged. To support you in this, we've designed 4 scheduled text messages that will help you stay in touch, provide important updates, and keep everyone motivated. Make sure to communicate regularly with your team to ensure everyone is on the same page and ready to serve.

Your leadership in maintaining strong communication will make a big difference in our collective success!

## Text Schedule





# Stay Connected With Your Team

## Text #1

Send Same Day You Receive Your Team Roster

### INTRODUCTION TEXT

Hello my name is (Your Name)! I am your leader on (Date of Event) for the CityLink Grand Opening Launch Week. You have signed up to serve with (name of serving team).

I will be your point of contact for the day of the event and will provide you with reminders you need to know before you arrive to serve.

**Please mark your calendars** and plan to meet me at the WOL Fontana Worship Center on either Sunday, August 25th 5:30p-7:30p or Monday, August 26th 7:00p-9:00p for the Team Information Meeting.

Our team will also attend the Kick Off Team Member Preview Event at the new CityLink location for all serving teams on August 31st 9a-11a. We'll have a chance to preview the CityLink Campus and hear about the details of the week.

Please let me know if you have any questions! More details are to come.



# Stay Connected With Your Team

## Text #2

Send Friday 8/23 for Sunday Meeting Reminder  
Send Saturday 8/24 for Monday Meeting Reminder

### REMINDER TEXT - SERVING INFO MEETING

Hello! Your (name of serving team) Leader here to remind you that this Sunday or Monday is our Team Member Information Meeting.

Please choose which day you would like to attend: Sunday, August 25th 5:30p-7:30p (Worship Center Concourse) or Monday, August 26th 7p-9p (Worship Center Concourse)

Your attendance is highly encouraged. Hope to see you there!

## Text #3

Send Thursday 8/29

### REMINDER TEXT - TEAM PREVIEW MEETING & SHIRT PICK UP

Hello! Your (name of serving team) Leader here to remind you that tomorrow, Saturday, August 31st, is our Team Preview Meeting at the new CityLink campus at 9:00 AM.

Shirts and badges will be distributed, so please try to attend.



## Stay Connected With Your Team

### Text #4

Send 2 Days Before The Event

#### REMINDER TEXT - TEAM EVENT REMINDER

Hello! Your (name of serving team) Leader here to remind you to please arrive 15 mins before call time (teams call time) and to wear closed-toe shoes.

Bring a water bottle and dress for warm weather. Wear your T-shirt & remember to wear your event badge.

Please park in the designated Team Member parking (insert day of parking lot name).

Proceed to check in area, scan your badge then come meet me in the event area that the team is serving in.

If you have any questions please feel free to reach out to me.





# Weekly Schedule Overview

Updated 9.6.24





# Showers Of Blessing Event

Join us for Showers of Blessing, a gathering designed to shower out unsheltered community with God's love. This event provides an opportunity for individuals to receive a variety of services in a dignified and welcoming setting. Our unsheltered community can enjoy refreshing showers, nutritious food, clothing, haircuts, and nail polishing. Additionally, essential resources will be available to help connect them with further support and opportunities.

This event is a chance to offer practical aid and moments of physical and spiritual renewal.



