Ministry Handbook

FBCG

First Baptist Church of Glenarden
A ministry guide for First Baptist leaders
Dear Ministry Leader,

Thank you for your service at the First Baptist Church of Glenarden! We pray that this Ministry Handbook will help you navigate the processes for accomplishing goals in your position at FBCG.

Due to the church’s tremendous growth over the last several years, we have updated many of the policies and procedures associated with ministry activities. This user-friendly guide is designed to assist in three ways:

1) Allow you to effectively engage in ministry without any confusion or impediments;
2) Create a seamless bond of spirit and unity between staff and team members;
3) Provide the framework for delivering excellent customer service.

This “toolkit” includes detailed information from our seven business operations departments – Audio Visual, Events, Facilities, Finance, Information Technology, Marketing & Public Relations and Ministry Support – to aid in reaching ministry goals.

There is step-by-step guidance on a number of areas, including:

- Room/Meeting Requests
- Storage Space
- Audio Visual Needs
- Check/Voucher Requests
- Publicity Guidelines
- Congregational Care Matters (i.e., benevolence, hospital visits, sick/death notices)

We trust that this handbook will make ministry tasks easier and more enjoyable as you spearhead them. It also should help you communicate important information more effectively and efficiently to fellow ministry members. Please be aware that aspects of this information might be changed or updated from time to time.

Thanks once again for your faithful service of God’s kingdom here at the First Baptist Church of Glenarden. It is an absolute pleasure to serve you!

Servants in Christ,

FBCG Business Operations Team
**AUDIO VISUAL**

Ministry Announcements for the IMAGs & 24-7 Monitors........................................................................1
Radio Promotion (paid only).................................................................1
FBCG News.......................................................................................2
A/V Technology..................................................................................3
Laptop Usage Procedures .................................................................3
Skype Usage......................................................................................5
Videos.................................................................................................5

**EVENTS**

Request for Events ........................................................................1
Church-wide Events........................................................................2
Event Cancellations........................................................................3
Office Hours.......................................................................................3
Ministry Storage................................................................................3
Ministry Collection Box.....................................................................6
Overnight Parking Policy.................................................................7

**FACILITIES**

Shuttle Drivers for Ministry Events ..............................................1
Transportation Vehicle Requests..................................................2
New Badge Requests......................................................................2
Badge User Policy............................................................................3

**FINANCE**

Budget Preparation ..........................................................................1
Contract Guidance...........................................................................1
Funds Procurement and Spending...............................................2
  Check/Voucher Requests............................................................2
Member Supported Outreaches.....................................................3
Offerings..........................................................................................3
Donations Received.........................................................................3

**INFORMATION TECHNOLOGY**

Conference Calls............................................................................1
Database Design..............................................................................1
Kiosks...............................................................................................1
Ministry Email Addresses.............................................................2
Online Fillable PDF Forms...............................................................2
Printers.............................................................................................3
Website.............................................................................................3
  Online Registration.......................................................................3
**MARKETING & PUBLIC RELATIONS**

Advertising (electronic & printed publications) ........................................ 1
Collateral Materials (brochures, flyers, postcards, posters, special event programs) ........................................ 1
  Graphic Design ........................................................................... 1
  Printing (with professional print shops only) .................................. 2
Media Outreach .............................................................................. 2
Review of Editorial Content .......................................................... 3
Social Media (Twitter & Facebook) .................................................. 3
Other Avenues for Publicity .............................................................. 3

**MINISTRY SUPPORT**

Central Supplies ........................................................................ 1
Copying & Printing Services ......................................................... 1
Ministry Emergency Response and Incident Reporting Procedure .................................................. 2
Ministry Mailboxes ....................................................................... 4
Travel for Ministry Enhancement .................................................. 5

**MINISTRY TOOLS AND RESOURCES**

Ministry Documents ....................................................................... 1
Leadership Retreat ......................................................................... 4

**PERTINENT INFORMATION FOR MINISTRY MEMBERS**

Baby Blessings ............................................................................. 1
Baptism ....................................................................................... 1
Benevolence ............................................................................... 1
Card Ministry/Card List ............................................................... 1
Change of Address ..................................................................... 2
Church Calendar ......................................................................... 2
Church Mailing Address ............................................................. 2
FBCG Official Hours of Operation ................................................. 2
Funerals ...................................................................................... 3
Hospital Visits ........................................................................... 3
Lost and Found .......................................................................... 3
Media Center Hours of Operation ............................................... 4
Prayer Requests ........................................................................... 4
Photography Requests ................................................................. 4
SHABACH! Emergency Empowerment Center Services ............ 5
Sick Notice .................................................................................. 6
Spiritual Cares ............................................................................. 6
Sunday Exhibits ........................................................................... 6
Transportation Services ............................................................... 6
Tithing ......................................................................................... 7
Weddings .................................................................................... 7
## APPENDIX

<table>
<thead>
<tr>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Operations Email List</td>
<td>A1</td>
</tr>
<tr>
<td>Ministry Email List</td>
<td>B1</td>
</tr>
<tr>
<td>Leadership Recommendation Process Overview</td>
<td>C1</td>
</tr>
</tbody>
</table>
The Audio Visual Department (A/V Department) is responsible for all multimedia services, including video production, radio advertisements, A/V technology, FBCG News and announcements shown on the IMAGs and 24-7 monitors (available in the sanctuary and throughout both buildings).

A. Ministry Announcements for the IMAGs and 24-7 Monitors

Ministry announcements air between worship services on the IMAG screens in the sanctuary and daily on the 24-7 monitors located throughout the Worship and Ministry centers. The announcements also appear before and after the online broadcast, where approximately 7,000 people view services each week. Ads for the 24/7 monitors must be reviewed by the Marketing & Publications Department first.

What are the criteria?

• Story/event is approved by department head.
• All ministry announcements and text displayed in the ad should adhere to the FBCG Style Guide and be reviewed by MPR before submitting to A/V.
• Information must be submitted 30 days prior to the event airing.
• Announcements for ticketed events can run 4-6 weeks prior to the event.
• Artwork/Ads should be submitted as a 4x3 jpeg (we encourage working with the Marketing & Public Relations Department or the Art Ministry to have the ad developed).
• Submit approved ministry announcements to avdepartment@fbcglenarden.org.

B. Radio & TV Promotion (paid only)

Paid radio & TV announcements are usually for church-wide events. A brief consultation is needed with the A/V and Marketing/PR departments, so that recommendations can be made based on your promotion goals and ministry budget. To set up a consultation meeting, send an email to avdepartment@fbcglenarden.org.

Please note that approval from your department head should be obtained prior to any requests being submitted to the Audio Visual Department.
C. FBCG News

FBCG News, which has a total running time of 4 minutes, promotes events that only have church-wide impact (i.e. church-wide events such as New Year’s Revival, Health & Fitness Expo, Church Anniversary, Men’s Conference and Women’s Conference). Stories included during this timeframe are based on the following:

- Story/event is approved by department head.
- Story/event must have broad appeal to the masses (no monthly fellowships).
- Information must be submitted 30 days prior to event airing.
- Story/event announcements will run 1-2 weeks prior to the event.
- Ticketed events, retreats and conferences can run 4-6 weeks prior to the event.
- High-resolution (at least 300 dpi) photographs may be submitted to illustrate a story.
- Flyers must be submitted in two ways: 1) as a complete form or 2) the background without text, so information can be manipulated to meet television format ratios. Any graphics to be used should be sent as a separate attachment.
- Submit information to avdepartment@fbcglenarden.org.
Due to time restrictions for FBCG News, ministry leaders are strongly encouraged to have ads developed that can be displayed on the television monitors located throughout both FBCG buildings. FBCG News is only shown during worship services and the various ads rotate between the services.

D. A/V Technology

Technology requests, ranging from microphones to laptops, should be indicated when submitting meeting/event requests with the Events Department.

**NOTE:** Due to a limited number of laptops available, laptops will be disseminated on a first-come, first-serve basis. FBCG encourages the use of personal laptops or iPads. If using a personal laptop or iPad, arrive 30 minutes in advance so the Audio Visual Department can ensure the device works properly in the meeting area. The Audio Visual Department can work with the following types of laptops and tablets:

- Dell, Sony, Toshiba
- Mac, Macbook Pro, Macbook Air
- iPad and other similar tablets (as long as the device has a VGA cable outlet on the unit)

*The Audio Visual Department cannot accommodate completely wireless devices that are more than five years old. Laptops must have a wireless built-in adapter or external wireless adapter.*

The Events Department provides the option on the *Meeting/Event Request form* for the use of personal laptops or devices.

