

WELCOME BACK

AG KIDMIN RELAUNCH KIT

MINISTRY EXPERIENCE

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What elements are you planning to create a WOW first impression for first-time guests who visit your ministry?

- Create a party or celebration atmosphere.
- Create a “Welcome Home” theme and host a family service for everyone to be together.
- Establish a high energy atmosphere among leaders and volunteers as guests and attendees arrive.
- Even though it may not be appropriate to give hugs or high-fives, consider creative ways to interact such as large foam hands to exchange high-fives (being mindful of good sanitation practices).
- Consider hosting a breakfast or reception to encourage re-connection and relationship building while providing individually wrapped or safe food service options.
- Create an engaging and relationship based experience for first time guests including creative follow up options such as sending an inflatable beach ball in the mail with a phrase such as, “We had a ‘ball’ meeting you this week, we can’t wait to see you again!”
- Establish a strategic follow up process for first time guests including but not limited to a post card, phone call, or mailing a special gift.

What special considerations should be made for children/families who have been impacted by COVID-19 and social distancing?

- Provide opportunities for kids to share in small group atmospheres that allow them to feel comfortable sharing their feelings.
- Provide emotional support to children by listening and sharing age appropriate personal stories that help children realize their emotions and feelings are normal.
- Provide moments for kids to talk with each other, they can often be their greatest source of comfort and provide relational support.
- Make families aware of resources that may be available through the church or community such as food pantries, financial support, and opportunities for prayer.
- Be aware and engage with families who may be walking through grief or separation from family and friends and provide appropriate responses and support.
- Establish a structured, ongoing connection to kids and families through phone calls, cards, and virtual connections to provide support and encouragement.

How does your first-time guest process provide safety and comfort for your families?

- To minimize contact with check in equipment, consider having each child checked-in by one volunteer who is assigned to manage each station.
- As the pastor or primary leader, be available and focused as guests arrive to provide opportunities to answer pertinent questions and connect.
- Provide team members to guide new families through the kids area and highlight safety measures in place.
- Provide clear communication to families so they feel confident regarding the drop-off and pick-up procedures.
- Connect guests with a “buddy” who is the same gender and age to help engage them right away with other kids.
- Post documents that outline safety and cleaning procedures.

How can you enhance your weekly experience to build relationships with kids and their families?

- Remember the little things matter, those simple notes mailed to their home, or a quick phone call are all personal touches that make a difference.
- Consider events that are out of the box but create fun family experiences and build relationships among kids and leaders.
- Highlight special days such as Mother’s day and Father’s day to provide unique experiences to bless families.
- Be present when you are with a child/family member, your attention and personal investment are what make a difference.
- Build relationships between kids and leaders with activities such as ‘show-n-tell’ or playing games like ‘Would You Rather.’

What elements of your space could be maximized for a fresh new impact?

- Prior to your first service, take time to clean and sanitize all spaces.
- A coat of paint on main traffic areas will provide a fresh update and a clean feeling.
- Be ready to kick off a new series or theme with a fresh backdrop or stage décor to create excitement as soon as kids arrive.
- A fresh and clean space includes smells, consider air fresheners or cleaning products that create a clean environment when guests and attendees arrive.
- Re-arranging furniture, changing up spacing between chairs and how the space is used can help make a small or familiar space feel new and refreshed.
- Walk through your classrooms and bathrooms through the perspective of a first time guest and consider ways to make small changes that will enhance their experience.
- To enhance the environment, be mindful of things such as cleaning floors, removing marks and scuffs from tables and chairs, and adding new lightbulbs in dim areas.