LOCATION  
New CityLink  
Campus  
South Area



PARKING  
LOT 1



KEY LEADER  
Jackie Aceves

## FRI SEPT 6 | 7:00AM - 2:00PM

Check In  
 Event Time

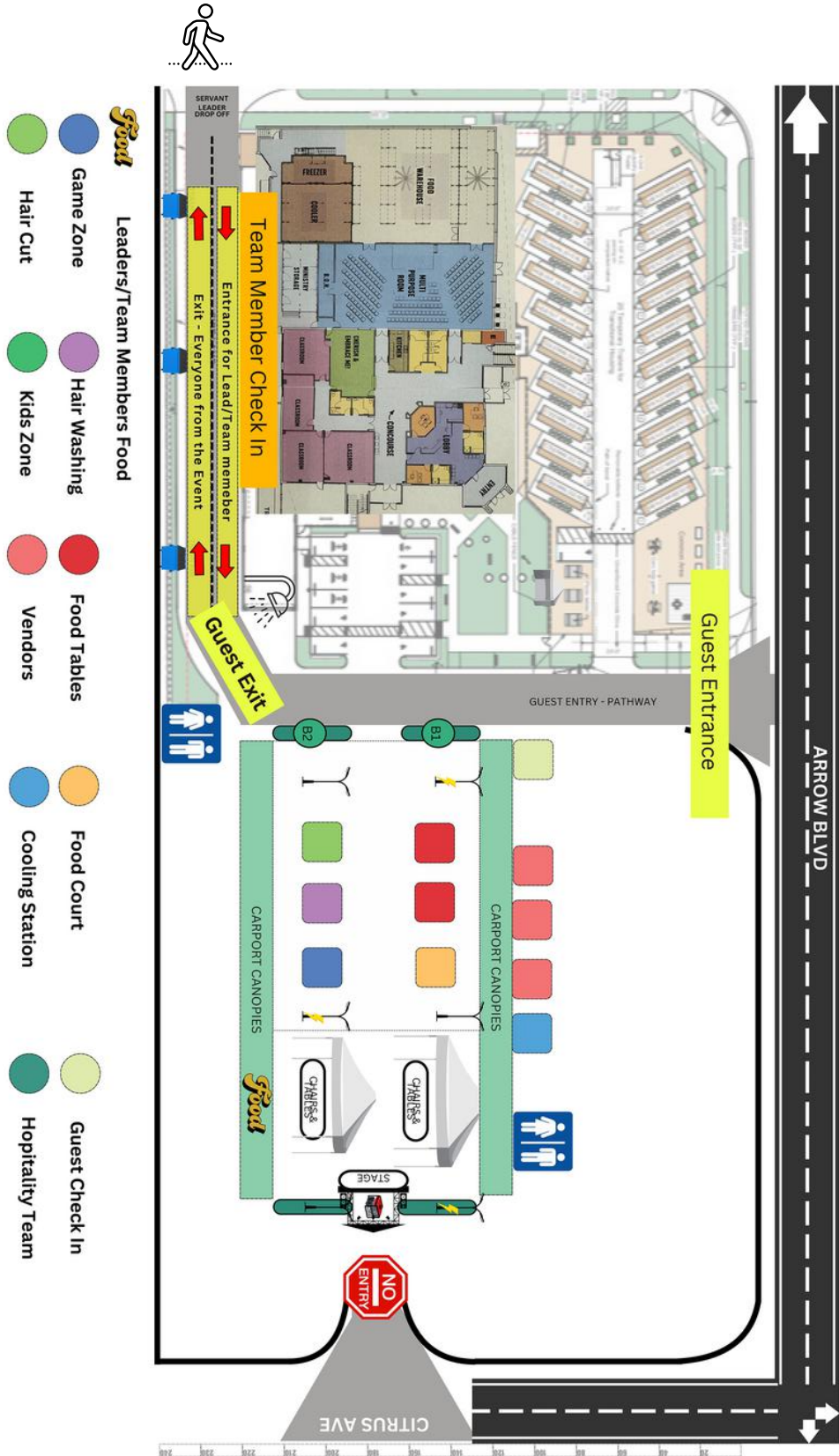
TIME	EVENT
7:00 AM	Parking Team Leads/Members Call Time
7:45 AM	Set-up Team Leads, Food Service Team Leads, Clothing Care Team Leads, Shower Unit Team Leads, Haircut Team Leads, Nail Care Team Leads, Check-in Team Leads, Security Team Leads, Engagement Team Leads Call Time
8:00 AM	Set-up Team Members, Food Service Team Members, Clothing Care Team Members, Shower Unit Team Member, Haircut Team Members, Nail Care Team Members, Check-in Team Members, Security Team Members, Engagement Team Member Call time
8:45 AM	Pre-event Prayer
9:00 AM	Event Starts
1:00 PM	Site Closed to the Public & Clean-Up
2:00 PM	Site Closed



# Showers Of Blessing Event Site Map

CITYLINK - UNHOUSED SUPPORT DAY 9/6/24

SITE MAP - UPDATED AUG 19





# CityLink Campus Grand Opening

Get ready for the WOL JAM, the highlight of the CityLink Grand Opening! As a Servant Leader, you'll help bring excitement and community spirit to this special event. Your role will be crucial in facilitating fun activities, safe interactions, and ensuring that all of our guest sense the love of Jesus through your interactions all emphasizing the church's dedication to serving our community. We'll have ongoing giveaways for the community, along with a powerful message and an altar call.