E. Laptop Usage Procedures

The following procedures apply to all ministry events/activities taking place at both locations – Ministry and Worship Center – at First Baptist Church of Glenarden.

- All clients requesting the use of laptops will be required to report to the Ministry Support Office at the Worship Center or the 2nd Floor Receptionist Console at the Ministry Center to sign-out/in for laptop units (Saturday evening events such as the Couples Fellowship, etc. will be handled by AV since Ministry Support is not on duty).

- AV Techs are to take laptops to Ministry Support at the start of the shift (Please logout which laptops have been given to Ministry Support).
• On Sundays, please take the amount of laptops required for the entire day (Should there be six classes that require laptops, even if in the same room, provide Ministry Support with six laptops.)

• Clients should report to the Ministry Support Office at least 30 minutes prior to their class or event.

• Should the Ministry leader/instructor be unavailable to pick up the laptop, a representative/teaching assistant will be able to retrieve the laptop. The representative/teaching assistant will also be required to provide identification.

• Clients will be required to leave a valid State or Government issued ID (i.e. driver’s license, state ID, military ID or government employee ID) with the Ministry Support staff who will store them in a secure location.

• Clients will be required to sign out laptops using the “A/V – Laptop Retrievals & Returns” form. Information to be captured: current date, client’s name, client’s cell number, time of laptop check-out, laptop as signed number (located on laptop) and room number where laptop will be utilized.

• Once the laptop has been signed-out, the client will be responsible for taking the laptop to their assigned room and giving it to the A/V technician on duty supporting the appropriate room, that will ensure that it is properly connected and working.

• If experiencing problems with A/V equipment, call the receptionist desk by dialing zero from a church phone at both the Ministry & Worship centers. The receptionist will alert someone from A/V about the problem.

• The client is responsible for returning the laptop to the Ministry Support Office at the end of the meeting. Once the client returns the laptop, a Ministry Support Staff member will return the state or government issued ID to the client.

• Ministry Support will contact an A/V Tech to retrieve returned laptops at the end of shift.

• The AV Tech should initial the “A/V – Laptop Retrievals & Returns” form to acknowledge receipt of the laptops.
• Ministry Support will submit a daily report to the staff of A/V.

NOTE: The First Baptist Church of Glenarden is not responsible for the use, operation, loss or any damage to personal laptops or equipment used during ministry-related activities.

F. Skype Usage

FBCG has a limited number of laptops loaded with Skype software. Therefore, use of a laptop with Skype capabilities must be scheduled through the Events Department so a room with the best Wi-Fi signal can be secured. Additionally, users must secure their departmental Skype account information (if they have one) in advance or use a personal Skype account. Please confirm the other party’s Skype account information in advance. Personal Skype accounts will not be charged. Please note the following:
  • Built-in webcam or external webcam must be provided
  • FBCG staff is not authorized to modify personal laptop configurations

G. Videos

Videos are generally developed to highlight FBCG ministry days and church-wide events (i.e., Women’s fellowship, Men Following Christ, conferences, retreats, etc.). The aforementioned videos are budgeted for in advance and therefore do not incur a charge. If there are requests for videos that fall outside of those parameters, we encourage ministry leaders to have a consultation meeting with the Audio Visual Department to discuss any potential costs. Please contact your department head to set up a meeting with the Audio Visual Department.
The Events Department oversees the reservation and event setup processes and services for events and meetings that take place at FBCG. The primary goal of the Events Department is to provide clients with the necessities needed to engage in ministry activities and to support internal and external engagements.

SERVICES OFFERED

- **Meeting Scheduler** – The Events Department utilizes a scheduling system and works with ministries to find a conference or meeting space that meets the requested capacity and timing needs. The Events Department also schedules and coordinates with external participants.
- **Space Requests** – The Events Department accepts requests to use FBCG facilities for meetings, conferences, retreats and special events.
- **Contracts and Proposals** – Only the Events Department is authorized to initiate contracts and proposals for events (includes all outreach events), conferences and special events, onsite and offsite. This includes contracts and proposals for hotels, buses, equipment and guest speakers/psalmists.
- **Storage** – The Events Department maintains central storage space and inventory that is available to all ministries.
- **Catering** – The Events Department can make arrangements for food, beverages, food setup and food orders from outside vendors for any event at FBCG.
- **3D Events/External Clients** – Persons or organizations unaffiliated with FBCG that would like to rent space for their upcoming events may submit their request in writing to scheduler@fbcglenarden.org.

The following forms can be found at fbcglenarden.org/fbcgforms:

- Room & Activity Request
- Special Event Proposal
- Vehicle Request
- Overnight Parking

**A. Requests for Events**

An event is defined as “something that occurs at the First Baptist Church of Glenarden or at an offsite location that is affiliated with any ministry activity for a particular interval of time.”
To make an event request please send an email to scheduler@fbcglenarden.org. Our goal is to provide a confirmation to an event request within 48 to 72 hours, however, event request confirmations may take longer if additional information is required.

**NOTE:** All space reservations are subject to change based on the demand from internal and external requests. While there may be some unexpected requests this should not be the norm.

Requests for space should be submitted at least seven days in advance to allow FBCG to secure space or to offer other dates when space may be available. If a ministry has a reoccurring schedule (i.e., Queen Esther, Brothers In Discipleship, Prosperity Partners), submit requests one year in advance to secure the necessary space.

Events such as conferences, retreats, off-site events, Health & Fitness Expo, Harvest Festival, Christmas Celebration and the Joint Discipleship Graduation require a proposal, which must be submitted 6 to 12 months in advance.

If the event requires money from your ministry budget, inviting a guest speaker or artist, securing event locations, hotel rooms, transportation, etc., a proposal and budget must be submitted.

**Do not** negotiate contracts or contact speakers before the event has been approved. **ALL** contracts should be handled by the Events Department in collaboration with the Finance Department.

**NOTE:** Final confirmation of event approval must be provided from the Office of the Pastor prior to publicizing or expending funds.

### B. Church-wide Events

FBCG church-wide events hold special significance because they have a broad appeal to the masses. These events require significant coordination through a mass pool of resources and promotion for successful execution. To date, there are several events that are categorized as “church-wide.” Some examples include New Year’s Revival, Health & Fitness Expo, Church Anniversary, Men’s Conference and Women’s Conference. When these events are taking place, no other event, meeting or offsite event will be scheduled.

**NOTE:** August is designated as FBCG’s vacation month. In general, there should **not** be any meetings or ministry activity during this time. Any exception to this guideline must be submitted to your respective department head. Only life-sustaining ministries, such as Feed the
Hungry and Share, will still function during the month of August.

C. Event Cancellations

Please cancel ALL “Space Requests” with the Events Department as soon as you become aware of the event cancellation. To cancel space requests, send an email to scheduler@fbcglenarden.org. If there is a “day of” cancellation, please call the front desk at 301-773-3600 and send an email to scheduler@fbcglenarden.org.

D. Office Hours

The Events Department **hours of operation** are from 9 a.m. – 7:30 p.m. Monday-Saturday. The Events Department is located at the Ministry Center.

E. Ministry Storage

**REQUEST FOR STORAGE PLACEMENT**
The storage facilities are only for FBCG-owned property. Supplies purchased with FBCG funds should only be stored at FBCG. It is prohibited for any items to be stored in any location other than FBCG designated property.

To request storage placement, send an email to fbcgstorage@fbcglenarden.org, including the following information:
- a. Department Name
- b. Ministry Name
- c. Inventory List
- d. Size of container(s) needed (e.g., small, medium, large, extra large)

Once FBCG receives a storage placement request the following will occur:
1. A confirmation email will be sent
2. A date will be given to drop-off content
3. Content will be cataloged and published for shared use

**NOTE:** Food, beverages and aerosol cans are prohibited in the bins/storage.

**REQUEST FOR TEMPORARY/STAGING STORAGE**
To request temporary storage space, send an email to fbcgstorage@fbcglenarden.org, including the following information:
- a. Department Name
- b. Ministry Name
- c. Time period needed for temporary storage
- d. Inventory List
e. Special request(s) or accommodations

REQUEST FOR CONTAINER DELIVERY
To request container delivery, send an email to fbcgstorage@fbcglenarden.org, including the following information:
  a. The name of container and number (found on retrieval email)
  b. The room number for the delivery
  c. Date and time container should be delivered to the designated space
  d. Point of contact (POC)

REQUEST FOR GENERAL STORAGE ITEMS
General Storage inventory can be viewed at: fbcglenarden.org/generalstorage.