LOCATION  
New CityLink  
Campus  
South Area



**SHIFT 1**  
PARKING  
LOT 3  
Fontana High  
School



**SHIFT 2**  
PARKING  
LOT 2  
Fontana  
Water Co.



KEY LEADER  
Shift 1-**Joe Pacheco**  
Shift 2-**Alicia Gyllenhamer**

*Event Schedule is located on the following page.*



# CityLink Campus Grand Opening Schedule

Updated 9.6.24

## SAT SEPT 7 | 8:45AM - 7:00PM

Check In  
 Event Time

TIME	EVENT
8:45 AM	Serving Parking Team Leads Call Time
9:00AM	Serving Parking & Set-up Team Members Call Time
<b>Shift 1</b>	<b>10:30AM - 2:00PM</b>
10:30 AM	Shift 1- Guest Parking Team Leads Call Time
10:45 AM	Shift 1- Guest Parking Team Member Call Time
10:45 AM	Shift 1- Guest Services, Cooling Station, Food Court Team Leads, Activity Zone, Game Zone, Photobooth Team, Face Painting & Temp Tattoos, Kids Zone Team Leads Call Time
11:00 AM	Shift 1- Guest Services, Cooling Station, Food Court, Activity Zone, Game Zone Photobooth Team, Face Painting & Temp Tattoos, Kids Zone Team Member Call Time
12:00 PM	Event Open to the Public
12:30 PM- 3:00 PM	Hospitality Team Call Time
<b>Shift 2</b>	<b>1:00PM - 4:30PM</b>
1:00 PM - 3:30 PM	Team Leader/Member Lunch provided
1:00 PM	Shift 2- Guest Parking Team Leads Call Time
1:15 PM	Shift 2- Guest Parking Team Members Call Time
1:30 PM	Shift 2- <b>Team Leads Call Time:</b> Guest Services, Cooling Station, Food Court, Activity Zone, Game Zone
1:45 PM	Shift 2- <b>Team Members Call Time:</b> Guest Services, Cooling Station, Food Court Activity Zone, Game Zone
2:40PM	Booths Begin to close ALL lines closed to ensure done by 3:00PM
3:00PM	Evangelistic Message
3:50PM	Grocery Giveaway Opens
4:15 PM	Tear Down Team Call Time
6:00 PM	Site Closed & Clean-Up + PREP FOR POOLS





# Baptism Celebration

Join us in celebrating what God has done during the week at our culminating Baptism Celebration. This special event provides an opportunity for individuals who made the decision to give their lives to the Lord throughout the week to make a public declaration of their commitment to Jesus. Come and be part of this joyous occasion as we witness and support those who are making the best decision of their lives!



LOCATION  
New CityLink  
Campus  
Outdoor Stage



PARKING  
LOT A  
WOL



KEY LEADER  
Alcira Zuniga

## SUN SEPT 8 | 11:00AM - 5:30PM

Check In  
 Event Time

TIME	EVENT
11:00 AM	Set-up Team Call Time
11:45 AM	Guest Parking Team Leader Call Time
12:00 PM	Guest Parking Team Member Call Time
12:00 PM	Guest Services Team Leader Call Time
12:30 PM	Guest Services Team Member Call Time
1:00 PM	Baptism Class (For Community Members)
2:00 PM	Baptismal Support Service Team Call Time
2:15 PM	Worship Begins
2:30 - 4:00p	Baptisms
4:00 PM	Tear Down Team Call Time
4:15 PM	Baptism Celebration Ends
5:30 PM	Site Closed & Clean-Up (All Parking and Campus Sites)