Urgent questions about storage should be emailed to fbcgstorage@fbcglenarden.org.

NOTE: Login credentials are required to access general storage inventory. To obtain login credentials, contact fbcgstorage@fbcglenarden.org.

1. After logging into the system, the following screen will display the entire storage inventory.

2. After locating the specific item, double click on the item name for additional information.
3. To use a specific item for an event, click the **Reserve** button (located on the left of the screen).

   a. A new screen will appear. Click the **Add** button (located on the right of the screen) and choose the items to reserve.
b. Once the item is reserved, and before hitting **Save**, type any special instructions in the **Note** section of the screen. Also, please include the date and time the items are needed.

4. Once the items are reserved, the Events Department will send an email providing the status of the storage request.

F. Ministry Collection Box Policy

Ministries must comply with the policy for collection of approved items used for ministry outreaches and events.

**Procedures**

- Ministries (hereafter “clients”) can collect items for their outreaches at assigned ministry tables in the lobby at the Ministry and Worship centers after Sunday Services and Bible Studies.
- Collected items must be prepared by the ministry and ready for storage at the end of the noon Sunday service and after the 7:00 p.m. Bible study. The Event Services team and placed in the assigned ministry storage area at the Worship Center.
- If items are in excess, they will be transported to the Empowerment Center and will be housed in the storage area until the items are disseminated by the appropriate ministry.
- Items that are collected at the Ministry Center lobby tables will be
collected after the noon Bible Study and 6:30 p.m. worship service by the Event Services team and placed in a holding area to be transported to the Worship Center storage area or the Empowerment Center.

- Requests to collect items in the lobby and to be stored should be requested either in your Event Proposal or by sending an email to scheduler@fbcglenarden.org, along with your request for a lobby table.

- Requests for storage of items collected at lobby tables must be received seven days in advance. The following information should be provided within your request:
  1. Type of items that are being collected.
  2. Length of time storage is to be provided.
  3. Location where items will be disseminated.
  4. If items will be disseminated at a location outside of FBCG and you require an FBCG vehicle, please submit a vehicle request form.
  5. At no time will ministry collection boxes be placed in the lobbies at the Ministry or Worship Centers outside of the above referenced circumstances and timeframes.

G. Overnight Parking Policy

The Events Department is responsible for the coordination of any special overnight parking arrangements needed to accommodate ministries that leave their vehicles at any of the FBCG campuses while attending offsite functions.

Standards & Procedures

1. Ministries with team members who elect to leave their vehicles on an FBCG campus while attending an offsite function should contact the Events Department for prior authorization and completion of the necessary paperwork.

2. An “Overnight Parking” form must be completed in its entirety and returned to the Events Department no later than one (1) working day prior to departure. Download the form from fbcglenarden.org/fbcgforms.

3. Vehicles will be authorized to park in designated locations.

4. Any parking citations received, resulting from the failure to supply complete and accurate information or a late submission to the Events Department, are the sole responsibility of the vehicle owner/operator.

5. FBCG does not accept liability to any damage to vehicles left on its property.
A. Shuttle Drivers for Ministry Events

FBCG has shuttles and vans that are available for ministry usage. However, all drivers are required to go through a certification test to be eligible to drive a FBCG vehicle. All drivers must have a valid driver’s license. A copy of the driver’s license will be secured and provided to the insurance company for FBCG records.

- The certification test can be taken online (http://brotherhoodmutual.puresafety.com/ondemand/home) or at the Worship Center Facilities Office. Contact drivercertification@fbcglenarden.org to obtain the user name and password.
- You will receive a VIP code in order to take the test.
- Notification will be provided within 30 days as to whether authorization to drive a church vehicle has been granted.
- Each ministry should have at least one person successfully complete the certification process and be eligible to drive for ministry events.
- In the event a ministry does not have a driver, contact the Transportation Ministry at 301-773-3600 or transportation@fbcglenarden.org. However, this is a limited option.
- Drivers are required to sign a log indicating the time the vehicle was picked up and returned. The log is located at the front desk in the Ministry Center and in the Facilities Office at the Worship Center.
- Age Requirements:
  - Ages 25-64 are eligible.
  - Age 65 and over need to complete a physician’s certificate. Drivers over the age of 70 must have an annual medical report on file with FBCG.
- All drivers of minors are required to complete a background checks as described in the FBCG Child Protection Policy.
- The Facilities Department will ensure all vehicles are ready and properly fueled.

**NOTE:** Each individual driver is responsible for any traffic violations that are incurred.
• If a traffic ticket and/or moving violation are sent to the church, the individual responsible will be contacted directly to submit payment to the Finance Department.

B. Transportation Vehicle Requests

FBCG “Vehicle Request” forms must be submitted to the Events Department office two weeks prior to the date needed. No FBCG vehicle will leave the premise without prior approval. All FBCG “Vehicle Request” forms must be filled out completely, indicating departure and return times (make sure to specify a.m. or p.m.).

Procedures
• Vehicles are available on a first-come, first-serve basis.
• When submitting a request ALL trips should have a certified driver who has received a key fob.
• Requests forms can be found online at fbcglenarden.org/fbcg forms, at the Welcome Center at the Ministry Center and at the Worship Center at the Ministry Support Office.
  ▪ Please complete the form and email it to scheduler@fbcglenarden.org or fax to 301-386-6270
• Pickup/Drop-off:
  ▪ The FBCG Transportation Specialist will identify the location and time the requestor can pick-up the vehicle keys and GPS system.
  ▪ Gas cards are already assigned and found in each vehicle.
  ▪ Ministry Center Drop-off: Shuttles/vans should be dropped off in the designated area for FBCG vehicles. Keys and GPS system should be placed in the drop box located at the rear of the building near the loading dock.
  ▪ Worship Center Drop-off: Shuttles/vans should be parked along the bus line located on the south side (near Rt. 202 entrance) of the church. Keys and GPS system should be placed in the drop box located at the rear of the building near the loading dock.

Request for Drivers
FBCG should be made aware of all destinations that require a driver. An itinerary should be provided for overnight trips. If there is an overnight trip that requires an FCBG designated driver, the ministry will be responsible for the driver’s accommodations.

C. New Badge Requests

• The Facilities Department, in collaboration with directors and department
heads, designate who is authorized to receive a badge and what level of access each position and/or level requires. Requests for new and/or changes to badges can only occur from assigned managers and/or ministry leaders.

- Authorized managers or ministry leaders can use the web-based **Onity Badge Request Form** at [http://bit.ly/OnityFBCG](http://bit.ly/OnityFBCG) or submit email requests to FBCGOnity@fbcglenarden.org.

- Required information to submit with badge requests are as follows:
  - Full name
  - Contact email address
  - birthDate of
    - Used as expiration date in 1 or 2 year intervals based on ministry or assignment policy.
  - Electronic photo
  - Department and Ministry or Job Title

- **Expiring Badges**
  - The Access Control Coordinator will communicate to leaders in advance of a User’s expiration date, to support continuity of service.
  - Managers, department heads and ministry leaders are required to communicate to the Access Control Coordinator when a user no longer requires access. Retrieving and returning that users badge to the facilities department is required to effectively revoke access.

- **Lost badge replacements, temporary and visitor badges**
  - Lost Badges must be reported to management, ministry leaders and the Onity office as soon as possible. Though a new badge is an effective replacement, stand alone doors present a security issue, subsequently users will be asked to immediately use the replacement badge and access stand alone doors requiring secured access.
  - Temporary badges are presented in cases where a users badge is known but not available to perform their immediate duties. The temporary badge will use their existing template. Once the official badge is retrieved, the user is required to bring both to the Onity office to reset the original badge and surrender the temporary badge.

**D. Badge User Policy**

All Onity Access Badges are property of FBCG. Access is granted based on responsibility of the assignment, whether staff or ministry volunteers; authorized by a manager or ministry leader.

- Any misuse or irresponsible activity will result in losing the privileges associated with badge permits.
- Any changes to a badge holder’s assignment or responsibility requiring a badge update must be submitted by the authorized manager or ministry leader.
• Staff employees are required to relinquish their badge to Human Resources as written in FBCG exit strategy.
• Ministry leaders are required to confiscate badges of any user ending their assignment, if possible. If a ministry assignment has ended and the user badge is not relinquished, the ministry leader must notify the Onity office as soon as possible.

E. Work Request Form

The staff of the Facilities Department is committed to providing well maintained facilities. In our efforts to provide a high quality environment, we must be diligent in taking care of items that have broken, need replacing, etc.

The Facilities Department has established a process to bring to our attention anything that needs to be repaired, moved, cleaned, replaced, etc., in the Ministry Center, Worship Center or Empowerment Center. To download and complete the Facilities Work Request Form, visit fbcglenarden.org/fbc-gforms. Forms can be faxed to 301-430-2676 or delivered to the Security Office at the Worship Center.
Please note that approval from your department head should be obtained prior to any requests being submitted to the Finance Department.

A. Budget Preparation

FBCG has streamlined the review process. All budgets and event proposals are now submitted at the same time. The forms are available online at fbcglenarden.org/fbcgforms.

Budgets must be submitted to your department head by Sept. 30th.
- Your department head must submit the events package and budget to the Finance Department no later than Oct. 31.
- Budget forms:
  - “Ministry Budget Request and Justification” form
  - “Ministry Conference Seminar Attendance Request” form
    - Both forms are available online and at the Ministry Support Office.
- Consult with your department head to confirm whether budgetary funds may be used for fellowships.
- Ministries can expect to receive approved budgets at the February retreat.
- Ministries will receive a “signature request” form, which must be completed and returned to the Finance Department or Events Department (if related to an event), indicating the approved signers for vouchers.
  - Any concerns should be addressed to the respective department head.

B. Contract Guidance

Ministry leaders cannot contract for goods and services on behalf of FBCG. All contracts should be directed to the Finance Department, which will obtain the appropriate signatures.
- No contracts should be obtained prior to event approval from the Office of the Pastor.
C. Funds Procurement and Spending

Ministry leaders’ procedure for accessing money from their budget:

- Complete a “Voucher/Check Request” form, which can be obtained from the Finance Department or the Ministry Support Office.

- All vouchers require two authorized signatures from
  1. the president/director
  2. another officer

- One copy should go to the department head before submission to the Finance Department or Ministry Support Office.

- Check requests should be made at least two weeks prior to the need.
  - For example, if you need the check in hand by Feb. 15, then the request should be submitted by Feb. 1.

- Ministry checks are issued from the Ministry Support Office at the Worship Center:
  - Sunday: 8 a.m. – 2 p.m.
  - Monday-Friday: 6 p.m. – 9 p.m.

- After funds are spent, receipts and excess funds should be returned to the Finance Department with a copy of the voucher and a completed “Ministry Check Request Reconciliation” form (no more than two weeks after the event/activity). Reconciliation forms are available from the Finance Department or online; a copy is provided with the issued check.

- Requests that exceed a ministry’s budget will only be considered based on the department head’s recommendation.
NOTE: Ministry leaders should not spend their own money because there is no guarantee of reimbursement.

D. Member Supported Outreaches

There may be instances where ministries identify organizations they wish to financially support as an outreach outside of the approved ministry budget. In those cases, please follow these guidelines:

- The organization must be approved by the department head.
- Individual participation is strictly on a voluntary basis.
- All checks will be made payable to FBCG.
- Contributions will be submitted to the Finance Department.
- The ministry will access these funds by Voucher/Check Request.
- Only FBCG checks will be sent to the organization.

E. Offerings

From time to time, ministry members will take up an offering to assist someone in need. In that instance, please follow these guidelines:

- The offering must be approved by the department head;
- The need should be announced by the ministry leader or designated person and those who want to contribute should give their offering/donation directly to the person in need.

F. Donations Received

Ministries may receive monetary donations. These donations are to be reported to your department head and deposited with the Finance Department. These funds may or may not be added to the ministry’s budget. The ministry will be notified of the disbursement of funds.
A. Conference Calls

From time to time, ministry leaders may require use of the FBCG conference call bridge for ministry meetings, etc. Technology requests for conference call setup should be indicated when submitting meeting/event requests with the Events Department. In that instance, please follow these guidelines:

• Submit a request to the scheduler@fbcglenarden.org within three business days before the scheduled conference call is needed.
• Indicate time, location and number of individuals participating in the conference call.
• Provide contact name, email address and contact number of lead individual coordinating the conference call.
• A confirmation email will be sent to lead individual within one business day before the scheduled conference call.

Note: The maximum number of individuals who can participate in the call is 16.

B. Database Design

To have a database created for a ministry event:

• Request a consultation meeting through your department head at least one month in advance of the desired due date.
• Submit approved database requirements to the IT Department (#itdepartment@fbcglenarden.org) at least three weeks in advance of the desired delivery date of database.
• The IT Department will review the requirements and provide solutions and a timeline to develop the database within seven business days after receipt of approved requirements.

C. Kiosks

FBCG kiosks are strategically located at both the Worship and Ministry centers. Log onto the kiosks and securely register for classes, retreats and church-wide events. A confirmation email is automatically
sent to the individual registering with a cc: to the FBCG Finance Department from ActiveNet providing the following order information (order information is the same as registration information):

- The Merchant (FBCG)
- Description (specifics on registered classes, conferences, etc.)
- Invoice number
- Registrant's name, address, email address and phone number used for registration
- Total amount paid (US Dollars)
- Credit card type (Visa, Master Card, etc.)
- Date and time registered
- Transaction ID

By using the FBCG kiosks, individuals can update membership records, give online, make Media Center purchases, as well as stay on top of church happenings and information.

D. Ministry Email Addresses

This is a resource for ministry leaders to network with other volunteers, collaborate on events and outreaches and keep each other abreast of upcoming events.

⚠️ NOTE: All emails sent must be related to FBCG ministry.

Ministry leaders/members should NOT use non-FBCG email accounts (Gmail, AOL, Yahoo, etc.) for ministry-related activities. Each ministry has been assigned an email address. The president (and his or her designee) has access to the ministry email. Please delete all junk mail and SPAM upon receipt.

See the full ministry email listing in Appendix A.

E. Online Fillable PDF Forms

Your department head must approve requests for the creation of online fillable PDF forms. Once approved by the department head, requests should be submitted to marketing@fbcglenarden.org in MS Word format. The IT Department requires at least five business days prior to the desired completion and/or posting date.
F. Printers

There are a limited number of printers for ministry use (i.e., registration) and they are available on a first-come, first-serve basis. Please submit printer requests to scheduler@fbcglenarden.org.

G. Website

The website is available to highlight church-wide events/major ministry announcements.

- A consultation should be set up with the Marketing and Public Relations Department 30 days prior to when you want your event to be posted. Send an email to marketing@fbcglenarden.org to schedule a consultation. The MPR Department will send approved graphics to the IT Department.

Online registration:

- For free events, the IT Department will set up the online registration link (outside links created by ministries are not accepted).
- Requests for online registration must be approved by the department head.
- Approved requests must be submitted to marketing@fbcglenarden.org at least 3 business days prior to the desired completion and/or posting date.
- If there is a registration cost, please schedule a consultation meeting with the Finance Department to receive guidance on how to handle the matter with the event budget prior to submission of registration cost payments. Send an email to finance@fbcglenarden.org a consultation.

Quick Response (QR) Codes

- QR codes are a matrix barcode (or two-dimensional code), readable by QR scanners, mobile phones with a camera, iPads and smartphones.
- QR codes should only be used for church-wide events or major ministry announcements that have a web presence.
- Ministry leaders should contact the IT Department in the planning stage of an event to receive guidance regarding the use of QR codes on FBCG media.
- Requests for QR codes must be approved by the department head.
- Approved requests should be sent to #itdepartment@fbcglenarden.org.
- The timeframe required is contingent upon the type of request.

Scan the QR code with your mobile/smartphone or tablet device for easy access to the handbook 24/7, 365 days of the year.
Please note that approval from your department head should be obtained prior to any requests being submitted to the Marketing & Public Relations Department.

For the best results in promoting events, ministry leaders are strongly encouraged to set up a consultation meeting (prior to your ministry budget submission) with a member of the Marketing & Public Relations Department to understand deadlines and approximate costs. To arrange a meeting, send an email to marketing@fbcglenarden.org and cc: your department head. As a result of the meeting, the Marketing & Public Relations Department will be able to develop a comprehensive marketing plan and assist in determining the best strategy to bring attention to the event.

The Marketing & Public Relations Department covers the following categories:

A. Advertising (electronic & printed publications)

There are a few options that can be explored based on a ministry’s budget and the target audience, such as:

- Eblasts
- Facebook Ads
- Community Newsletters
- Local Newspapers (Note: print publications are cost-prohibitive)
- Collateral Materials (i.e., brochures, flyers, postcards, posters, special event programs)
- Website Banner Ads

Please note: All merchandise, collaterals and promotional items - whether created through Marketing & Public Relations, the Art Ministry or outside designers - must include “First Baptist Church of Glenarden” to signify our church affiliation.
B. Collateral Materials (brochures, flyers, postcards, posters, special event programs)

Please submit your information 30 days prior to event and allow a minimum of two weeks for materials to be designed.

**Graphic Design**

- There are several options available for the graphic design component of collateral materials. To assist in the design process, a consultation meeting with the Marketing & Public Relations Department should be held to discuss all available options.
- MPR must review text prior to graphic design layout. Submit text in a Word document to marketing@fbcglenarden.org. Please submit your information 30 days prior to event and allow a minimum of two weeks for materials to be designed.
- Please note: rush jobs (less than five days notice) are not guaranteed. However, if your project is completed within this time you may incur rush fees.
- Personal email addresses and telephone numbers cannot be displayed on ministry-related collateral materials. Only ministry email addresses should be used (see full ministry email list in Appendix).
- If a ministry decides to work with the Art Ministry (art@fbcglenarden.org), the Marketing & Public Relations Department must review the text before it is sent to the Art Ministry for layout.

**Printing (with professional print shops only)**

- Ministries have two options for printing - utilize Ministry Support (see details in the Ministry Support section) or the Marketing & Public Relations Department.
- MPR works with a number of vendors and goes through a competitive bidding process to ensure the best price is determined for the ministries.
- Please submit your information 30 days prior to event and allow a minimum of two weeks for materials to be designed.
- Please note: rush jobs (less than five days notice) are not guaranteed. However, if your project is completed within this time you may incur rush fees.

C. Media Outreach

- The Marketing & Public Relations Department serves as the official liaison between FBCG and the media.
• News stories should only be generated through the Marketing & Public Relations Department. Ministry leaders are encouraged to share timely, unique ministry-related information with the Marketing & Public Relations Department. Send an email to marketing@fbcglenarden.org.
• If hosting a free event, Public Service Announcements are a viable option.
• For free events that have broad, community appeal, MPR will submit a press release for placement in community calendars of local news outlets. Examples of events include the FBCG Health & Fitness Expo, Women’s Conference and the Christmas Celebration.

Please note: most information should be provided to the media at least two to three weeks in advance of an event. For some media, the lead time is longer.

• A story is considered newsworthy if it has at least three of the four following elements:
  ▪ Timeliness (Is it happening today, not last year?)
  ▪ Significance (How many people will be affected by the story?)
  ▪ Prominence (Are there any famous people involved?)
  ▪ Human Interest (Does the story evoke emotion or something the majority of people can relate to?)

D. Review of Editorial Content

• MPR reviews content disseminated to a broad audience.
• Allow five to seven business days for review.
• All ministry-related materials should follow and adhere to the FBCG Style Guide, which can be downloaded from the church website. Visit fbcglenarden.org, click Inside FBCG, select Publications and scroll down to FBCG Style Guide.

E. Social-Media/Mobile (Twitter, Facebook, Instagram)

• Facebook, Twitter and Instagram are social media platforms that have been approved by FBCG: (www.facebook.com/firstbaptistglenarden, www.twitter.com/FBCG and www.instagram.com/fbcglenarden).
• Approved social media pages for individual ministries are Twitter and Instagram. Ministries are not authorized to have their own Facebook
pages at this time. However, that option is available for churchwide events (i.e., Men’s Conference, Women’s Conference and Health & Fitness Expo).

F. Other Avenues for Publicity

NOTE: These entities are collaborations with other departments and are provided to MPR for execution.

**Bulletin/Website Announcements**

- Announcements are due three weeks prior to the date that you desire your information to be posted in the Sunday bulletin or on the FBCG website. All announcements must be approved by your department head prior to submitting to announcements@fbcglenarden.org.
- The information will be posted online under the “Announcements” tab.

**Magazines**

FBCG publishes three general and special interest magazines throughout the year. **VISION Magazine** is geared to the entire congregation; **Grace Magazine** appeals to women; and **VISION Kids** is published for kids ages 5-12.

The following criterion applies to VISION and Grace magazines only:

- Ministries can place ads to promote an event, however, ad space is limited. Church-wide events have first priority and only as space is available will ads appear.
- Ads can be created through the Marketing & Public Relations Department if there is a budget in place or ministry members may utilize the Art Ministry (art@fbcglenarden.org).
- Advertisements must be reviewed and approved by the ministry leader and the department head (send email confirmation from both leaders) prior to submission to magazine@fbcglenarden.org for VISION or gracemagazine@fbcglenarden.org for Grace.
- Advertisements must adhere to the FBCG Style Guide. To download a copy of the style guide, visit fbcglenarden.org, click Inside FBCG, select Publications and scroll down to FBCG Style Guide.
- Banner ads, etc., must be at least 300 dpi.

Scan the QR code below with your mobile/smartphone or tablet device for easy access to the FBCG Style Guide.
• Submit detailed information in a Word document or PDF (if already designed) to the Magazine Ministry staff for VISION:
  ♦ 1st Monday in November for the January/February issue
  ♦ 1st Monday in January for the March/April issue
  ♦ 1st Monday in March for the May/June issue
  ♦ 1st Monday in July for the September/October issue
  ♦ 1st Monday in September for the November/December issue
• Submit PDF advertisement and/or detailed information in a Word document to the Grace Magazine Ministry staff.:
  ♦ 2nd Thursday in February
  ♦ 1st Thursday in May
  ♦ 1st Thursday in August

*Advertisement schedule is subject to change. Contact gracemagazine@fbcglenarden.org for an up-to-date schedule.
A. Central Supplies

FBCG ministries can order standard supplies (i.e., pens, pencils, paperclip, etc.) in person or online.

• To request standard supplies in person, manually complete the Supply Request form and submit the form to the Ministry Center or at the Worship Center.

• The Supply Request form and the supply list are located in the Ministry Support Office or online at fbcglenarden.org/fbcgforms.

• In-stock standard supplies are typically available the same day depending on the quantity requested.

• Online orders require the Supply Request form to be attached and sent to ministrysupply@fbcglenarden.org.

• Special order supplies (supplies not listed on standard supply list) require authorization from the ministry leader and department head. See supply vendor catalog for non-standard supplies.

• Standard supply orders received by 3 p.m. will be ready for pickup within three business days. (Mondays and Wednesdays are supply order days).

• When orders are ready for pick up, the point of contact will be notified by email or phone.

• Standard supplies that can be restocked for use (pens, pencils, etc.) are to be returned to the Ministry Support office the same day or no later than one day after the event. If restock supplies are not returned, the department head will be notified.

• To request ink cartridges for printers, apply the same procedures for ordering central supplies. Supply Request forms should be submitted to Patricia Jackson (pjackson@fbcglenarden.org) in Ministry Support.

B. Copying and Printing Services

For your convenience, copying and printing services are available from Ministry Support at the Ministry Center and Worship Center.

• Printing and Copying Hours:
  • Ministry Support Office (Ministry Center)
    ♦ Monday: 9 a.m. - 9:30 p.m.
    Tuesday: 9 a.m. - 5:30 p.m.
    Wednesday - Thursday: 9 a.m. - 9:30 p.m.
    Friday: 9 a.m. - 5:30 p.m.
    Saturday: 7 a.m. - 3:30 p.m.
• Ministry Support Office (Worship Center)
  ♦ Monday - Thursday: 1:30 p.m. - 9:30 p.m.
  Friday: 2 p.m. - 9:30 p.m.
  Saturday: 7 a.m. - 3:30 p.m.
  Sunday: 7 a.m. - 2:30 p.m.

• Submit copying and printing requests in person at the Ministry Support Office at the Ministry Center or the Ministry Support Office at the Worship Center.

• Copy/print requests may be brought to the Ministry Support Office at both campuses. A completed “Request for Copies” form should accompany the information to be copied.

• Online copy requests should be sent to ministrycopy@fbcglenarden.org along with the “Request for Copies” form attached. The form can be downloaded from fbcglenarden.org/fbcgforms.

• Save copy/print requests as a Microsoft Word or PDF file.

• All brochures and flyers must be approved by the department head before submitting for printing.

• While a 48-hour lead time is required, FBCG staff will attempt to complete urgent copy requests the same day they are submitted.

• Ministry Support staff will email or call when the copy request is complete.

C. Ministry Emergency Response and Incident Reporting Procedure

An “incident” refers to any unplanned event resulting in personal injury or potential for injury to occur, ill health, damage or other loss.

⚠️ Important: Immediately call 911 if the incident/injury is serious or life threatening. If a minor is involved, contact the parent(s) or legal guardian(s) immediately.

FBCG staff is available during normal business hours at both facilities. Below are the hours of operation for both facilities:

Empowerment Center
8 a.m. - 9:30 p.m

Ministry Center
Monday: Friday: 8 a.m. - 9:30 p.m.
Saturday: 7 a.m. - 3:30 p.m.
Sunday: 5:30 p.m. - 9 p.m.
Worship Center
Monday - Thursday: 1:30 p.m. - 9:30 p.m.
Friday: 2 p.m. - 9:30 p.m.
Saturday: 7 a.m. - 3:30 p.m.
Sunday: 7 a.m. - 3 p.m.
Communion, 4th Sunday: 5 p.m. - 9 p.m.

Onsite Incidents
If an incident occurs on church property, contact the Ministry Support Office at 301-773-3600 and inform the FBCG receptionist of the situation. The following information should be provided to the receptionists:
• Your Name
• Location of incident
• Contact phone number
• Brief assessment of the situation and description (Should an ambulance police officers or FBCG nurses be called?)
• If possible, please remain close by to provide information for the Incident Report form that will be completed by an FBCG employee.
   If it is not convenient, please go to the church’s website at fbclenard.org/fbcbforms to complete the Incident Report.
   Incident Reports should be turned into the Ministry Support office no later than two days after the incident.

Offsite Incidents
All incidents that occur off-site during an approved FBCG event should be reported. The ministry leader or assigned designee should contact the church at 301-773-3600. If the incident occurs during non-business hours, call 301-773-3600 and when prompted, press 7.

• An FBCG staff person will discuss the incident with you and will contact the following staff members within 20 minutes of the reported incident:
  • Emergency Coordinator
  • Director of Events
• An Incident Report form should be completed within 24-48 hours after the incident occurs. Incident Report forms are available at fbclenard.org/fbcbforms or available for pickup in the Ministry Support Office at the Worship and Ministry centers. If the incident occurred while using an authorized FBCG vehicle, a form is available in the emergency reporting kit in the vehicle’s glove compartment.
Important: An FBCG Incident Report form must be completed if it occurs at:
- any property and/or facility of the First Baptist Church of Glenarden
- any approved ministry event held at an off-site location

D. Ministry Mailboxes

- Ministry mailboxes are located at the Ministry Center in the ministry mailroom, just left of the elevator on the first floor. Departmental ministry mailboxes are located in the Ministry Support Office at the Worship Center. Mail may be dropped off in the Ministry Support Office at the Worship Center or Ministry Center for delivery to both campuses Monday through Friday. Please check the mailbox frequently for mail.
- From time to time, ministry members leave packages or mail for other members at the Ministry Center. Please take note of the following guidelines:
  - The Ministry Support staff (Receptionists, Welcome Center and Ministry Support offices) are not authorized to accept cash or checks.
  - Packages/mail will be logged in and stored by the Ministry Support team.
  - The sender is responsible for notifying the person that a package/mail is waiting for them.
  - Packages/mail may be picked up at the Ministry Center Welcome Center, Monday – Friday from 8 a.m. - 9:30 p.m. and Saturday from 7 a.m. - 3:30 p.m.
  - Packages/mail may only be held for three days. Due to a lack of storage space, the sender will be called to retrieve the package/mail if it has not been picked up.
  - Packages/mail disseminated between ministry members will only be held by the Ministry Support Office for three business days. If the item is not picked up within three days, the package/mail will be returned to the sender.
  - FBCG provides unsecured mailboxes for all ministries. FBCG assumes no liability and has no responsibility to the sender or mail recipient with regard to lost cash or valuables placed in ministry or departmental mailboxes.
E. Travel for Ministry Enhancement

• Ministry leaders traveling to a conference or workshop must have department head approval 45 days in advance. The delegate(s) will receive a travel packet two weeks prior to the departure date.
• The travel packet will contain a travel itinerary, advanced funds, expense report form, flight and hotel arrangements (if applicable), a conference survey form, car rental confirmations (if applicable) and travel advance instructions that will provide instructions regarding spending guidelines.
• Upon return, each delegate who received a travel advance must account for those funds. The delegate must complete the Expense Report form (recording their actual expenses for each category giving as much detail as possible). The Expense Report form must be submitted to the Finance Department within two weeks of returning from the trip. Along with the report, all unused funds must be returned.
MINISTRY TOOLS & RESOURCES
A. Ministry Documents

Document Submission Deadlines
Ministry leaders should submit the following documents to their respective department head by the specified date:

1. Ministry Monthly Report – Check with your department head for the exact due date.
2. Leadership Recommendations – Sept. 30
3. Ministry Planning Sheet and Ministry Budget – Sept. 30
4. Ministry Year-End Assessment – Nov. 15

1. Ministry Monthly Reports
Monthly Reports provide regular updates on ministry events, activities, outreaches and concerns. Each month a report is to be submitted to the department head. The report should contain attendance at ministry meetings, membership retention & growth, activities, outreaches, testimonies and concerns.

Check with your department head for the exact due date.

2. Leadership Recommendations
The Leadership Recommendation process annually assesses all leaders in the areas of regular attendance at worship & prayer services, commitment and involvement in ministry, active participation in a teaching ministry and financial support of the ministry through tithes and offerings. See Appendix C for the Leadership Recommendation Process Overview.

Due Sept. 30

3. Ministry Planning Sheet and Ministry Budget
The Ministry Planning Sheet provides current information on FBCG ministries that could be used for marketing, website development and review. The planning sheet consists of the ministry’s vision statement, mission statement, yearly goals, outreaches and activities, as well as a teaching calendar if the ministry is engaged in teaching. Each year, the ministry planning sheet is reviewed, updated and resubmitted.

Due Sept. 30

4. Ministry Year-End Assessment
The Ministry Year-End Assessment evaluates the ministry’s effectiveness and implemented mission/vision. At the end of the year, each ministry leader and department head will assess the following:

• Goal obtainment
• Membership retention
• Consistent monthly reporting
• Implementation of pastoral vision for the year
• Leadership development
• Budget

**Due Nov. 15**

**B. Leadership Retreat**

This retreat is a time for FBCG leaders to hear Pastor Jenkins’ vision for the year and begin to tailor ministry activities around that vision. Presidents, directors, vice presidents and assistant directors are expected to attend the leadership retreat. In addition, deacons, deaconesses and ministerial staff should also be in attendance.
PERTINENT INFORMATION FOR MINISTRY MEMBERS

First Baptist Church of Glenarden
### A. Baby Blessings

Baby blessings are normally held on the third Sunday each month immediately following the noon worship service at the Worship Center, located at 600 Watkins Park Drive, Upper Marlboro, Md. There are a few exceptions contingent upon the FBCG church calendar. For additional information and upcoming dates, please visit the FBCG website.

Registration is required for baby blessings. Register online at [www.fbcgbabyblessing.eventbrite.com](http://www.fbcgbabyblessing.eventbrite.com) or by calling 301-773-3600. Baby blessings can be scheduled up to four months in advance, if space is available.

For more information, call 301-773-3600 or email babyblessings@fbcglenarden.org.

### B. Baptism

FBCG Baptism service is normally held the Tuesday before the fourth Sunday at the Ministry Center. Due to the volume of candidates, baptisms are held at 7 p.m. and 8 p.m. Candidates should arrive at least one hour prior to their scheduled time. For more information, contact 301-773-3600 and speak with the membership coordinator.

### C. Benevolence

- The purpose of FBCG providing benevolence is to distribute temporal aid to those in need.
- This aid is available to members who fall into one of the following categories: widows, fatherless, the poor and the needy.
- Assistance is provided to meet the following temporal needs:
  - Rent, utilities (gas, water and electricity), food, clothing, temporary shelter and required prescription medication.
- To receive benevolence call 301-773-3600.

### D. Card Ministry/Card List

The Card Ministry sends get-well, sympathy and encouragement cards to FBCG members and non-members during times of need.

- Visit or call the Ministry Support Office at 301-773-3600 to
provide the recipient’s contact information for the card list.

- The card recipient must provide permission in advance to the person who wants to include their name on the card list.
- Recipients will be put on the card list that is distributed weekly. Names are kept on the card list for one week.
- Senders should use the church address when sending correspondence to those on the card list.

E. Change of Address

From time to time, please remind ministry members to keep their contact information updated. They can go to www.fbcglenarden.org/membershiprecordupdate.

Please note that personal information will not be shared with any third-party entities.

F. Church Calendar

The church’s calendar is posted online and can be found at www.fbcglenarden.org/calendar.

G. Church Mailing Address

Items being delivered for a ministry event should be addressed to the FBCG official mailing address (Ministry Center) and include the ministry name, as well as the ministry leader’s name.

Ex:  First Baptist Church of Glenarden  
     Attn: Couples Ministry, Minister Beverly Little  
     Ministry Center  
     3600 Brightseat Road  
     Landover, MD 20785

H. FBCG Official Hours of Operation

Empowerment Center
Monday - Friday: 8 a.m. - 9:30 p.m.

Ministry Center
Monday - Friday: 8 a.m. - 9:30 p.m.  
Saturday: 7 a.m. - 3:30 p.m.  
Sunday: 5:30 p.m. - 9 p.m.
Worship Center
Monday - Thursday: 1:30 p.m. - 9:30 p.m.
Friday: 2 p.m. - 9:30 p.m.
Saturday: 7 a.m. - 3:30 p.m.
Sunday: 7 a.m. - 3 p.m.
Communion, 4th Sunday: 5 p.m. - 9 p.m.

I. Funerals

To schedule a funeral at FBCG, please call the church at 301-773-3600 and speak with a member of the FBCG Funeral Services Team.

General Funeral Policies

• The church relies on members to notify the church of any illnesses or deaths.
• Funerals will be held for members of the church and their immediate family members (e.g., mother, father, sister, brother, spouse or child). Other services will be held as a service to the community and handled on a case-by-case basis.
• For FBCG members, the church will prepare a repast for the family after the funeral, per their request, at no cost. There is a repast fee for non-members.
• The Church Funeral Coordinator will assist the family in preparing for the service as needed (i.e., funeral programs, obituary, etc.)
• Condolences will be sent to off-site services for members of the church and their immediate family. However, the church must be notified of the death no less than 48 hours prior to the service, before close of business, Monday-Friday.

J. Hospital Visits

FBCG members and their immediate family members (e.g., spouse, children or parents) are eligible to receive hospital visits. A call should be made to the church to request a minister for a hospital visit.

K. Lost & Found

Lost & Found is located in the Ministry Support Office at both campuses. To report lost items, take one of the following actions as soon as possible:

1. Make a report in person at the Ministry Support Office on either campus.
2. Visit fbcglenarden.org/lostandfoundsubmit and fill out the form.
If lost items are found that contain personal identification (credit cards, driver's license, etc.), every attempt will be made to contact the owner as soon as possible.

To ensure lost items are returned to the rightful owner, individuals will be asked to describe the lost item(s) and to provide identification before release.

After three weeks, all unclaimed items will be shredded, donated to charity or discarded.

L. Media Center Hours of Operation

Worship Center
- Daytime Hours
  - Sunday: 8:30 a.m. – 2 p.m. and after 4th Sunday Communion Service and Special Events
  - Saturday: 9:30 a.m. – 2 p.m.
- Evening Hours
  - Monday, Wednesday and Thursday: 6 p.m. – 8:30 p.m.
  - Tuesday: 6 p.m. – 7:15 p.m. and 8:15 p.m. – 9:15 p.m. (except the Tuesday before the 4th Sunday)

Ministry Center
- Daytime Hours
  - Monday – Friday: 11 a.m. – 4 p.m.
  - Saturday: 9:30 a.m. – 2 p.m.
- Evening Hours
  - Monday, Wednesday and Thursday: 6 p.m. – 8:30 p.m.
  - Sunday: 8 p.m. – 9:15 p.m. (1st, 2nd and 3rd Sunday)

M. Prayer Requests

Ministry leaders are encouraged to pray with ministry members. FBCG members are also welcome to call the church to request that a minister pray with them. To pray with a minister, call the front desk at 301-773-3600. Requests submitted through fbcginfo@fbcglenarden.org are emailed to the prayer team.

N. Photography Requests

The Photography Ministry captures memorable moments of various worship services, special events and ministries. The photographs are used in internal
and external publications that feature FBCG and are hung throughout the church. For the purposes of marketing FBCG events, ministries can request previous photographs through their department heads. Requests for event coverage by the Photography Ministry should be included in the Events Department process.

O. SHABACH! Emergency Empowerment Center Services

SHABACH! Emergency Empowerment Center (SEEC) is one of the programs of SHABACH! Ministries, Inc., the non-profit arm of FBCG. SEEC provides goods and services to impact the quality of human life by assisting with temporal needs in the following areas: food, clothing, housewares, diapers, personal care items and information and education regarding food usage – to obtain a better quality of life. Clients are also referred to other food banks or pantries, as well as the Department of Social services for further assistance.

SEEC is available to assist Ministry Leaders with temporal needs for FBCG members.

To request for assistance:
Call SEEC at 301-322-9593, Monday through Friday between 10 a.m. – 2 p.m. for an appointment.

What is needed to receive assistance?
• For non-perishable assistance
  o Name
  o Address
  o Phone number

• For perishable/household assistance
  o State issued picture ID
  o Social Security Card (if possible)
  o Proof of residence
  o For non-FBCG members only: School record or child(s) ID (if possible)

Location:
403 Brightseat Road
Landover, MD 20785

For special circumstances you can email SEEC at gpope@shabachministries.org
P. Sick Notice

The purpose of the sick notice form is to let the church know that an FBCG member or extended family member is sick. To place someone on the list, call 301-773-3600 and the Ministry Support team will take the information.

- The notice informs staff ministers, so one or more of the following can be arranged:
  - Hospital, nursing home, rehabilitation center or home visits
  - Receive Communion
- A non-member can be added to the sick notice, but they may not be able to receive a visit from a minister.
- Non-members are not given Communion.

Q. Spiritual Cares

If a ministry member is experiencing challenges and needs to speak with someone, call the church to contact a member of the FBCG Spiritual Cares team.

R. Sunday Exhibits

All ministries are required to replicate tables, registrations, ministry day exhibits, etc. at Sunday worship services at both the Worship Center and Ministry Center. The purpose of replicating said activities are to allow the 6:30 p.m. Ministry Center congregation to experience the same ministry opportunities as those who attend the morning services.

S. Transportation Services

The Transportation Ministry transports FBCG guests each Sunday to and from the following locations:

- New Carrollton Metro: all 3 services
- Howard University: 10 a.m. service
- Bowie State (seasonal): noon service
- Glenarden Seniors: noon service
- Larkin Chase Rehabilitation: noon service
- Emeritus Assisted Living: noon service
- Pin Oaks Development: noon service
- Evergreen Senior Community: noon service
- Some residential guests are also transported on Sunday: noon service
- Worship Center campus: shuttling throughout the day
- Communion Sundays: 6:30 p.m. service (transported from four locations in the Greenbelt area, seven locations in the Capital Heights area, and one location in the Columbia area)
area and the New Carrollton metro. These stops are in addition to the daily schedule referenced above).

ADDITIONAL transportation:
• MERGE
• Bible Study: New Carrollton Metro

T. Tithing

Members tithe and give to FBCG in a number of ways:
• During service with assigned envelopes or the supplemental envelopes (located in the seat-back pocket of the sanctuary chairs)
• The Finance drop-box (found on the door of the Ministry Support office at the Ministry Center and Worship Center)
• The Online e-giving system* at www.fbcglenarden.org/inside-fbcg/online-giving
• Through the contributor’s bank’s “online bill payer” system:
  ▪ Initiate this through your bank (process varies from bank to bank).
  ▪ Make sure to designate “First Baptist Church of Glenarden” as the “bill” to be paid.

*If members want to stop using envelopes and only give online, please call 301-773-3600 and ask for the Finance Department or email membership@fbcglenarden.org.

U. Weddings

• FBCG members who desire to get married at the church are required to complete the following classes:
  ▪ “So You Think You Want to Get Married” (pre-requisite; held February, May and September)
  ▪ “Becoming One” (pre-marital classes held February, May and September)
  ▪ Register for these classes through The Institutes in person or online at www.fbcglenarden.org/inside-fbcg/institutes.
• Other criteria
  ▪ The bride and/or groom must be a member of FBCG in good standing for one year after receiving the right hand of fellowship.
  ▪ Both the bride and groom MUST be saved.
  ▪ The bride and groom must have parental blessing.
  ▪ The ceremony must adhere to church guidelines regarding dress, music, etc.
  ▪ Second partner wedding ceremonies will be considered, if the previous spouse is remarried. These are handled on a case-by-case basis and approved by Pastor Jenkins.
• For additional information, please contact the Wedding Coordinator at 301-773-3600 or via email at weddings@fbcglenarden.org.
### BUSINESS OPERATIONS EMAIL LIST

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<tr>
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<tr>
<td>Audio Visual</td>
<td><a href="mailto:avdeartment@fbcglenarden.org">avdeartment@fbcglenarden.org</a></td>
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<td><a href="mailto:marketing@fbcglenarden.org">marketing@fbcglenarden.org</a></td>
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<td>Family Life Ministries</td>
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## MINISTRY EMAIL LIST

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<td><a href="mailto:bodybychrist@fbcglenarden.org">bodybychrist@fbcglenarden.org</a></td>
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<td><a href="mailto:htb@fbcglenarden.org">htb@fbcglenarden.org</a></td>
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<td>Information Technology (formerly Computer Ministry)</td>
<td><a href="mailto:itministry@fbcglenarden.org">itministry@fbcglenarden.org</a></td>
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<td>Sisters for Your Journey</td>
<td><a href="mailto:sfyj@fbcglenarden.org">sfyj@fbcglenarden.org</a></td>
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<td>Trustee</td>
<td><a href="mailto:trustee@fbcglenarden.org">trustee@fbcglenarden.org</a></td>
</tr>
<tr>
<td>Turning Point</td>
<td><a href="mailto:turningpoint@fbcglenarden.org">turningpoint@fbcglenarden.org</a></td>
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<tr>
<td>Tutoring</td>
<td><a href="mailto:tutoring@fbcglenarden.org">tutoring@fbcglenarden.org</a></td>
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<tr>
<td>United Voices</td>
<td><a href="mailto:unitedvoices@fbcglenarden.org">unitedvoices@fbcglenarden.org</a></td>
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<tr>
<td>Vacation Bible School</td>
<td><a href="mailto:vbs@fbcglenarden.org">vbs@fbcglenarden.org</a></td>
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<tr>
<td>Willing Workers</td>
<td><a href="mailto:willingworkers@fbcglenarden.org">willingworkers@fbcglenarden.org</a></td>
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<tr>
<td>Wives’ Support</td>
<td><a href="mailto:wivessupport@fbcglenarden.org">wivessupport@fbcglenarden.org</a></td>
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<tr>
<td>Women in Need</td>
<td><a href="mailto:win@fbcglenarden.org">win@fbcglenarden.org</a></td>
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<tr>
<td>Women’s Fellowship</td>
<td><a href="mailto:womensfellowship@fbcglenarden.org">womensfellowship@fbcglenarden.org</a></td>
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<td>Women’s</td>
<td><a href="mailto:women@fbcglenarden.org">women@fbcglenarden.org</a></td>
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<tr>
<td>Young Adult Choir</td>
<td><a href="mailto:youngadultchoir@fbcglenarden.org">youngadultchoir@fbcglenarden.org</a></td>
</tr>
<tr>
<td>Young Adult Praise Team</td>
<td><a href="mailto:youngadultpraiseteam@fbcglenarden.org">youngadultpraiseteam@fbcglenarden.org</a></td>
</tr>
</tbody>
</table>
# LEADERSHIP RECOMMENDATION PROCESS OVERVIEW

<table>
<thead>
<tr>
<th>STEPS</th>
<th>RESPONSIBILITY OF</th>
<th>DUE DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish a Nominating Committee</td>
<td>Ministry Leader</td>
<td>By June 30</td>
</tr>
<tr>
<td>Develop slate of nominations and prepares report</td>
<td>Nominating Committee</td>
<td>By July 31</td>
</tr>
<tr>
<td>Slate of nominations report forwarded to Department Head</td>
<td>Ministry Leader</td>
<td>Upon receipt</td>
</tr>
<tr>
<td>Ballot submitted to the Deacon assigned and the Ministry Leader for the Recommendation Proceedings</td>
<td>Department Head</td>
<td>By Aug. 31</td>
</tr>
<tr>
<td>Ministry contact Deacon assigned to the Ministry of September Meeting for conducting Recommendation Proceedings</td>
<td>Ministry Leader</td>
<td>Prior to Sept. 30</td>
</tr>
<tr>
<td>Tally sheet, ballots and supporting forms submitted to Department Head</td>
<td>Deacon</td>
<td>By Oct. 5</td>
</tr>
<tr>
<td>Review of the Recommendation Proceedings and submit recommendations</td>
<td>Department Head</td>
<td>By Oct. 15</td>
</tr>
<tr>
<td>Consolidate all department recommendations for submission to Pastor</td>
<td>Director, Ministry Support</td>
<td>By Oct. 31</td>
</tr>
<tr>
<td>Ministries notified of results</td>
<td>Department Head</td>
<td>By Nov. 30</td>
</tr>
</tbody>
</table>
LEADERSHIP RECOMMENDATION INSTRUCTIONS By Position

Ministry Leader:

- Establish a Nominating Committee by June 30, to develop a slate of recommended leaders by position for the coming year. During the ministry meeting, the Ministry Leader explains the process and asks for at least three volunteers to serve on the Nominating Committee. Those currently serving as leaders/officers cannot serve on the Nominating Committee.
- Forward the Nominating Committee’s report with the leadership questionnaires to the Department Head for review and approval immediately upon receipt.
- Once the Department Head returns the ballot, the Ministry Leader will contact the Deacon assigned to the ministry to conduct the leadership recommendations prior to Aug. 31.

The Nominating Committee:

- Develop the list of individuals who would like to be recommended for leadership positions in the coming year. The desired slate of nominations is to have at least two names for each office.
- Conduct information gathering of individual nominees and write a short paragraph about that summarizes each individual’s desire to serve. The Nominating Committee has each nominee complete a leadership questionnaire, which is available www.fbcglenarden.org.
- Prepare a report of all the nominees with the short write up, sign the report and submit to the Ministry Leader by July 31. A completed leadership questionnaire by each nominee is attached to the written report.
- The Nominating Committee is dissolved once the report is submitted.

The Department Head:

- Review the Nominating Committee’s report and leadership questionnaires.
- Take the necessary steps to verify the nominees are members in good standing.
- Approve/disapprove the nominees.
- Prepare ballot and forward to the Deacon assigned and the Ministry Leader by Aug. 31.
- After receiving the proceeding results from the Deacon assigned to the ministry, review packet and submit recommendations to the Director of Ministry Support by Oct. 15.
- After Pastor’s approval, notify the ministries of the slate of incoming leaders by Nov. 30.

The Deacon:

- Contact Ministry Leader to schedule the leadership recommendation
proceedings prior to Sept. 30.
▪ Review the process with the ministry members at the meeting, prior to taking the vote.
▪ Take additional nominations from the floor and have those individuals complete a leadership questionnaire.
▪ Conduct vote by secret ballot.
▪ Collect the ballots.
▪ Tally the votes away from the meeting.
▪ Submit the tally sheet, ballots and leadership questionnaires to the Department Head within three days of the proceedings, but no later than Oct. 5.

Director, Ministry Support:
▪ Consolidate tally reports from the Department Heads for submission to Pastor Jenkins by Oct. 31.
▪ After Pastor’s approval, forward results to the Department Head immediately.

Leadership Recommendation Instructions Deadline Summary

By June 30  Ministry Leader establishes Nominating Committee

By July 31  Nominating Committee Report Due to Ministry Leader

Upon receipt  Ministry Leader forwards Nominating Committee Report and all leadership questionnaires to the Department Head

By Aug. 31  Department Head prepares ballot and forwards to the Deacon assigned and the Ministry Leader

By Sept. 30  Deacons conduct the Ministry Leadership Recommendation Proceedings

By Oct. 5  Deacons forward complete results packet to the Department Head

By Oct. 15  Department Head submits consolidated department report to Ministry Support

By Oct. 31  Ministry Support submit consolidated report to Pastor

By Nov. 30  Department Head notifies the Ministry Leader of the results